

AppRiver Email Security blocks unwanted messages and keeps your system free of adware, spyware, and viruses. One of the supplementary advantages of using the Email Security service is the user-specific Quarantined Message Report (QMR), which is sent daily to the end-user's Inbox and is completely customizable through the Customer Portal.

### **Quick Links:**

#### General

How to Release a Spam Message How to View a Spam Message View, Search, Sort Report Request Current Report Change Report Settings



#### General

Once the QMR has been activated in the Customer Portal, the user will receive a daily QMR in their mail inbox. (Please note that QMR data is captured from 12 am – 12 pm, i.e., 24-hour cycle.) The following information will be presented:

- View, Search, or Sort Report Link to portal view which displays total number of spam, viruses, and outbound mail for that day.
- Held Spam List Shows an analysis of each individual message using the following categories: Subject, From, Time, Country, and Size. Messages may also be viewed or released from this list as well. (Please note that all emails expire after 7 days.)
- Held Malware List Provides an analysis of the individual messages (viruses) that were held using the following categories: Subject, From, Time, Country, and Size.
- **Report Options** Link to portal options which allow you to request a current report, change your email and report settings, and unsubscribe from QMR emails.

Daily Qua administrator@lan Saturday, Februar	arantined Message Report nesurfer.com y 2, 2019	a zix company
	View, Search, Sort Report   Request Current Report   Change R	Report Settings
Spam: 6		(38 not shown)
<u>View</u>   <u>Release</u>	healthinsurancenet_offer@menaraumrohhaji.com Exclusive Free Health Insurance Quotes f 12:26am from United States (4.07 KB)	
<u>View</u>   <u>Release</u>	alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)	
<u>View</u>   <u>Release</u>	cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)	
<u>View</u>   <u>Release</u>	freeflashlight@brusquebnm.fun Your \$29.95 Tactical Flashlight - Free! 2:42am from United States (10.91 KB)	
<u>View</u>   <u>Release</u>	cbd.gummy.bears@alternativesdimensions.com Immediate Pain Relief? 4:07am from United States (4.23 KB)	
<u>View</u>   <u>Release</u>	vivint_home_security_provider@assiduousassignment.com Protect your home - 24/7 monitoring, pro 5:08am from United States (9.61 KB)	
Malware: 2		(0 not shown)
oldtimepotteryllo Fantastic Februar 5:32pm from Unit	c@bm5150.com y Finds! Discover all ted States (57.43 KB)	
chooseyourmor Congratulations, 1 10:30pm from Un	tgage@rich-zhicheng.com welcome to LMB ited States (3.87 KB)	
Outbound: 0		
	* Some messages may not be shown due to your Report Se	ttings
	Copyright ©2003-2019 AppRiver, All Rights Reserved Unsubscribe	



## How to Release a Spam Message

1. Click the **Release** link next to the message you would like to release.

Spam: 6		(38 not shown)*
<u>View</u>   <u>Release</u>	healthinsurancenet_offer@menaraumrohhaji.com Exclusive Free Health Insurance Quotes f 12:26am from United States (4.07 KB)	
<u>View   Release</u>	alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)	
<u>View</u>   <u>Release</u>	cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)	

2. The Web browser will be redirected to the Email Security Quarantine page. Once the message has been released, a green success pop-up window will appear on your screen. (Note that the Allowed List & Tools section is now expanded.)

The message has been released It will appear in your inbox shortly (but it have today's date, since the original ser- preserved.) Consider using the Allowed list options t mail like this from being held in the futur Welcome to Medical Coverage Notice From: health.insurance.network@thewilsonstribe.com Return Path: health.insurance.network-administrator=lamesurf.com@thewilsonstribe.com	× t may not nt date is to prevent re.	¢ Settin Re	ngs - Help - O Log in ceived Date: 2/4/2019 1:23 AM Category: Ogeneral Country: United States
Administrator@lamesurier.com     Administrator@lamesurier.com     Delete     Administrator@lamesurier.com     Delete     Administrator@lamesurier.com	✦ Show Raw	E Show Headers	
Allowed List & Tools Allowed List Items From health.insurance.network Domain thewilsonstribe.com + Add items to personal allowed list + Submit request to administrator			Download Message 2 Download as .eml 2 Download as .mbx
This message has been scanned by AppRiver.			Display blocked content
Welcome to Medical Coverage Notice			

Or Write to: 113 Cherry Street #88030, Seattle, WA 98104-2205

- 3. Select one of the available allowed list options and then click the **Submit request to administrator button**.
- 4. Once the request has been submitted to the administrator, a success request will appear in the Allowed List & Tools section.



