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Getting Started

Logging into the system

You can log into your spam management page by going to <http://antispam.vermontel.net> in your web browser. Your username will be your email address, and your password will match your email login password.

You will also receive Daily Spam Digest emails at 3AM that will allow you to manage your spam filter directly from the email.

A screenshot of the login page. The page has an orange header with the word 'Login' and a question mark icon. Below the header, there are three input fields: 'Language' with a dropdown menu set to 'English (English)', 'Email Address' with the text 'support@vermontel.net', and 'Password' with a masked password '.....'. Below the password field is a blue link for 'Login Help' and a grey 'Login' button.

Your Home Page

Once you log in the first page you will see the following tabs: Settings, Filter Rules, Quarantine, and Reporting



Logged In: support@vermontel.com | Logout
Role: User
Version: 7.09 | License: STE-1-0000-864456

A screenshot of the 'Search Quarantine' page. The page has an orange header with the text 'Search Quarantine' and a question mark icon. Below the header, there is a 'SEARCH FILTERS' dropdown menu. To the right, there is a 'Date range: All' dropdown. Below these are 'Page: 1' and 'Entries per page: 150' dropdowns. In the center, there are three buttons: 'Release', 'Allow', and 'Delete'. Below these is a table with columns: 'From', 'To', 'Subject', 'Date', 'Score', and 'Flow'. The table contains one row with the text 'No records found'. At the bottom right, there are three buttons: 'Release', 'Allow', and 'Delete'. The page also has a green navigation bar with tabs for 'Settings', 'Filter Rules', and 'Quarantine', and a 'Manage Quarantine' button.

Filter Rules

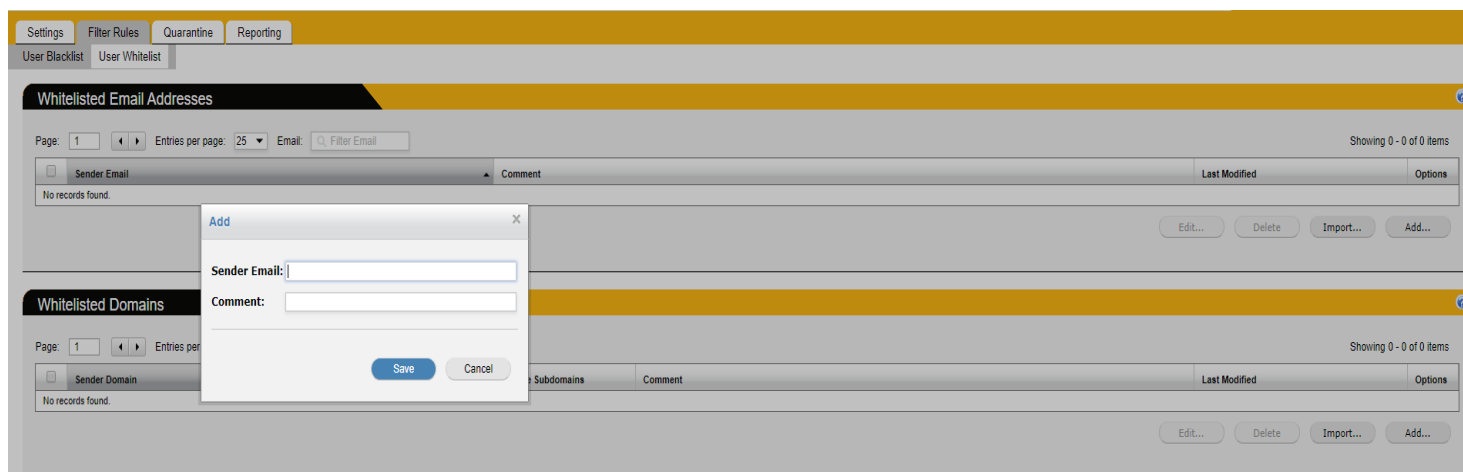
Unblocking (Whitelist)

When used judiciously, unblocking/whitelisting is a valuable tool in keeping your mail flowing. When configured incorrectly, it can be an open door for spam. Following these guidelines will help you achieve desired results.

Unblock by “From” Address

Click: Filter Rules >> User Whitelist. You will be able to unblock on a per email address and per domain basis. Enter addresses, one per line, which you would like to have bypass spam filtering. All unblocked senders will be delivered regardless of content, with the exception of viruses and banned attachments.

