



Personal Dashboard User Guide

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Chapter 1

Introduction

The Personal Dashboard is a Web portal for managing your email filtering account. It allows you to create and change your password, select your Spam Digest options, configure your mail filtering preference settings, manage your whitelist and blacklist, and run reports on quarantined messages.

The Personal Dashboard has four tabs:

- **Quarantine:** View, delete, and release filtered messages.
- **Settings:** Manage your Spam Digest settings, such as frequency, format, content, and sort order.
- **Policies:** Manage your filter settings.
- **Status:** Reports of your mailbox name, aliases, digest status, digest history, and monthly activity.



Note: Depending upon the settings applied by your email administrator, some of the features described in this guide may not be available to all users.

Accessing Your Personal Dashboard

There are two ways to log into the Personal Dashboard:

- with a link
- through your Spam Digest

Accessing Your Personal Dashboard through a Link

When you started your email account, or when the mail system began using the filtering system, your email administrator sent you a link to your Personal Dashboard. Depending upon the settings applied by your email administrator, you may or may not need to log in with a password. For systems that do not require a password, you can optionally create a password for your account for added security.

To access your Personal Dashboard through a link

1. Click the link or copy it and paste it into your Web browser address field. The Personal Dashboard screen opens in your browser.



Tip! Bookmark the Personal Dashboard page in your browser for easy access.

Accessing Your Personal Dashboard through the Spam Digest

If you receive the Spam Digest, you can access the Personal Dashboard directly from a link in the digest. Depending upon the settings applied by your email administrator, you may or may not need to log in with a password. For systems that do not require a password, you can optionally create a password for your account for added security.

To access your Personal Dashboard through the Spam Digest

1. Click the Personal Dashboard link in the second paragraph of the Spam Digest to open the Personal Dashboard screen. The Personal Dashboard screen opens in your browser.



Tip! Bookmark the Personal Dashboard page in your browser for easy access.

The following screenshot highlights the Personal Dashboard link in the Spam Digest:

From: Daily Digest <digest@friends.example.net> [Save Address](#)
To: <user@example.com>
CCCC:
Date: Wed, 19 Nov 2008 02:30:26 -0700
Subject: **Spam Digest for Wednesday, June 18, 2008**

Spam Digest for Wednesday, November 19, 2008

This daily digest has been prepared by Red Condor messages listed in this digest, click on the correct message, you can release it to your mailbox and other messages are retained for 35 days.

You can unsubscribe to this digest, change how often preferences at your [Personal Dashboard](#). If you have a filtering service in general, please send an email to receive spam, please forward samples as attachments we can improve the quality of this service.

483 entries found for <user@example.com>

Creating a Password

Depending upon the settings applied by your email administrator, you may need to create a password to enter the Personal Dashboard. There are two ways to create a password:

- at the Personal Dashboard Login screen
- from inside the Personal Dashboard

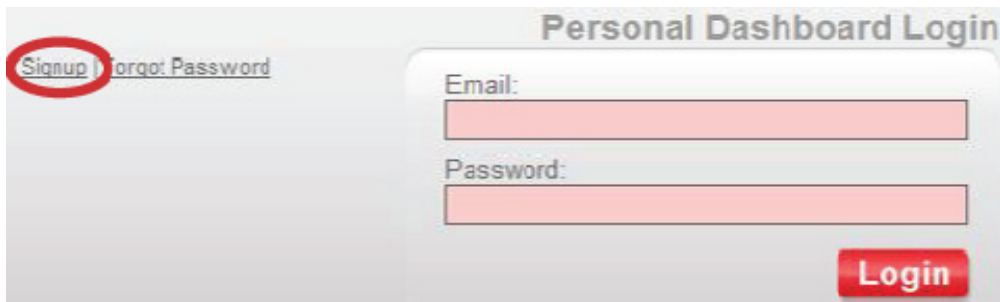
Creating a Password at Log In

Depending upon the settings applied by your email administrator, you may need to create a password before logging into the Personal Dashboard for the first time.

