



• Message Center User Guide

Introduction

What is the Postini Message Center?

Postini is an email protection service that provides each user with a Message Center where your spam and viruses are filtered and quarantined. Your legitimate email messages are delivered to your email inbox, just as they always have, but junk and virus-infected email is routed to your Message Center. You can also customize the service from within the Message Center. This document walks you through using and managing your Message Center.

Getting the most out of your Message Center

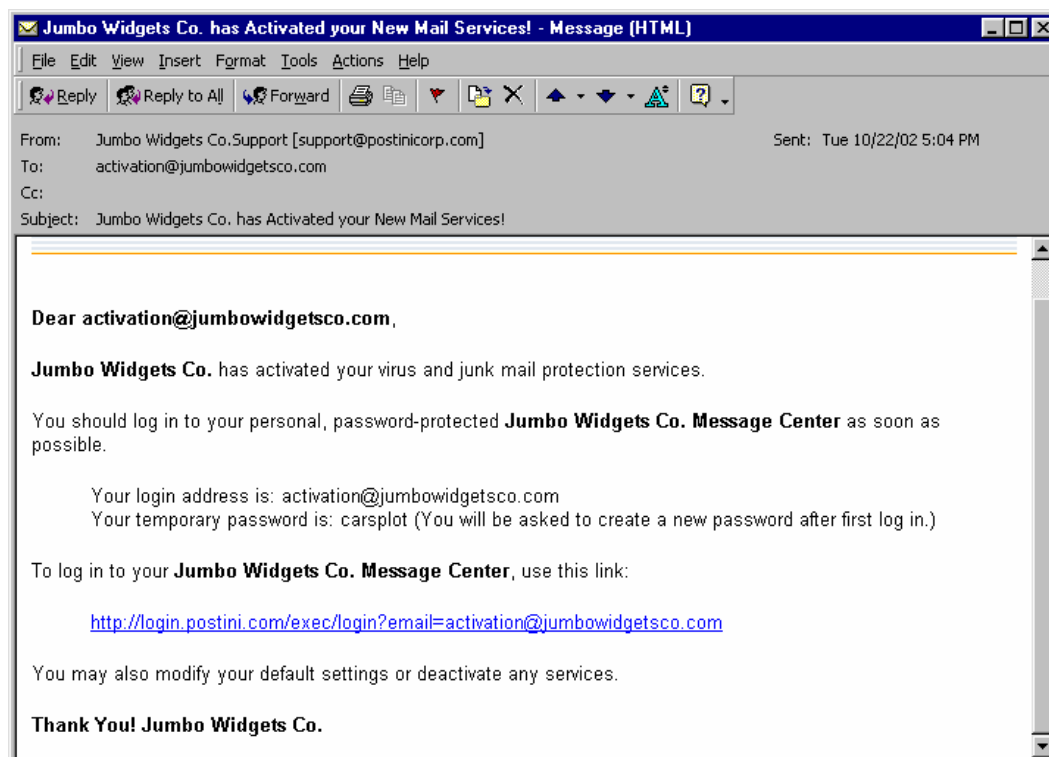
It is strongly recommended that you check your Message Center **daily at first** so your filters "learn" to be more effective and accurate. Upon regular review, remove the unwanted messages and deliver the ones you want. You can also safely read the contents of a virus-infected email in your Message Center without the risk of harming your own personal system.

Regular reminders will instruct you to check your Message Center and review quarantined email. All quarantined messages are held for 14 days until they are automatically deleted.

Login and Overview

How do I access my Message Center?

Once your account has been activated, you will receive a "Welcome" email directing you to your message center.



Log in to the Message Center

1. Click on the Message Center link in the Welcome message. It's helpful to bookmark the log in page.
2. Enter your log in address (provided in the Welcome message).
3. Enter your temporary password (provided in the Welcome message). If you enter an incorrect password, the [Forgot your Password?](#) link will appear. Click on that link and then click the Submit button and a new temporary password will be emailed to you.
4. When you sign in using your address and password, your browser can "remember" you by using a persistent cookie on your computer. By selecting the checkbox on the log in screen, you can bypass the log in each time you come back. **Be sure to close the browser window instead of logging out.** Upon your return, you won't be prompted for a password. If you use a shared computer (in a library, Internet cafe, school, or other public area) where someone could see your personal message center, do not select the Remember Me checkbox.