IMPORTANT: DO NOT UNBLOCK YOUR OWN ADDRESS OR DOMAIN, AS THIS WILL CAUSE A LARGE AMOUNT OF SPAM TO REACH YOU.



Acceptable formats include:

- user@domain.com - (all mail from this address will be allowed through)
- domain.com - (all mail from all users from this domain will be allowed through)

Suggestions:

- Try not to pre-populate the unblock list with a large number of domains, but rather use it as a tool to correct false positives.
- Large, well-known domains shouldn't be unblocked at the domain level (Microsoft.com, aol.com, etc), but rather at the individual address level you know and trust.
- Well-known addresses (notification@facebookmail.com, etc) are candidates for spoofing as well. The more widely-known the address is, the more caution you should use when deciding whether or not to unblock.

Blocking (Blacklist)

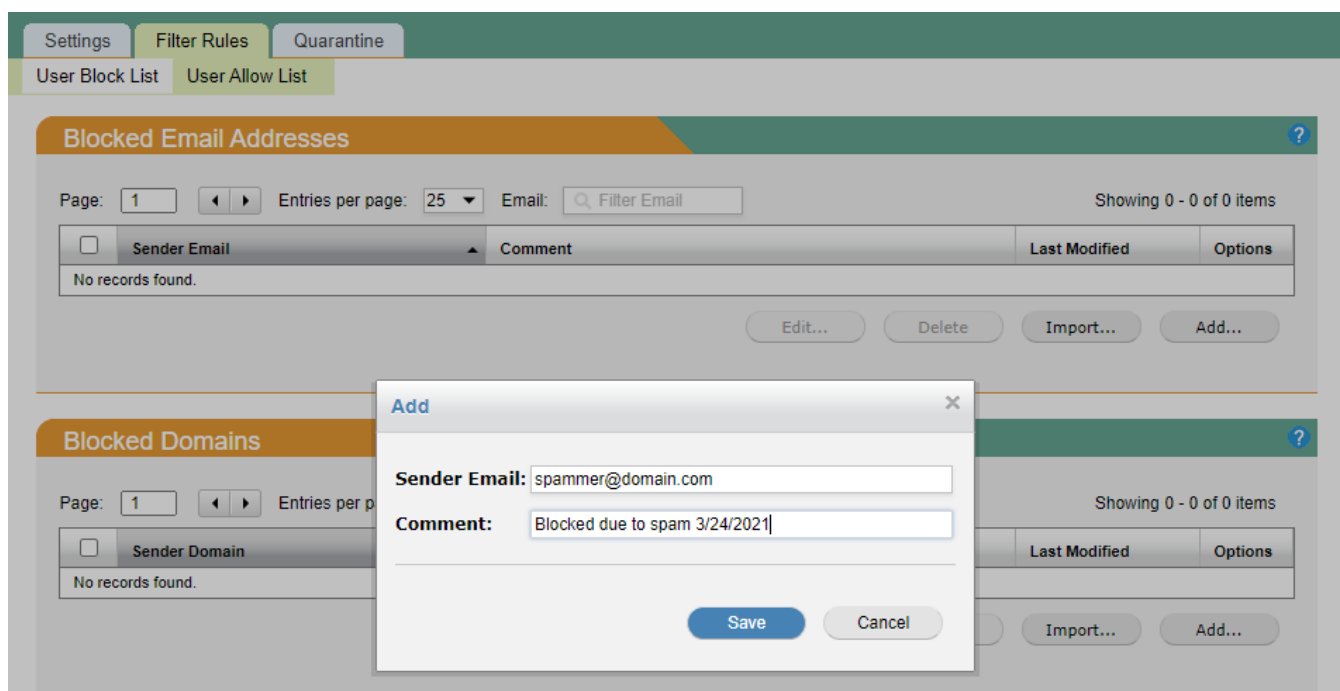
Blocking is best used to combat the messages that you know you will never want, although they might not be spam to everyone.

Blocking by “From” Address

Click: Filter Rules >> User Blacklist

Enter addresses, one per line, which you would like to automatically block without exception.