To create a password at log in

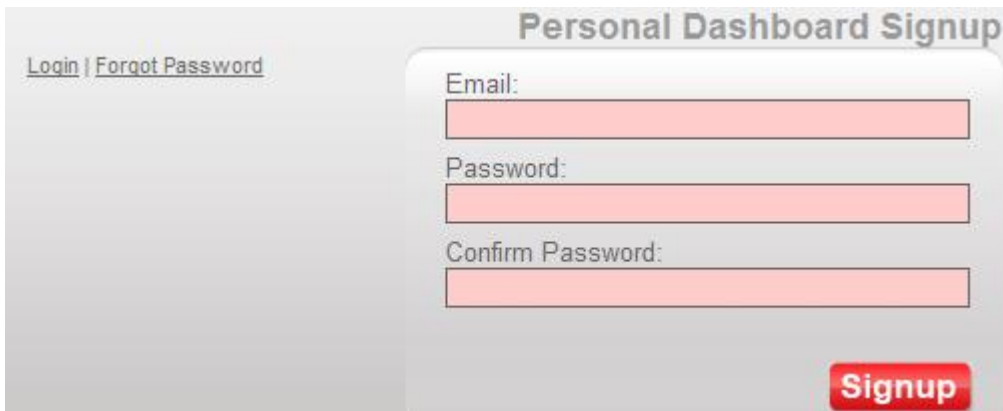
1. With your Web browser, follow the link provided by your email administrator to the Personal Dashboard login page. If you need to create a password, the Personal Dashboard Login screen opens.

2. Click **Signup**.



The screenshot shows a web interface titled "Personal Dashboard Login". In the top left corner, there are two links: "Signup" and "Forgot Password". The "Signup" link is circled in red. To the right of these links is a form with two input fields: "Email:" and "Password:". Below the "Password:" field is a red button labeled "Login".

The Personal Dashboard Signup screen opens.



The screenshot shows a web interface titled "Personal Dashboard Signup". In the top left corner, there are two links: "Login" and "Forgot Password". To the right of these links is a form with three input fields: "Email:", "Password:", and "Confirm Password:". Below the "Confirm Password:" field is a red button labeled "Signup".

3. Enter your email address.
4. Enter and reenter your password. Your password must contain at least six characters.
5. Click **Signup**.



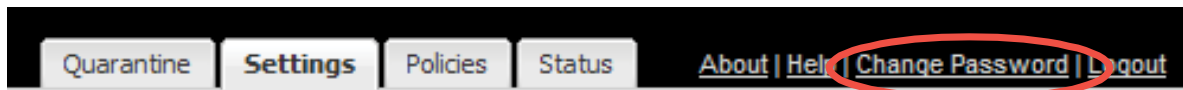
Note: Contact your email administrator if you receive an error message after trying to sign in.

Creating a Password in the Personal Dashboard

For systems that do not require a password, you can optionally create a password for your account for added security.

To create a password in the Personal Dashboard

1. Open your Personal Dashboard. See *Accessing Your Personal Dashboard* (see "Accessing Your Personal Dashboard through the Spam Digest" on page 6) for more information.
2. From the top of any screen, click **Change Password**.



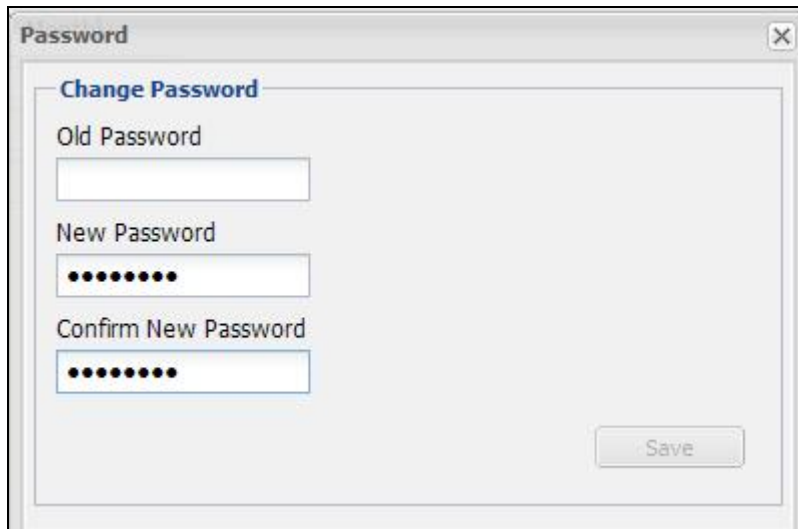
Digest Settings

Delivery Frequency: Never Daily Weekly Monthly

Report Format:

Report Content:

3. Leave the Old Password text box blank, and enter and reenter your password. Your password must contain at least six characters.

A screenshot of a 'Change Password' dialog box. The dialog has a title bar with 'Password' and a close button. Inside, there is a section titled 'Change Password' with three text input fields: 'Old Password' (empty), 'New Password' (filled with dots), and 'Confirm New Password' (filled with dots). A 'Save' button is located at the bottom right of the dialog.

