Email Filtering Service
Email Quarantine End User Guide

Introduction

The email administrator for your organization has configured the types of email filtering and actions that are applied to your inbound email. Depending on the configurations, AT&T Secure E-Mail Gateway (SEG) can apply these types of filtering to your email.

- Virus and Worm Scanning – determines whether an email’s attachment contains any known viruses or worms and if it does, performs the configured action on the email.

- Spam Blocking – analyzes the email to see if it is likely spam and, depending on the likelihood level, performs the configured action on the email.

- Content Filtering – analyzes the email to see if it violates configured content policies (for example, contains profanity or HTML images) and if it does, performs the configured action on the email.

- Attachment Filtering – analyzes the email’s attachment to see if it violates configured attachment policies (for example, exceeds a specified file size, contains certain content, or is an executable program) and if it does, performs the configured action on the email.

- Additional filtering – performs any other email filtering as configured by the Email Administrator (for example, filter “click-throughs” on hyperlinks in emails, use policy-level Allow Sender and Deny Sender lists, etc.)
Based on your email administrator’s defined policy configuration, each email that violated the specified policy can have any of the following actions taken:

- **Allow Delivery** – The email is forwarded to your email address with no processing applied.

- **Quarantine** – The email is added to the respective quarantine area and is not sent to your email address. If the email violated a spam policy, the email is reported in a Spam Quarantine Report that is emailed to you. Quarantined emails can be viewed, deleted, and/or released to be sent to your email address.

  *As the end user, you can manage only emails that were quarantined because of spam. You cannot access emails that were quarantined because of viruses, attachments, or content.*

- **Tag** – The subject line of the email has a descriptive phrase (for example, “[SPAM]”) added to the beginning of the subject text and the email is sent to your email address.

- **Deny Delivery** – The email is blocked automatically. Depending on the sending system’s configuration, you or the email sender may or may not be notified.

- **Strip Attachment** – If the email had an attachment that violated attachment policies, this action causes that attachment to be removed from the email and the email is sent to your email address. Text is inserted into the email notifying you that an attachment has been stripped. Only the attachment that violated the attachment policy is stripped.

- **Clean** – If the email had an attachment that contained a virus or worm, this action attempts to remove the virus or worm and preserve the attachment. If the clean is successful, text is inserted into the email notifying you that an attachment had contained a virus and was cleaned. If the email cannot be cleaned, SEG does one of the following, depending on your filtering policy: Deny delivery, Strip the attachment and deliver the email, or Strip the attachment and quarantine the email.
Managing Your End-User Email Quarantine - Notification

The AT&T Secure E-Mail Gateway service enables you to manage your personal message quarantine system. SEG quarantines suspect email in a safe location and provides you with notification and tools to manage your email quarantine. Depending on your configuration as managed by your email administrator you may receive one of the following types of notification

**Spam Quarantine HTML-based Reports** are emailed to you on a regular basis. This report may include information new items since the last report and all messages in quarantine.
**Spam Quarantine Text-based Reports** are emailed to you on a regular basis. The summary email may include information on how many new emails have been quarantined as spam since the last Summary and the total number of spam mails in your spam quarantine.

Spam Quarantine Summary for lisa@mxservices.com

You have 4 new quarantined messages which have been classified as spam.

To view all quarantined messages, go to:

`https://mxservices.console.melogic.com/quarantine/user_index.php?module=spam&sort=-created&order=desc&id=138060888&h=804135e7f8c207c1a97c3db963b0e6764&time=1248460094`

If the link is not active in your email client, you can copy and paste the link into a web browser to access your quarantine.

The new quarantined messages are:

<table>
<thead>
<tr>
<th>Date (MDT)</th>
<th>From Subject Score Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/24/2009 01:15</td>
<td>&quot;Accuquote&quot; &lt;life.dom55@tra... RE: Term Life Rates, Lowest... 99.9% 9KB</td>
</tr>
<tr>
<td>07/23/2009 21:12</td>
<td>&quot;Special Offers&quot; &lt;cards.m17... Stock up on Penny Business ... 99.9% 9KB</td>
</tr>
<tr>
<td>07/23/2009 01:57</td>
<td>&quot;Satellite TV Promotions&quot; &lt;... RE: Lowest all-digital price... 99.9% 9KB</td>
</tr>
<tr>
<td>07/21/2009 12:45</td>
<td>&quot;Official Eco Canteen&quot; &lt;... RE: Reusable stainless stee... 99.9% 11KB</td>
</tr>
</tbody>
</table>

**Managing Your End-User Email Quarantine – End User Actions**

Through links in your spam quarantine report you can take the following actions:

- View the contents of quarantined emails
- Delete unwanted emails
- Release desired emails, which takes them out of quarantine and sends them to your primary email address
- Maintain Your Alias Email Addresses
- Select specific “from” email addresses that will be always or never sent to you
- Open the Preferences window to change settings for your Spam Quarantine Reports and/or the time zone used for your spam control console
Managing Your End-User Email Quarantine – Sign into the Control Console

The first time you try to access the Control Console, you must either use a password given to you by your email administrator or define a password that you will use thereafter to sign in. After you have signed into the Control Console, you can change your password at any time.