IMPORTANT: DO NOT BLOCK YOUR OWN ADDRESS OR DOMAIN, AS THERE ARE CERTAIN TIMES WHEN LEGITIMATE MAIL FROM THESE ADDRESSES ARRIVES EXTERNALLY



Acceptable formats include:

- user@domain.com - (all mail from this address will be blocked)
- domain.com - (all mail from all users from this domain will be blocked)

Suggestions:

- Try not to pre-populate the block list with a large number of domains, but rather use it as a tool to block recurring spam sources.
- Marketing emails you may have inadvertently opted into are a good block list candidate, although you also have the option of clicking “unsubscribe” if the sender seems reputable. (ex: retail store marketing newsletter)
- Blocking for each piece of spam that reaches you is unnecessary and ineffective, as most spammers don’t use the same address repeatedly.

Quarantine Management

Searching Your Quarantine

The Quarantine tab is a very important function of your VTel Spam Filter. The Quarantine holds all the spam email for you to review. In this page, you will be able to avail of a massive search engine where you can search by the following parameters:

- 1) Message Type
- 2) Message Flow
- 3) Score
- 4) Subject
- 5) Sender Address

The screenshot displays the 'Search Quarantine' interface. At the top, there are navigation tabs for 'Settings', 'Filter Rules', and 'Quarantine'. Below these is a 'Manage Quarantine' link. The main search area is titled 'Search Quarantine' and contains a 'SEARCH FILTERS' section with the following fields:

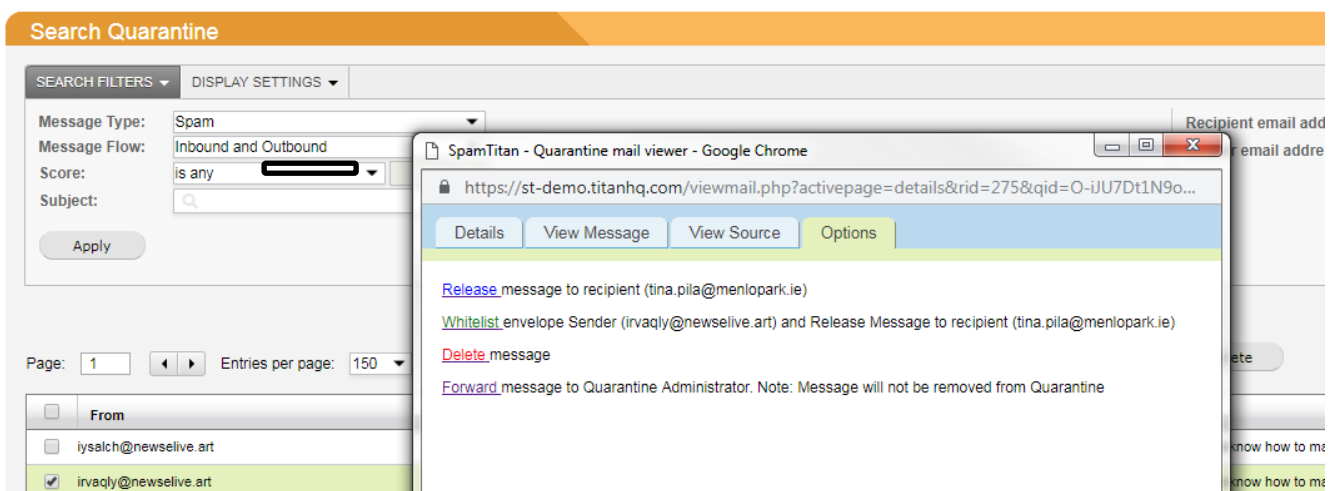
- Message Type: Spam
- Message Flow: Inbound and Outbound
- Score: is any
- Subject: [Search Input]
- Sender email address: [Search Input]

An 'Apply' button is located below the filters. To the right, there is a 'Date range: All' dropdown. Below the filters, the pagination shows 'Page: 1', 'Entries per page: 150', and buttons for 'Release', 'Allow', and 'Delete'. The status indicates 'Showing 0 - 0 of about 0 items'. A table with the following columns is shown: From, To, Subject, Date, Score, and Flow. The table content is 'No records found'. At the bottom right, there are 'Release', 'Allow', and 'Delete' buttons.

Reviewing Mail

If you are not sure if a mail is spam or not, you can review it in full. All you have to do is click on the mail and it will open a second window with more options. Click on 'View Message' and it will show you the message in its entirety:

If you click on 'Options' within that second window, it will give you the options to either Release, Whitelist, Delete, or forward to an administrator. You can also release, unblock and delete mails from the quarantine tab.