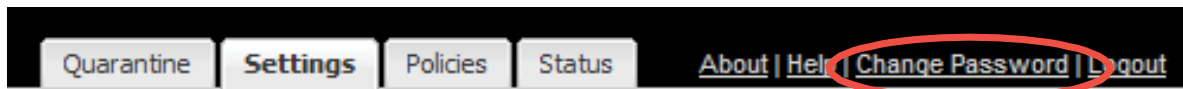
4. Click **Save**.

Changing Your Password

You can modify your password as needed.

To modify a password

1. Open your Personal Dashboard. See *Accessing Your Personal Dashboard* (see "Accessing Your Personal Dashboard through the Spam Digest" on page 6) for more information.
2. From the top of any screen, click **Change Password**.



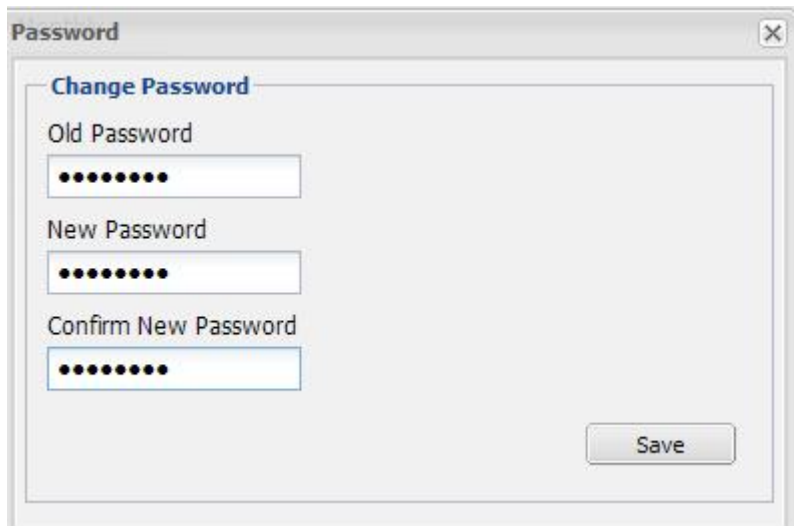
Digest Settings

Delivery Frequency: Never Daily Weekly Monthly

Report Format:

Report Content:

3. Enter your old password
4. Enter and reenter your new password. Your password must contain at least six characters.

A screenshot of a 'Change Password' dialog box. The dialog has a title bar with 'Password' and a close button. Inside, there's a section titled 'Change Password' with three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Each field contains seven black dots representing masked characters. A 'Save' button is located at the bottom right of the dialog.

5. Click **Save**.



Note: Contact your email administrator if you receive an error message after trying to change your password.

Viewing the Online FAQ

The Personal Dashboard has an online FAQ that answers the most commonly asked questions. It also explains how the email filtering system works. Enter the following link into your browser to open the online FAQ:

<http://redcondor.com/dox/dashboard-help/faq>



Tip! Bookmark this page in your browser for easy access.




Personal Dashboard Tabs

Quarantine Tab

Quarantined messages are the messages that the system has filtered out based on your filtering options. Quarantined messages are archived for 35 days online. After 35 days, quarantined messages are automatically deleted.

The Quarantine tab allows you to review, release, or delete messages that were caught and put in your quarantine. If enabled by your administrator, you can toggle between viewing inbound or outbound quarantined messages.

Note that the number of messages displayed in the Quarantine tab depends upon the time period selected with the Time Range  icon. See *Changing the Display Time Range* (on page 16) for more information.

Viewing Messages

You can view the contents of a quarantined message from the Personal Dashboard.

To view a quarantined message

1. Click on the **Quarantine** tab.
2. Select the message to view. The message contents display on the bottom of the screen.

The following screenshot highlights a selected message and the message contents in the Quarantine tab.

The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Quarantine', 'Settings', 'Policies', and 'Status'. Below the navigation bar are icons for 'Release', 'Delete', 'Select All', and 'Time Range'. The main content area displays a list of messages with columns for 'Category', 'Date', 'From', and 'Subject'. The second message is selected, and its content is displayed below. The content includes the text 'Prestige Replica' and 'You always dreamed of having a Gucci watch but couldn't afford it? Thanks lots of brands to choose from for men and women. for casual wear and spec'.