## How to View a Spam Message

1. Click the **View** link next to the message you want to review/display.

Spam: 6		(38 not shown)*
<u>View</u>   <u>Release</u>	healthinsurancenet_offer@menaraumrohhaji.com Exclusive Free Health Insurance Quotes f 12:26am from United States (4.07 KB)	
<u>View</u>   <u>Release</u>	alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)	
<u>View</u>   <u>Release</u>	cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)	

2. You will be redirected to the Email Security Quarantine page. Simply close the page when finished reviewing the message.

Email Security					
Home Quarantine Filters	Report Settings Aliases Su	upport			
Welcome to Medical Cover: From: health.insurance.netw Return Path: health.insurance.network-admi To: administrator@lamesurfer.	age Notice ork@thewilsonstribe.com inistrator=lamesurf.com@thewi com	ilsonstribe.com		R	eceived Date: 2/4/2019 1:23 AM Category: General Country: United States
+ Back To Spam Quarantin	e ODelete 🗳 Release	-	Show Raw	E Show Headers	✤ Show Allowed List & Tools
This message has been sca	nned by AppRiver.				Display blocked content
Welcome to Medical Blocked Image	l Coverage Notice				
Update Preferences					
Or Write to: 113 Cherry	Street #88030, Seattle, WA	98104-2205			
Blocked Image Blocked Image					



# View, Search, Sort Report

1. Click the **View, Search, Sort Report** link near the top of the QMR.

Jam: 6 (38 not shown		(38 not shown)*
<u>View   Release</u>	healthinsurancenet_offer@menaraumrohhaji.com Exclusive Free Health Insurance Quotes f 12:26am from United States (4.07 KB)	
<u>View</u>   <u>Release</u>	alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)	
<u>View   Release</u>	cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)	

 The Web browser will redirect to the Email Security page. (Note that this page will display all the messages that were displayed in the QMR.) From here, you may view, search, and/or sort messages by four categories: Date, From, Subject, or Country.

Email Security				
Home Quarantine Filt	ers Report Setting	gs Aliases Support		
Spam	Release	Delete X Delete All	Show Clutter (known sources of junk)	
Malware	Date	From	Subject	Country (Hid
	1:56 PM	email@deals.priceline.com	Hit the road, Jack. Rental Cars from \$5!	United States
Released	1:37 PM	postmaster@ianci.me	[SPAMBL] Roundup Lawsuit - you may qualify	Unknown
Trash	1:28 PM	3596-33690-1742-rvandrunen	[SPAMBL] Create your own power generation system	Unknown
	1:23 PM	RobertRodriguez@mixperson	[SPAMBL] could you meet me tomorrow?	Brazil
	🔲 1:08 PM	nationaldebtrelief@server-leo	Winter Is ComingGet Out of Debt Before It's Too Late!	Singapore
Received Sent	1:05 PM	marketing@insightsforprofess	[BULKMAILER] 10 Marketing Trends that Will Take Over in 2	United Kingdom
∉Per Page	1:01 PM	postmaster@sensian.me	[SPAMBL] Joanna Gaines From Fixer Upper Confirms The R	Unknown
50 *	12:44 PM	SM569@bncollege.com	[BULKMAILER] 25% Off Your Favorite Brand	United States
	12:43 PM	SkillPath@e-skillpath.com	[BULKMAILER] You're the expert, Robin   Know the answers	United States
Jates	12:35 PM	Communicator@PetersenInte	[BULKMAILER] A Thriving Piece of History in the Modern Age	Unknown
Jan 22, 2019	12:21 PM	-3572-2108-1742-rvandrunen	[SPAMBL] Create your own power generation system	Unknown
+	12:20 PM	news@thehustle.co	Crypto on ice	United States
Feb 5, 2019	12:07 PM	keto.fat.burning@casespeech	Healthy & Losing Weight Quickly	United States
Search	12:06 PM	1tac-support@nascentnf.fun	[SPAMBL] Must Haves For Personal Safety	United States
	11:56 AM	elee@southernscholarship.org	SSF - Accepting Applications for Fall 2019	United States
	11:34 AM	info@mindvalleyacademy.com	[BULKMAILER] Prepared for you - Your Special Creative Vis	Canada
Q, Search	🔲 11:32 AM	hello@goodhyouman.com	[BULKMAILER] Valentine's_Day_is_almost_here!_♥	United States
Show advanced search	🔲 11:20 AM	concierge@brightcellars.com	[BULKMAILER] bonus bottle added to cart	United States
Show advanced search	□ 11.13 AM	choice-home-warranty@potifi	ISDAMDI 11 ook In Your 2019 Home Warranty Drice Even in	United States

3. To hide clutter, or known sources of junk from your quarantine list, uncheck the **Show Clutter** checkbox.

Show Clutter (known sources of junk)

 For step-by-step instructions, click the Help menu and Read help documentation submenu to launch the Email Security Online Help system.