Release: This will just release the mail and it will be delivered to your inbox

Whitelist: By clicking whitelist, you are adding the sender to your own unblock list and the mail will also be released to your inbox

Delete: This will delete the mail from the quarantine. It shouldn't be used without talking to an administrator

Reporting

Mail History

Click: Reporting >> History

The mail history tab will give you a live view of all mail that comes in and out of your VTel Spam Filter. It will log every single mail, so if you are not sure why you haven't received a message you can use the extensive search engine to find the email.

The screenshot shows the 'Mail History' interface with the following search filters:

- Message Flow: Inbound and Outbound
- Recipient email address: [Search]
- Sender email address: [Search]
- Source IP address: [Search]
- SpamTitan ID: [Search]
- Score: is any
- Delivery Status: Any
- Subject: [Search]

Message Type filters include: Clean, Spam, Banned, Virus, False Positive, Content Filter: WhiteListed, Content Filter: Quarantined, Sandboxed, Invalid Recipient, RBL Rejected, Relay Denied, HELO Reject, False Negative, Content Filter: Discarded, Rate Controlled: Deferred, DMARC Reject, SPF Failed, Unknown Sender Domain, Sender not FQDN, Quarantine, Tagged, Content Filter: Bounced, Rate Controlled: Rejected, DMARC Quarantine, Whitelisted IP, Blacklisted IP, Blacklisted sender, Whitelisted sender, Blacklisted TLD, Content Filter: False Positive, Greylisted, and Passed Unchecked.

Page: 1 | Entries per page: 100 | Refresh

Date range: Today

Showing 0 - 0 of about 0 items

Date	SpamTitan ID	Client Address	Type	From	To	Size
No records found.						

The screenshot shows the 'Mail History' interface with the same search filters as above. The table below shows 12 records of blocked mail.

Page: 1 | Entries per page: 100 | Refresh

Date range: Today

Showing 1 - 100 of about 1270 items

Date	SpamTitan ID	Client Address	Type	From	To	Subject	Size	Flow	TLS	Delivery
2018-12-21 15:05:45	YY0OvOJRypDx	90.188.16.246	Blocked using RBL	randywalkeroto@ab.ru	julian.kelly@menlopark.ie		0	+		Reject
2018-12-21 15:05:45	ZAH8e6Gv7YeX	90.188.16.246	Blocked using RBL	randywalkeroto@ab.ru	jpadm@menlopark.ie		0	+		Reject
2018-12-21 15:05:02	3L2FsuFHQF4Q	190.216.236.74	Blocked using RBL	frednelsonwa@maerke.nl	ronan.roberts@menlopark.ie		0	+		Reject
2018-12-21 15:05:02	XRZ1BswLcdz	190.216.236.74	Blocked using RBL	frednelsonwa@maerke.nl	ross@menlopark.ie		0	+		Reject
2018-12-21 15:04:38	UEh7h36BsuJM	84.22.38.55	Blocked using RBL	psmith@menlopark.ie	psmith@menlopark.ie		0	+		Reject
2018-12-21 15:01:38	kupc1E7jJKa	103.229.87.6	Blocked using RBL	nathancollinsjv@comilaonline.com	niall_r@menlopark.ie		0	+		Reject
2018-12-21 15:01:37	q7e0OirF7ym	103.229.87.6	Blocked using RBL	nathancollinsjv@comilaonline.com	niall_ross@menlopark.ie		0	+		Reject
2018-12-21 15:01:17	Nrk2QoLgq5ns	206.214.143.120	Blocked using RBL	richardhallmupe@emvyesseurtekstentast.nl	deveritt@menlopark.ie		0	+		Reject
2018-12-21 15:00:58	Nk3P6TL0U1L8	191.97.19.6	Blocked using RBL	charleswilson@thecoppinhouse.com	l.tg@menlopark.ie		0	+		Reject
2018-12-21 14:36:45	TBFYU4Z360d	202.146.0.219	Blocked using RBL	randaldavisulabi@sindhbschool.com	jonathan.hearth@menlopark.ie		0	+		Reject
2018-12-21 14:36:44	acqXvF1n-rq4	202.146.0.219	Blocked using RBL	randaldavisulabi@sindhbschool.com	jorr@menlopark.ie		0	+		Reject
2018-12-21 14:36:41	fh-n8A8su0	202.146.0.219	Blocked using RBL	randaldavisulabi@sindhbschool.com	jone@menlopark.ie		0	+		Reject

The history page lets you view the mail based on date/ time, msg ID, client source IP, type of mail, from, to and size of the mail.