Category	Date	From	Subject
Spam	11/20/2008 03:42 pm	stopnw@bestonetax.com	RE: This email can s
Spam	11/20/2008 03:41 pm	linthadcsmet@thadcs.de	High Quality Rolex R
Spam	11/20/2008 03:26 pm	noreply@velvus.org	Premium, hand-pick
Spam	11/20/2008 03:23 pm	homeequity@dd88.elvenjester.com	Protect your home -
Spam	11/20/2008 03:22 pm	info@aandbthecofd.com	Amanda, superchar

Prestige Replica

You always dreamed of having a Gucci watch but couldn't afford it? Thanks lots of brands to choose from for men and women. for casual wear and spec

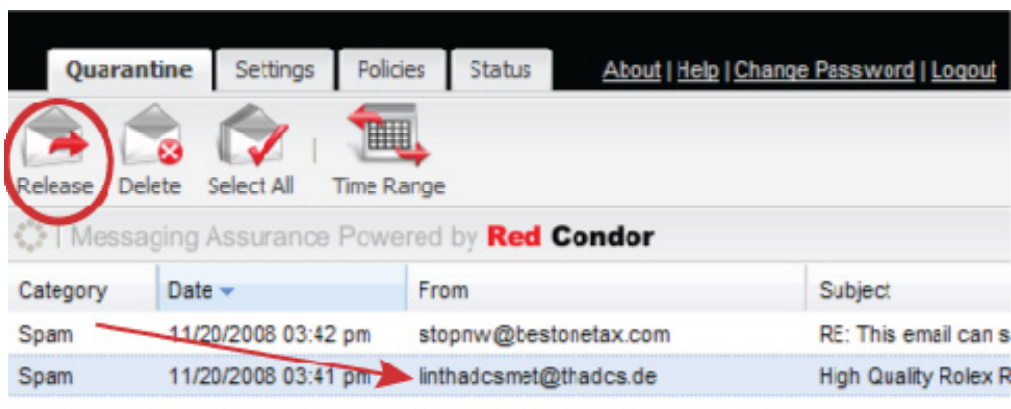
Releasing Messages

You can release one or more messages from the quarantine to be delivered to your email inbox.

To release a quarantined message

1. Click on the **Quarantine** tab.
2. Select one or more messages to release. To release more than one message:
 - Use Shift+Click to select adjacent messages.
 - Use Ctrl+Shift to select non-adjacent messages.
3. Click the **Release** icon. The messages are sent to your email inbox.

The following screenshot highlights a selected message and the Release icon in the Quarantine tab.



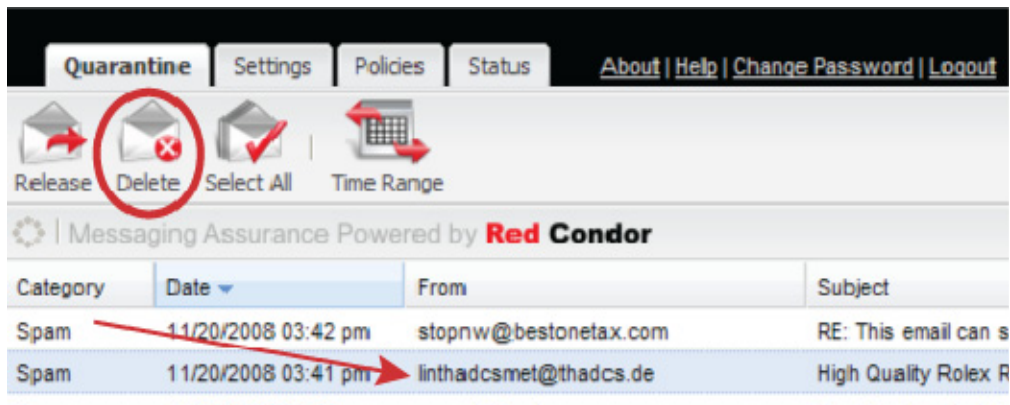
Deleting Messages

You do not need to delete messages from your quarantine. All messages are automatically deleted after 35 days. You can, however, manually delete messages from your quarantine if you like.

To delete a quarantined message

1. Click on the **Quarantine** tab.
2. Select one or more messages to delete. To delete more than one message:
 - Use Shift+Click to select adjacent messages.
 - Use Ctrl+Shift to select non-adjacent messages.
3. Click the **Delete** icon. The messages are deleted.

