

## mailgate : Announcement

Your organization will be implementing a new technology to deal with unsolicited bulk email (Spam) and email borne Viruses.

### What you need to know ...

- *All email to your address will be filtered to reduce the amount of spam and viruses you receive via email*
- *This is just a filtering technology ... nobody "reads" the contents of your messages*
- This service applies to everyone, and is turned on for you automatically

### What if ...

*What if a message is caught that I actually want?*

Twice a day an **email report** is sent to you that will list all messages which have been quarantined (suspected spam). If you see a message in this list which you would like to release to your INBOX simply click on the Message ID assigned to that message.

*What if I want to receive all messages from [some@email.address.com](#)?*

The term for this action is **whitelisting**.

Click on the first link at the top of your email report it will open a window which allows you to see all messages currently quarantined. Find the email address that you would like to **whitelist** and click the checkbox for that message in the rightmost column labelled "White List", then click on the "Submit" button at the bottom of the window.

*What if I'm expecting an email that I think might be quarantined?*

You can either wait to see if it is in your next **email report**, or open a previous **email report** and click on the first link in the message. This will open a new window which displays all messages currently quarantined (most recent at the top). Find the message you are looking for and click the checkbox in the column labelled "Release" for that message, then click on the "Submit" button at the bottom of the window.

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