The Message Center Main Window

The Message Center has several different areas:

The screenshot shows the Message Center interface with several callouts:

- Application settings for Junk, Virus, and Wireless**: Points to the navigation links: [Junk Email Settings](#), [Virus Settings](#), and [Wireless Settings](#).
- Account settings, including change password**: Points to the navigation links: [Account Settings](#), [Help](#), and [Log Out](#).
- Online help**: Points to the [Help](#) link.
- Folders for messages delivered or removed**: Points to the view options: [View: Quarantined](#), [Delivered](#), and [Removed](#).
- Quarantine**: Points to the **Quarantine** section header.
- Filter icons**: Points to the filter icons in the message list.
- Delete selected junk email out of quarantine**: Points to the **Remove** button.
- Move selected email out of quarantine and into your inbox**: Points to the **Deliver** button.

The main content area shows a message in the Quarantine section:

Suspicious Junk Email

We've quarantined these junk email messages before they reached your inbox. Remove unwanted messages and deliver the ones that you do want.

Remove Messages **Deliver** To Your Inbox Message 1 - 4 of 4

[Remove All Messages](#)

<input type="checkbox"/>	Sender	Subject	Filter	Date
<input type="checkbox"/>	dealsforyouzzz@hotmail.com	STIMULANT FREE DAILY WEIGHTLOSS !!		04-16-2003
<input type="checkbox"/>	cyberchristine2@hotmail.com	Repair of cells and metabolic functions n		04-15-2003
<input type="checkbox"/>	cyberchristine2@hotmail.com	I want to meet you tonight gjemhcewbvjbo		04-15-2003
<input type="checkbox"/>	cyberchristine2@hotmail.com	Hurry, take advantage of the super low mor...		04-15-2003

[Select All](#) [Unselect All](#)

Remove Messages **Deliver** To Your Inbox

The Quarantine Area

If you would like to view the contents of a message in the quarantine list (for example, if you are uncertain if an item is junk), click on the subject, and the message content will appear.

Filter Icons



This message is general bulk email.



This message contains sexually explicit content.



This message contains "Get Rich Quick" and other financially related offers.



This message contains special offers and advertisements.



This message contains racially insensitive material.

Remove or Deliver Email Messages

Remove Junk Email

To remove or deliver messages, check the messages and click the appropriate button (Remove or Deliver).

We've quarantined these junk email messages before they reached your inbox. Remove unwanted messages and deliver the ones that you do want.

Messages To Your Inbox Message 1 - 3 of 3
[Remove All Messages](#)

<input type="checkbox"/>	Sender	Subject	Filter	Date
<input checked="" type="checkbox"/>	sally657@hotmail.com	Fwd: about monday...		04-16-2003

When delivering a message to your inbox, you will be prompted to add the sender to your Approved Sender List. Adding the sender will allow them to always bypass the Junk Email filters. It is highly recommended that you add your friends, family, colleagues, and associates in order to improve the accuracy of your filters.

Email Delivered

The following messages have been delivered to your inbox. Selecting the "Approve" check box allows messages from the selected address to bypass the junk email filter.

Approve	Address	Subject
<input checked="" type="checkbox"/>	sally657@hotmail.com	Fwd: about monday...

Delivered and Removed Folders

When you deliver email from the Message Center, it is immediately forwarded to your inbox. A copy is also placed in the Delivered Folder. Messages are permanently deleted from the Delivered Folder on a periodic basis. To view the contents of the folder, click the Delivered link.

[Junk Email Settings](#)
[Virus Settings](#)
[Wireless Settings](#)
[Account Settings](#)
[Help](#)
[Log Out](#)

Delivered Messages

View: [Quarantined](#) | [Delivered](#) | [Removed](#)

Suspicious Junk Email

Messages "Delivered" from the Message Center are copied here. They will be permanently deleted 2 days after delivery.

