

Email Filtering Instructions

There are two ways to access your blocked messages and edit your personal spam filtering settings with eXos spam filtering:

1. Twice per day (9am & 3pm EST) you will directly receive an email digest from "Postmaster" that gives you the option to one-click: release, block or permit messages directly from within the email. You will only receive the digest email if there are messages "on hold" awaiting further action.

a. The message will look similar to the image below and give you three options on what to do with quarantined/blocked messages:

- **Release:** This will release the current email On Hold to your Inbox, but future emails from this sender will still be placed On Hold
- **Block:** Rejects the email, and adds the sender's address to your personal Block list to block future emails from this sender
- **Permit:** Delivers the email to your Inbox, and adds the sender's address to your personal Permit list, so future emails are not put On Hold (for SPAM management policies only)

From: Domain postMaster address <postmaster@domain.com>
Date: November 29, 2015 at 3:00:14 PM EST
To: user@domain.com
Subject: [Postmaster] Messages on hold for user@domain.com

The following messages, addressed to you, are currently on hold within the Mimecast service awaiting further action.

For further instructions on how to use the links associated with each email, please review the following points:

Release: This will release the current email On Hold to your Inbox, but future emails from this sender will still be placed On Hold

Block: Rejects the email, and adds the sender's address to your personal Block list to block future emails from this sender

Permit: Delivers the email to your Inbox, and adds the sender's address to your personal Permit list, so future emails are not put On Hold (for SPAM management policies only)

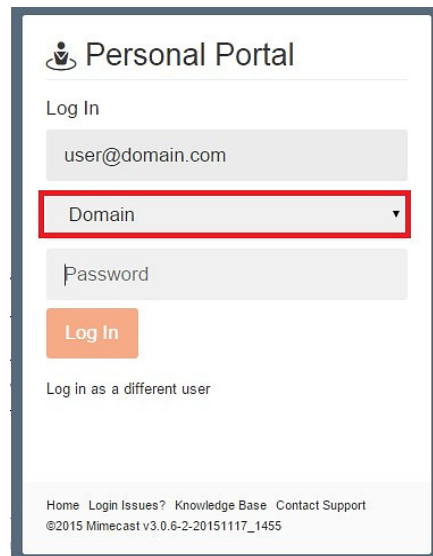
For more information on the Mimecast digest, please refer to this [article](#)

2. You can also manually release and whitelist addresses without having to wait for the daily email digests, by directly accessing the message portal. To login to the portal and access your individual settings:

a. **[Navigate to the Message Portal](#)** and click "Next" after entering in your email address.



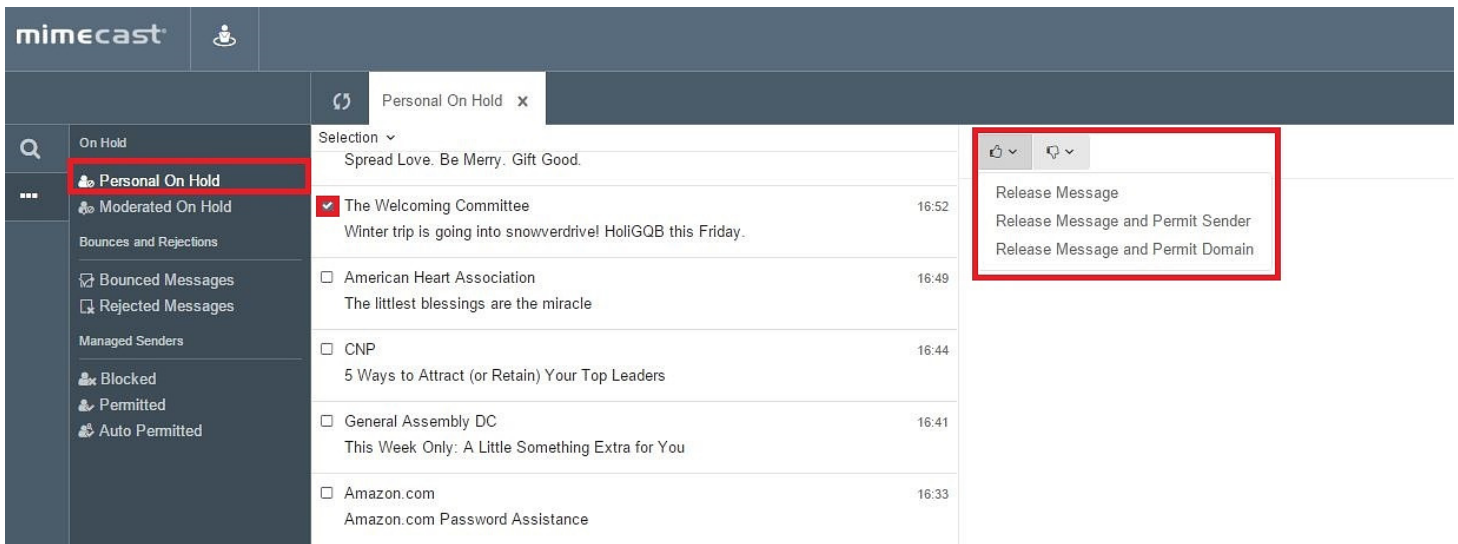
b. Ensure “Domain” is selected from the drop-down, type in your network password (same as you use to login to your computer and email) and click “Log in”.



c. Once logged into the portal you will see a list of all the messages currently blocked in your inbox “Personal on Hold”.

- To release a message simply check it off, click the “Thumbs up icon” and choose one of the three options:
 - o **Release Message**
 - o **Release Message and Permit Sender**
 - o **Release Message and Permit Domain**
 - o In addition to the message being released all messages from this organization will be permitted going forward.

- To reject a message simply check it off, click the “Thumbs down icon” and choose one of the three options:
 - o **Reject Message**
 - o **Reject Message and Block Sender**
 - o **Reject Message and Block Domain**
 - o In addition to the message being blocked all messages from this organization will be blocked going forward.



- From this portal you can also manage your individual Blocked and Permitted lists using the options at the bottom of the column on the left.
 - o To permit or block a new email address or domain click the Add Blocked or Add Permitted on the top right of the page.

