POSTINI ANTI-SPAM USER GUIDE

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INTRODUCTION

More than 80% of all email traffic on the Internet is spam! An endless struggle occurs between spammers and anti-spam systems companies and it is now obvious that a good anti-spam system is an evolving anti-spam system! Postini anti-spam is a hosted anti-spam system managed by Google. Here is how it works:

All incoming emails for your company will be delivered to Postini who will:

- **forward** the remaining emails of directly to your server.
- **quarantine** emails that is **probably spam**;
- **block** emails that appears to be **pure spam**;

Additionally, you will have access to your own **Message Center** on Postini's servers to manage your quarantine, black and white lists, and some other options.

Upon activation of the service, you will receive a *Welcome message* from Postini with a few explanations. You will also receive a *First Spam Message* when Postini filters your first spam with other information.

HOW EMAILS ARE FILTERED

VALID EMAILS

They are delivered directly to your inbox without any delay.

PROBABLY SPAM

Mails considered as probably spam will be quarantined and kept on Postini's servers. They will **not** be delivered to your inbox automatically. Instead, you will receive a daily *Quarantine Summary* in your inbox with all quarantined emails listed.

Within this summary, you can click the *Deliver* link to have the mail instantly delivered to your inbox.

You can also access your Message Center (see below) to access your quarantine.

PURE SPAM

Pure spam are emails considered 100% sure spam by Postini. Mails sent from blacklisted servers for example are considered as pure spam. You will never receive mails considered as pure spam for they are blocked / refused by Postini's servers. There is no way to recover a blocked email.

THE MESSAGE CENTER

The Message Center is your web interface to manage your anti-spam options. You can use it to:

- Check your quarantine and release / delete quarantined emails;
- Add email addresses to your personal white or black lists;
- Change some additional settings

To access the Message Center, go to http://login.postini.com.

You will need to enter your *Log in Address* (full email address) and the *Password* that you received from Postini by email.

Once logged in, you will see your quarantine. Any valid email can be delivered to your inbox by clicking the *Deliver* button next to it. On the next screen, you can add the sender to your white list by clicking the checkbox under the *Approve Sender* column and by confirming with the *Approve Selected Senders* button.

You can also view the stopped viruses (Viruses tab), the emails that were delivered (Delivered tab) upon your request and the ones that you choose to delete (Trash tab).

You can also have a look at the *Settings* link from the top right hand corner of the page to:

- Manage your personal white list (Approve Senders)
- Manage your personal black list (Block Senders)
- Change your password
- You should **not** change the other options!