Messages
 To Your Inbox
 Message 1 - 1 of 1

[Remove All Messages](#)

<input type="checkbox"/>	Sender	Subject	Filter	Date	<input type="checkbox"/>
<input type="checkbox"/>	sally657@hotmail.com	Fwd: about monday...		04-16-2003	

Once a junk email message has been deleted from the Message Center it is placed in the Removed Folder. Messages will be permanently deleted from the Removed Folder by the system on a periodic basis. By clicking "Empty Trash", all messages in the Removed Folder will be permanently deleted with no method of recovering them.

Removed Messages

View: [Quarantined](#) | [Delivered](#) | [Removed](#)

Messages "Removed" from the Message Center are listed here and are permanently deleted on a regular basis. Viruses cannot be delivered to your inbox from this page.

Message 1 - 10 of 10

<input type="checkbox"/>	Sender	Subject	Filter	Date	<input type="checkbox"/>
<input type="checkbox"/>	dealsforyouzzz@hotmail.com	STIMULANT FREE DAILY WEIGHTLOSS !!		04-16-2003	

Configuration

Junk Email Filters

Each messages is scored by its probability for being junk email. Postini will compare the spam score of the message with your personal tolerance levels for that specific category of junk email (screenshot follows). Messages exceeding your tolerance will be quarantined to your Message Center.

The filters can be tailored to match your personal preferences. For example, you may wish to receive special offers, so you would set that filter to a lenient setting, but you may not wish to receive any get rich quick offers, so you would set that filter to a more aggressive setting.

Junk Email Blocking

The junk email filter protects your email inbox from unwanted messages. Suspicious spam will be quarantined in your Message Center. Adjust the settings to personalize your level of protection.



Spam Filters

Select the specific categories of junk email that you want to block from your inbox.

	Lenient		Aggressive		
Bulk Email	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Master filter setting to block most unsolicited email
Sexually Explicit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Adjust overall protection against sexually-oriented messages
Get Rich Quick	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Adjust overall protection against money-making offers
Special Offers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Adjust overall protection against too-good-to-be-true offers
Racially Insensitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Adjust overall protection against hate-oriented topics

What do the filter levels mean?

As you increase the spam filter levels, you increase the amount of junk email that is caught and the effectiveness of the system. You also have a greater chance of legitimate email being quarantined (called a “false quarantine”) during the initial ‘breaking in period’. Setting filters is a trade-off – a more aggressive setting means more junk email will be quarantined, however, it also increases the odds of a false quarantine occurring.

Sender Lists

The Approved Sender List allows you to designate individuals or domains that will always bypass the filters and will automatically be delivered to your inbox. We recommend that you add friends, family, and associates to the Approved Sender list. This is the best method for preventing legitimate messages from being falsely quarantined.

The Blocked Senders List allows you to designate addresses that will always be blocked regardless of content. We do not recommend using the Blocked Sender list to block regular spammers. Spammers continually change and spoof their address and domain, making this approach useless. The Blocked Sender list is to help block newsletters that are difficult to unsubscribe from or bothersome senders.

Sender Lists

Approved Addresses will allow senders to bypass the junk email filters. Blocked Addresses will keep messages from reaching your inbox.

Are you trying to approve an email mailing list or newsgroup?

Approved Senders

To approve email from an entire domain, enter addresses in the form "domain.com".

client.com
customer.com
domain.com
my-company.com
my-family.org
postini.com

To remove approved addresses, highlight and click "Delete from List".

Blocked Senders

To block email from an entire domain, enter addresses in the form "domain.com". If a message has been quarantined, there is no need to add the spammers address or domain.

spammer@spam.com

To remove blocked addresses, highlight and click "Delete from List".

Adding spammers to this list can be ineffective - spammers continually change their address. [more ...](#)

Virus Settings

There is only one setting for Virus Scanning, ON or OFF.