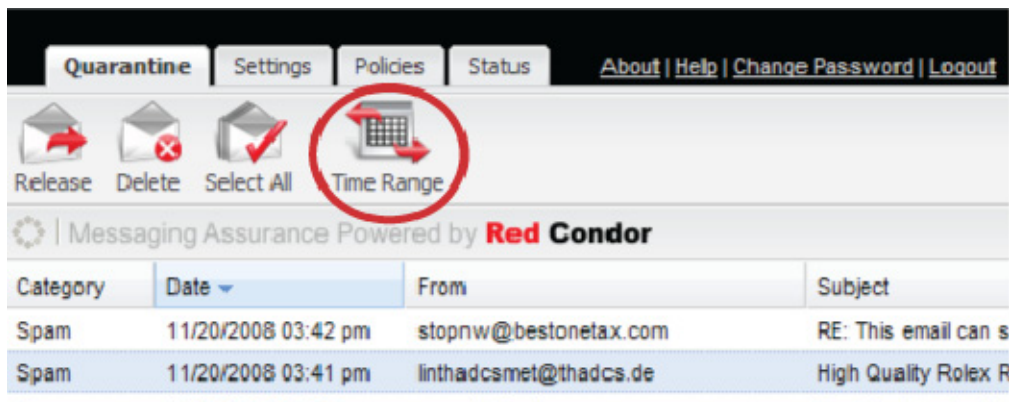
The following screenshot highlights a selected message the Delete icon in the Quarantine tab.



Changing the Display Time Range

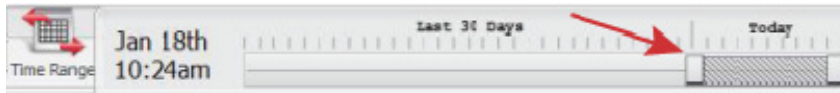
By default, the Quarantine tab displays messages filtered during the last 24 hours. You can change the time range of displayed quarantined messages to start and end at any time beginning from the current time going backwards through the last 35 days.

The following screenshot highlights the Time Range icon in the Quarantine tab:



To change the time range

1. Click on the **Quarantine** tab.
2. Click the **Time Range** icon. The time range selector displays.
3. Click and drag the left slider to the left to move the start time to an earlier date or time.
The screenshots below show the left slider in the default position, and after it has been adjusted to display the past 31 days of filtered messages:



Optional: Drag the right slider to the left to move the end time backwards in time. The quarantine display adjusts to show messages from the newly selected time range.

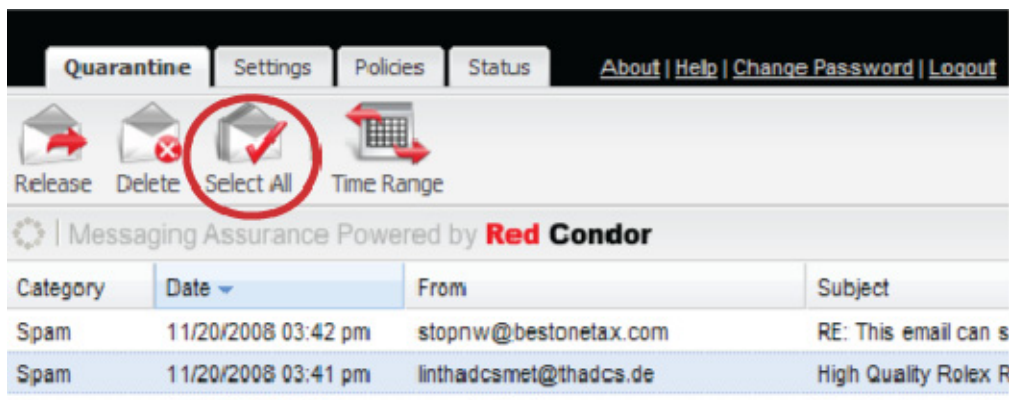
Selecting All Messages

You can select all messages displayed in the Quarantine screen in one step.

To select all quarantined messages

1. Click on the **Quarantine** tab.
2. Click the **Select All** icon. All messages are selected.

The following screenshot highlights the Select All icon in the Quarantine tab.



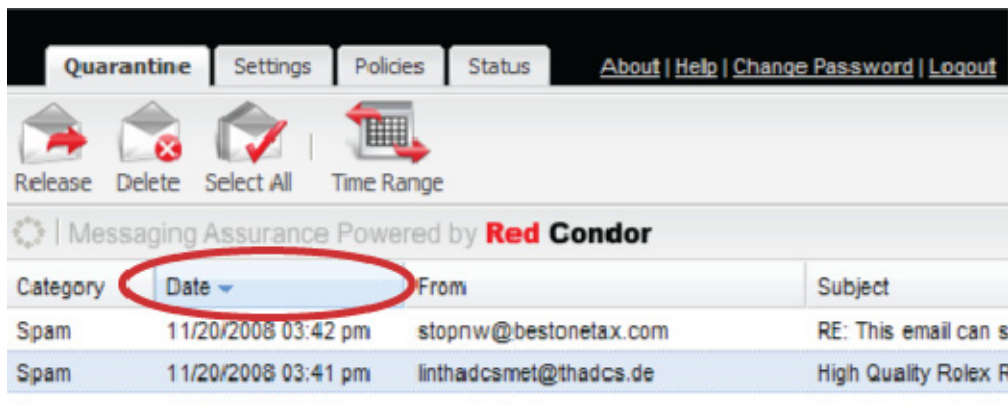
Sorting Columns

You can sort the messages in the quarantine by any of the columns, either in ascending or descending order.