				🕸 Settings 👻 🌀	Help 👻 🔘 Log In
	_			Get help with Email Security	
Email Security				Read help documenta	tion
Home Quarantine Fil	ters Report Setting	s Aliases Support		Talk To Us	
Spam	Release Viewing 1 - 50 of 1	Delete X Delete All	Show Clutter (known sources of	<ul> <li>Give feedback</li> <li>Submit a support required</li> </ul>	uest
Malware	□ ↓ Date	<b>≜</b> From	Subject		Country (Hide)
Delegend	1:56 PM	email@deals.priceline.com	Hit the road, Jack. Rental Cars from \$51 Unit		United States
Released	1:37 PM	postmaster@ianci.me	[SPAMBL] Roundup Lawsuit - you	may qualify	Unknown
Trash	🔲 1:28 PM	3596-33690-1742-rvandrunen	[SPAMBL] Create your own power	generation system	Unknown

Or, click the **Help** menu and the **Watch a tutorial video** submenu to launch the Support Page, which includes several video tutorials.



### **Request Current Report**

1. Click the **Request Current Report** link in the Options section.



2. The Web browser will refresh and then display a status message. The most current QMR will be sent to your Inbox within 15 minutes.



3. Simply click the new report in your inbox to view the current QMR.





## **Change Report Settings**

1. Click the **Change Report Settings** link in the Report Options section.



2. The Web browser will redirect to the Email Security page, where you may change your email and report settings.

ome Quarantine Filters Report Settings Aliases S	upport	
Quarantine Alert 3		
Send a notification when a potential	lly valid email to you is quarantined	
Daily Quarantined Message R	eports <sup>3</sup>	
Send daily quarantined message replaced and the send daily quarantined message replaced and the sender of the s	ports	
	Save Changes	
	Save Changes	

3. If enabled by your administrator, activate Quarantine Alerts for your inbox by selecting the applicable checkbox and then click the **Save Changes** button. If a potentially valid email is quarantined, you will receive an email notification.

	Quarantine Alert 3
	Send a notification when a potentially valid email to you is quarantined
	Dally Quarantined Message Reports
	<ul> <li>Send daily quarantined message reports</li> <li>Save Changes</li> </ul>
Make this my	portal start page



4. To receive a QMR, select the **Send quarantined message reports** check box. Once selected, the QMR section will expand.

Quarantine Alert 2
${\ensuremath{\mathbb Z}}$ Send a notification when a potentially valid email to you is quarantined
Daily Quarantined Message Reports
Send daily quarantined message reports
Preferred delivery estimate for daily Quarantined Message Report
5 AM V Central Standard Time
Automatically send updated reports every 2  kours  kours
✓ Send reports even when no spam is held (empty reports)
Sort this report by the Date V column
Show clutter 3
Save Changes

- 5. If you would like to receive multiple current-day reports, choose a frequency option from the Automatically send updated reports every X hours drop-down menu and select the checkbox. (Please note that automated updates are sent Monday through Friday for the current day and these updates include messages quarantined from 12 am to the current time. You will still receive the daily QMR for the previous calendar day.)
- 6. To receive a report even if no held mail is received, select the **Empty Reports** check box.
- 7. Select the appropriate sort option: Date, Country, From, or Subject.
- 8. To show messages that are from known sources of junk on your QMR, select the **Show Clutter** checkbox.
- The Display messages from all countries option is the default country option. Deselect the button to choose a specific country or group of countries to block or to enable for use in the QMR.



10. If all countries are not selected, a list of included and excluded countries will expand on the QMR page.

Included Countries	➡ Exclude All	Excluded Countries	+ Include All
Armenia			
Afghanistan			
Aland Islands			
Brunei Darussalam			
Benin			
Canada			
Cabo Verde			
Dominican Republic			
Algeria			
Djibouti			
Egypt			
Bermuda			
Coto D'Ivoire			
Filter Countries			
Titter Countries			
Showing 245 of 245 included countries			
and 0 countries are currently excluded.			

11. Clear a specific country check box in the Included Countries list to move it to the Excluded Countries list.

Or: Select a specific country check box in the Excluded Countries list to move it to the Included Countries list.

Or: Select the **Exclude All** or **Include All** links to move the all countries to the respective list.

Included Countries	Exclude All	Excluded Countries	+ Include All
		Armenia	
		Afghanistan	
		Aland Islands	
		Brunei Darussalam	
		Benin	
		Canada	
		Cabo Verde	
		Dominican Republic	
		Algeria	
		Djibouti	
		Egypt	
		Bermuda	
		Coto D'Ivoiro	
Filter Countries			
Showing 0 of 245 included countries			
and 245 countries are currently excluded.			

12. Click **Save Changes.** Once the settings have been saved, a **Success** pop-up window will appear on your screen.







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