Virus Protection

ON OFF

Click ON to protect yourself from harmful and potentially costly outbreaks of malicious email viruses. It will quarantine all threatening messages in your Message Center where you will be able to safely view the message without ANY damage to your system.

Providing inline virus scanning, you are ensured that virus definitions are updated regularly with the most common and dangerous viruses. You will be notified immediately via email when a virus-infected message is quarantined.

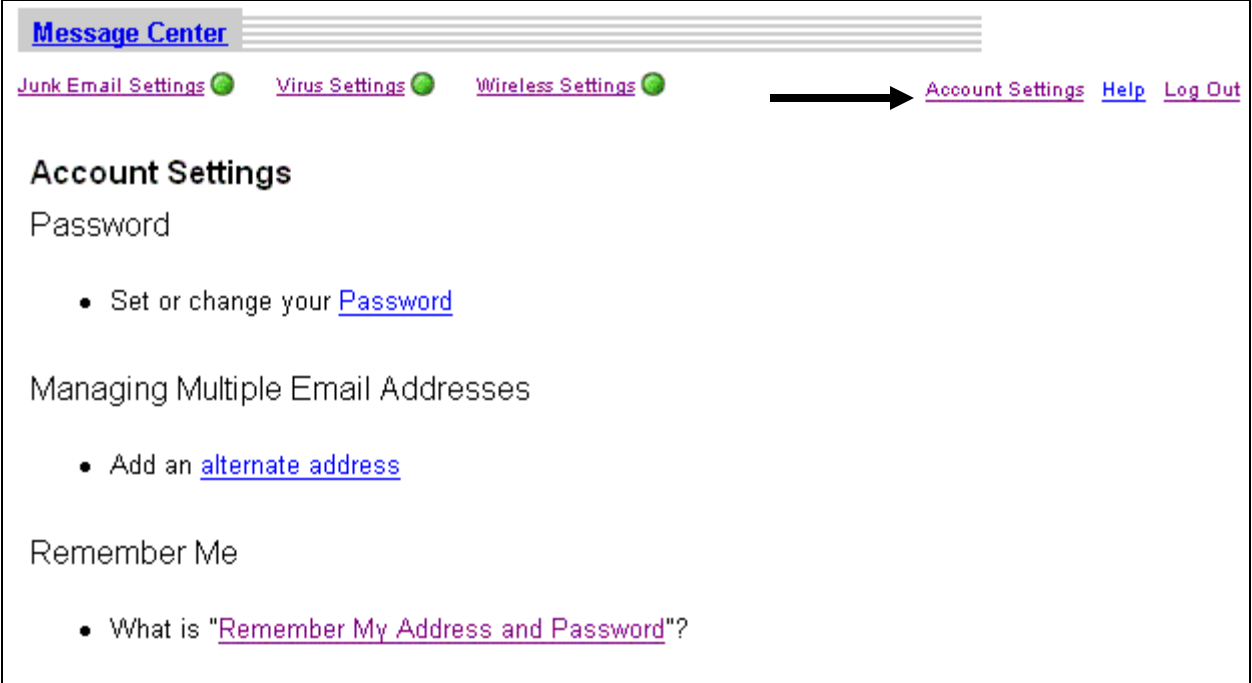
VIRUS DETECTION
McAfee

Virus Protection is powered by McAfee.

If a virus is detected, your message will be safely detained in the Message Center and you will be immediately notified via email. You can safely view the virus-infected message from within the Message Center without fear of transmitting the virus to your operating system or installed software.

Account Settings

Clicking the Account Settings link takes you the Account Settings page.



The screenshot shows a web interface for a Message Center. At the top, there is a navigation bar with the following links: [Junk Email Settings](#), [Virus Settings](#), [Wireless Settings](#), [Account Settings](#), [Help](#), and [Log Out](#). A black arrow points from the [Account Settings](#) link to the main content area. The main content area is titled "Account Settings" and contains three sections: "Password" with a bullet point "Set or change your [Password](#)"; "Managing Multiple Email Addresses" with a bullet point "Add an [alternate address](#)"; and "Remember Me" with a bullet point "What is [\"Remember My Address and Password\"](#)?"