To sort quarantined messages

1. Click on the **Quarantine** tab.
2. Click the column heading to sort by that column in ascending order. Click a second time to sort by that column in descending order.

The following screenshot highlights the Date column heading in the Quarantine tab.



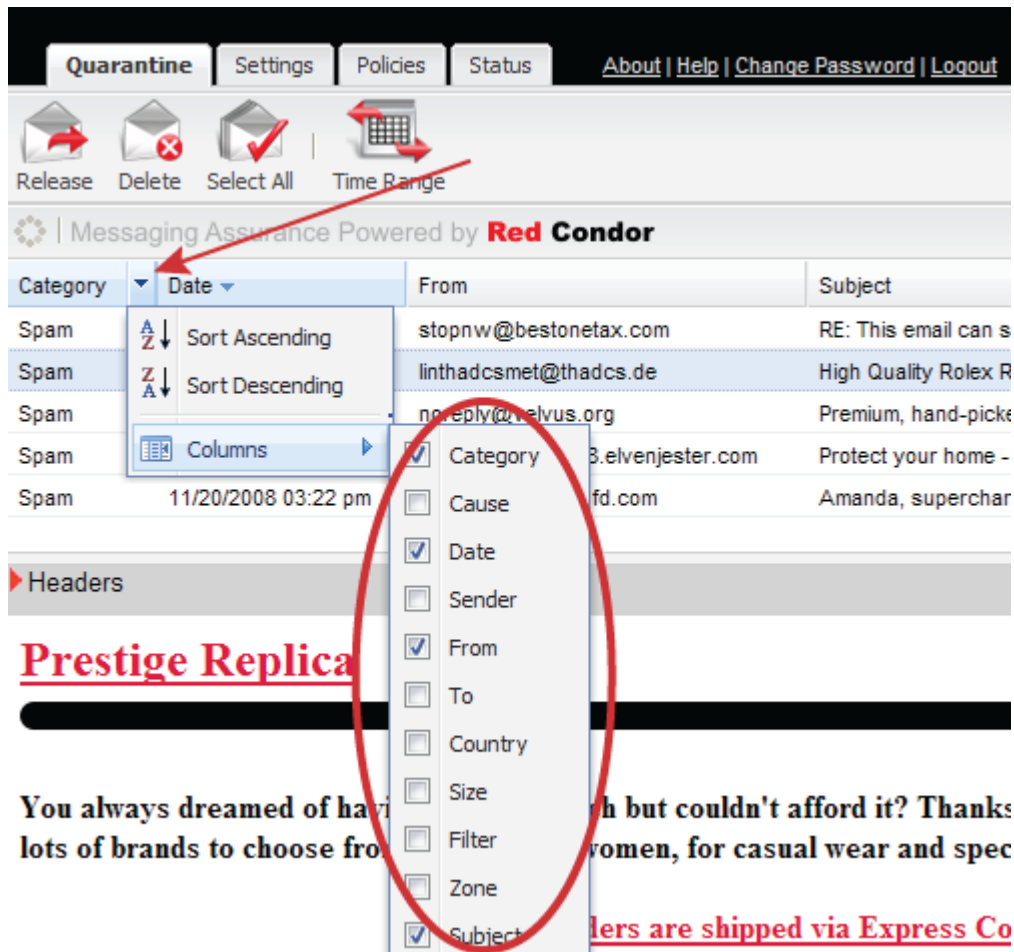
Displaying Message Attributes

All email messages have a number of attributes. By default, quarantined messages in the Personal Dashboard display the type of spam message, date sent, the "From" field of the message, and the message subject. You can remove any of the default attributes from the quarantine message display. You can also add other attributes to the display.

To change display of quarantined message attributes

1. Click on the **Quarantine** tab.
2. Click the downward shaped triangle on the right of a column heading.
3. Click **Columns**.
4. Select or clear the attribute check boxes as needed. The selected attribute columns display.

The following screenshot highlights the downward shaped triangle in the Category column and the column selection options in the Quarantine tab.



Searching for Messages

You can search the quarantine to locate individual messages. Use the search tool to locate email addresses, names, or any other text string.

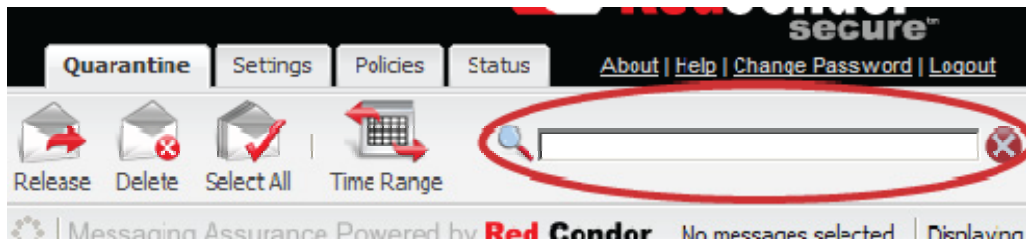
The search tool searches all the attribute fields displayed in the Quarantine tab for the defined time range. This is a very handy way to search for mail you think may have been mistakenly filtered. Note that the search does not include attribute fields that are not displayed in the quarantine.

For instance, you can check to see if a message from your Aunt Agnes is in the quarantine. Or search for a specific term that may commonly trigger the message to be filter.

To search the quarantine for messages

1. Click on the **Quarantine** tab.
2. In the search box, enter the term to search for.
3. Press **Enter** from your keyboard. All messages that contain the search term display in the quarantine. All messages that do NOT contain that term are temporarily hidden from view.

The following screenshot highlights the search box in the Quarantine tab.



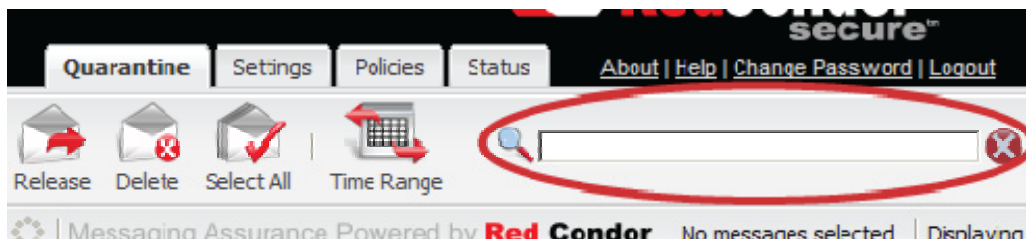
Clearing the Filtered Message Display

When you filter the quarantine display using the Search function, only messages that contain that search term display. To return the quarantine display to showing all filtered messages, clear the search box.

To clear the filtered message display

1. Click on the **Quarantine** tab.
2. In the search box, delete all text.
3. Press **Enter** from your keyboard. All quarantined messages now display.

The following screenshot highlights the search box in the Quarantine tab.



Viewing Inbound and Outbound Messages

Some administrators configure the system to filter outbound email messages. Depending upon the settings applied by your email administrator, you may or may not be able to view outbound filtered messages. You can perform the same actions on outbound filtered messages as on inbound messages in the Personal Dashboard.

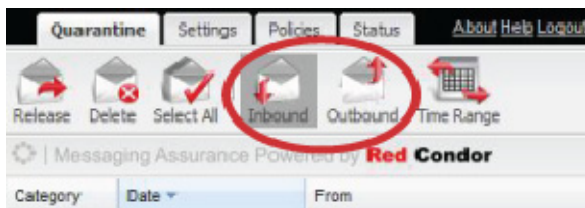


Note: Depending upon the settings applied by your email administrator, the outbound filtering option may or may not be available to all users.

To view outbound filtered messages

1. Click on the **Quarantine** tab.
2. Click the **Outbound** icon. Outbound filtered messages display.

The following screenshot highlights the Inbound and Outbound icons in the Quarantine tab.



Settings Tab

The Spam Digest is an emailed version of a quarantine report that allows users to review and release any spam that is blocked from their email inbox. The Settings tab configures the Spam Digest properties.

Configuring Digest Settings

Depending upon the settings applied by your email administrator, you may or may not be able to adjust your digest settings in this tab.

To configure digest settings

1. Click on the **Settings** tab.
2. Click a radio button to select a delivery frequency. Options are Never, Daily, Weekly, or Monthly.
3. From the drop-down list, select a report format. Options are HTML or Plain Text.
4. From the drop-down list, select the report contents. Options are:
 - **Summary:** Displays the counts of each type of message.
 - **Green Zone:** Displays only mail from the green zone (junk).
 - **Yellow and Green Zones:** Displays mail from the yellow zone (blank, forged, foreign, attachments) plus mail from the Green Zone (junk).
 - **Red, Yellow & Green Zones:** Displays all mail from the quarantine.
5. From the drop-down list, select the message sort order. Options are Date & Time, Size, Sender, and Subject.
6. Optional: Select the **Ascending** check box to sort the messages in ascending order.
7. From the **Time Zone Setting** area, click the section of the map to select your time zone.