From this page you can:

Change your password. Click on the Password and you will be prompted for your current password and your new password.

1. **Manage multiple email addresses.** Do you have several email accounts and addresses? You can map these alternate addresses to your Message Center. If you do not map these addresses to your Message Center, you still may receive spam. Adding alternate addresses will send a confirmation email to confirm you are the legitimate owner of the address. You may submit as many alternate addresses as you own.
2. **Enable "Remember Me".** This link displays information that explains the "Remember my Address and Password" feature.

Frequently Asked Questions

- 1. How do I know when I have messages in quarantine?**

You should log in to your Message Center periodically to review your quarantined messages, deliver any legitimate messages and remove junk messages. You will receive an email notification on a regular basis in your primary email inbox if any messages have been quarantined.
- 2. How do I get technical support?**

Contact your email administrator directly.
- 3. What if I don't want my email to be filtered?**

Set Junk Email Blocking to off in your Junk Email Settings page or contact your email administrator.
- 4. Can someone else read my email?**

Postini's patent-pending email processing technology allows messages to be processed in real-time as the packets flow through the Postini servers, and so legitimate messages are not written to disk. This ensures that Postini does not expose your data to hackers or potential loss of data. Postini's filters process all email without human contact with mail flow or individual messages. In the case of suspicious email, the message can be broken down into sections with a hashed file name and then directed to your private Message Center.
- 5. Why do I need to enable cookies when logging into my Message Center?**

Cookies are only used to identify and validate users. The persistent cookie contains the email address of the user who last logged in to Postini. This cookie is only used when logging in. All other cookies expire within 40 minutes or when the browser is exited. When the "Remember my Address and Password" checkbox is checked, then the cookie will not expire for the Message Center until the "Logout" link is clicked.
- 6. What happens to messages I have delivered from the Message Center?**

They are delivered directly to your inbox and a copy is placed in the Delivered folder.
- 7. What happens to email I delete from quarantine?**

When messages are removed, they will be completely purged from the Removed items folder approximately 2 days after removal. If you would like the purge to be immediate, click on the "Empty Trash" button from the Removed folder. Unless specifically removed, messages will be quarantined for 14 days.
- 8. Why can't I log in? What if I have trouble getting in to my Message Center?**

If you enter an incorrect password on the log in screen, the system will display a page with a "Forgot your Password?" link. Click on the link and then press the Submit button and a new password will be emailed to you. If this fails, contact your email administrator directly for assistance.
- 9. What if I have two separate email addresses?**

You should map all your email accounts to the same Message Center to ensure spam does not get through. See the Account Settings section of the Configuration chapter.
- 10. Can I import my contacts or address book?**

No. You can manually enter them. We suggest adding the domains, if practical, so you do not reach the character limit for the Approved Sender list.
- 11. What if messages are quarantined that I want delivered to my email inbox (false quarantines)?**

Adjust your spam filters to a more lenient setting and add senders to your Approved Senders list.
- 12. What if a lot of junk email is still getting through?**

The heuristic filters can block up to 95% of spam from reaching your inbox. Unwanted messages can still get through. Follow the suggestions below to maximize your filter effectiveness:

 - **Increase your settings.** The more aggressive the filter setting, the fewer spam messages will reach your inbox. Please note that more aggressive the setting, the more often you should visit the Message Center to confirm that legitimate messages are not quarantined. If they are, add those senders or domains to your Approved Sender list.
 - **Review your Approved Mailing List.** Do you have other email addresses forwarding to this account? Check to be sure your addresses are NOT on the Approved Mailing List.
 - **Forward your spam.** Participate in keeping the filters accurate by sending your unfiltered spam messages AS ATTACHMENTS in email to spam@postini.com. This does not guarantee that these messages will be filtered in the future, but will be used by engineers for filter tuning.

Appendix A: Wireless Email Settings

The Wireless Email Settings page is where you set up a wireless device to receive messages, and forwarding rule(s) to specify which email messages will be forwarded to the device. It takes about 5 minutes to complete the set up. First, you should check your wireless carrier and device to be sure text delivery capabilities are supported. To begin, click Activate.

Wireless Email

Activate



Wireless Email forwards copies of your e-mail to a cell phone, pager, or PDA and it's easy too!

- 1 Enter Your Device Info
- 2 Set a Quiet Time
- 3 Define Forwarding Rules

The Wireless Email service lets you receive your email on your cell phone, pager, or PDA -- no need to buy an expensive device or force others to memorize a complicated email address.

To activate Wireless Email, be sure that your wireless device is capable and activated to receive text messages. Then, click on the green "Activate" button from this page. Follow the set-up wizard where you'll enter your device information and define forwarding rules -- either forwarding ALL your email messages to your device or just the IMPORTANT ones. There's even a Quiet Time to prevent you from being disturbed during personal time.

Set Up a Device

Name your device. For example, "Mike's Cell Phone".

Select the device type (Phone, Pager, or PDA) and enter the device's phone number, PIN, or wireless email address. Select the carrier that provides your wireless service. If your wireless carrier is not on the list, click the [Wireless Carriers](#) link on the screen for help on setting up your wireless device.

Compression setting will shorten the amount of header info forwarded and will abbreviate some words. This is helpful when your device has a limit on the number of characters it can accommodate per message.

Click the Test & Continue button. A test message is sent to your device. While waiting for the test confirmation message to arrive, click on the Continue Setting up Your Wireless Email button.

Set up your device

Deliver a copy of your important email messages to your existing digital cell phone, alphanumeric pager, or wireless PDA. Fill out the information in the fields below, and then test your device.

Name your wireless device

Phone

Pager

PDA

[My wireless carrier is not listed](#)

Enter the device's phone number, PIN, or wireless email address. Follow the formats below:

<input type="text"/>	Cell phone: 3335551212
	Pager: 3332061234
	PDA: username@service.com

Compression reduces the number of irrelevant characters in each message. This can be helpful if your wireless carrier limits the number of characters that your device can receive. [More on compression](#)

Compression

No compression

Test your device to verify that it is enabled for wireless messaging.

Quiet Time

If there are certain hours where you do not wish to have email forwarded to your device, set a quiet time.

Wireless Email provides two time settings for message delivery: 1) Always and 2) Always except during Quiet Time. Your Quiet Time settings are defined by selecting both the starting and ending time. For example, the default settings for Quiet Time are "from 8:00 AM to 5:00 PM". This setting means that, for rules using the "Always deliver except during quiet time" option, any email messages that are received between 8:00 AM and 5:00 PM will NOT be forwarded to the selected wireless device. There's also a setting to block forwarded messages during the weekend.

Set the Time Zone you live in.

Click the Continue button when finished.

Define your Quiet Time

Although email can be important, there may be times when you don't want to be disturbed. You can easily disable the service during your personal Quiet Time. Follow these simple instructions to configure your Quiet Time.

Set your time zone:

Define your Quiet Time.

Do not forward email messages

From:

To:

Do not forward email messages on Saturday or Sunday

Messages are not held during Quiet Time for later delivery. Original messages will always be found in your inbox.

Continue

Forwarding Rules

Select either the Forward ALL Messages or the Forward IMPORTANT Messages button. The Forward IMPORTANT Messages button will forward only the messages that meet your sender, keyword, and priority rules. The Keyword, Sender, and Priority rules follow this page.

Forward your email messages

You can forward a copy of ALL your messages to your wireless device or only IMPORTANT ones, as defined by you.

Forward ALL Messages

If you choose "Forward ALL Messages" every email sent to your regular email account will be delivered to your wireless device. **Choose this option carefully:** if you receive hundreds of email messages daily, you may not want them ALL forwarded to your wireless device.

Forward IMPORTANT Messages

Selecting "Forward IMPORTANT Messages" will allow you to determine which messages are delivered to your wireless device based on keywords within the message, sender's email address, or message priority.

Keyword Rule

Give the rule a descriptive name and add important keywords or phrases to the Keyword List. Click add after each submission. Keyword rules are defined by entering one or more words or phrases. This setting will scan the entire email message and will forward select any message that contains a match with any of the words or phrases that are in your defined keywords list. You may define a different list of keywords for each Keyword rule. Give each Keyword rule a unique name that describes the content of the rule. Clicking on the "Save" button stores your changes in the Wireless Email database, "Skip" will move you to the next forwarding rule, and the "Cancel" button will return you to the Summary page, without recording any changes.

You can create multiple rules one you've completed the set up wizard.

Define your "Important" email

Keyword Rule

List the keywords that can appear anywhere in the message and a copy of these messages will be forwarded to your device. You can build one list of keywords or you can create multiple keyword rules, each with different content themes. If you don't want a Keyword Rule, press the "Skip" button.

Name this keyword rule:

Keyword List:

(single word or phrase)

Add this item to list

Select keyword to remove

- Always deliver messages matching keywords
 Do not disturb me during my Quiet Time

Create a Sender Rule

Click the Continue button. The Sender Rule page appears. You can create one or more Sender rules. Define each Sender rule by entering either a "Family name", or one or more email addresses (or domain names), or both. Email addresses must be in the form "user@domain.com" and domain names must be in the form "@domain.com". Clicking on the "Save" button stores your changes in the Wireless Email database and returns you to the Summary page. The "Cancel" button also returns you to the Summary page, but without recording any changes.

Define your "Important" email

Sender Rule

List the email addresses of senders who, if they send you an email, a copy of the email will be forwarded automatically to your device. You can build one list of senders or you can create multiple lists, each with different themes. If you don't want a Sender Rule, press the "Skip" button.

Name this sender rule:

Use the full email address

Example: user@domain.com

Add this item to list

Select sender to remove

Family name:

Wireless Email can search the entire address for a specific name or text. For example, 'Smith' will forward messages from 'jsmith', 'smith2000', 'smithers', etc.

- Always deliver messages from listed sender(s)
 Do not disturb me during my Quiet Time

Priority Rule

The Priority Rule allows email messages that are marked as High Priority or Urgent to be forwarded to your wireless device. Email clients (Microsoft Outlook, Eudora, Netscape Messenger) and some web- based email services have the ability to mark a message as Important, Urgent, or High Priority before sending it. If the sender of a message marks it in one of these ways and you have checked the Enable your priority rule box, Wireless Email will forward the message to your wireless device. If you do not wish to enable the priority rule, press the Skip button. If you do wish to enable the priority rule, click the checkbox for enable your priority rule and then select the radio button for either Always deliver priority messages or do not disturb me during my Quiet Time. Press the Continue button. The Wireless Email Settings summary page appears.

Define your "Important" email

Priority Rule

Forward copies of messages marked "Urgent" or with a priority level of "Higher" than normal.

- Enable your priority rule.
- Always deliver priority messages
- Do not disturb me during my Quiet Time

Continue

Skip

Wireless Email Summary Page

This page is what you see once you complete the configuration wizard. You can now edit and add filters, change forwarding to forward ALL messages, and even add additional devices.

Wireless Email

ON **OFF**

Copies of your email messages will now follow you to your cell phone, pager, or PDA based on the rules you defined.



Forward All Messages Quiet Time

All of your email messages will be forwarded to your wireless device.

Forward Important Messages

By Keyword:

[Urgent](#)

[\[add new Keyword Rule\]](#)

By Sender:

[Family](#)

[\[add new Sender Rule\]](#)

By Priority: On

[Edit your priority rule](#)

[Mike's Cell
Phone](#)

Add a Device

Time Settings

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Disclaimer

The virus protection assistant is constantly kept up to date through worldwide virus tracking centers. As malicious viruses break out and mutate, updates to the virus recognition software with the latest virus definitions are made, allowing us to identify them and render them harmless. Although this service will protect you from virtually all incoming email-borne viruses, it is important to know that this service, and others like it, cannot guarantee that your system will never be infected. The best anti-virus solution is a layered approach that protects SMTP, HTTP, and desktop resources.

Version

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