The screenshot below shows the contents of the Settings tab:

Quarantine **Settings** Policies Status [About](#) [Help](#) [Logout](#) Mailbox:

Digest Settings


Delivery Frequency: Never Daily Weekly Monthly

Report Format: ▼

Report Content: ▼

Order List By: ▼ Ascending

Time Zone Setting



Time Zone: ▼


Your Date/Time: Mar 12th, 03:43pm

Policies Tab

The Policies tab allows you to configure how different types of messages are processed. Valid options for each type of message are:

- Allow
- Markup
- Quarantine
- Block




Note: The filter settings configured by your email administrator are tagged with the Administrator Settings icon . These settings cannot be removed but they can be modified if permitted.

Configuring Message Filtering

Depending upon the settings applied by your email administrator, you may or may not be able to configure your email filtering options. Valid filtering options are:

- **Allow:** Allows the message to pass through the filter and delivers the message to your email inbox.
- **Markup:** Adds a subject tag to the Subject line of the email message. Subject tags are short bits of text (up to twenty characters) prepended to the subject line of an email message to alert you that a message has been flagged as suspicious. See *Configuring Subject Tags* (on page 26) for more information.
- **Quarantine:** Quarantines the message.
- **Block:** Deletes the message. Blocked messages are not recoverable from the quarantine list.



Note: The filter settings configured by your email administrator are tagged with the Administrator Settings icon . These settings cannot be removed but they can be modified if permitted.

To modify your filtering options

1. Click on the **Policies** tab.
2. From the drop-down list next to each message type, select the filtering option.

The screenshot below shows a portion of the Policies tab.

The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Quarantine', 'Settings', 'Policies', and 'Status'. To the right of the tabs are links for 'About', 'Help', and 'Change Password'. Below the navigation bar is a section titled 'Filter by Message Type' with the subtitle 'Control how intercepted messages are processed.' This section is divided into two main zones:

- Red Zone - Potentially dangerous mail** (highlighted in red):
 - Spam: Quarantine
 - Virus: Quarantine
 - Phishing: Quarantine
 - Adult: Quarantine
- Yellow Zone - Suspicious mail** (highlighted in yellow):
 - Blank: Quarantine
 - Forged: Quarantine
 - Foreign: A table with columns for Language, Action, and Subject Tag.

Language	Action	Subject Tag
Arabic	Quarantine	
Baltic	Quarantine	
Celtic	Quarantine	
Central European	Quarantine	
Nordic	Quarantine	

Below the Yellow Zone section, there is a note: 'Administrator settings for 'earth.svttest.net''.

Configuring Subject Tags

Subject tags are short bits of text (up to twenty characters) prepended to the subject line of an email message to alert you that a message has been flagged as suspicious. For example, you can configure the mail from invalid senders (the Forged: field) to say "Fake:" to alert you that the message is not from the sender it claims to be from. So, the tagged message in your mailbox might read "Fake: Your New Maces Gift Card!"



Note: We recommend ending the subject tag with a colon. When most mail programs sort on the subject line they ignore the text before a colon and sort on the content of the subject line.

To configure a subject tag

1. Click on the **Policies** tab.
2. Depending upon the message type, do one of the following:
 - For all message types other than Foreign and Attachments, from the drop-down list next to the message type to markup, select **Markup**.
 - For Foreign and Attachments, right-click the type to markup and select **Markup**.

A new text entry box appears on the right of the drop-down list. This text box may have a default subject tag.

3. Optional: Clear the default subject tag and type your text entry into the box.

The following screenshot highlights blank messages marked up with the subject tag BLANK: and Forged messages marked up with the subject tag of FORGED?



Selecting Foreign Language Options

Depending upon the settings applied by your email administrator, you may have the option to block email that contains foreign characters. A large volume of spam is transmitted using Russian, Cyrillic, Chinese, Korean, and Japanese non-English character sets. If you normally receive email in these languages, configure your settings so that these messages pass through the filters.



Note: This option does not filter mail using the English character set in a different language such as Spanish or French.

By default, the system allows mail with non-English language character sets but adds a subject tag of FOREIGN: before the mail subject line. Foreign language filtering options can be applied individually on a per-language basis.

You can filter messages with foreign language content with the same options described in *Configuring Message Filtering* (on page 24). Additionally, you can remove a language from special treatment by deleting the language. Deleting the language means that Red Condor processes the message as it would with any other message, without any special rules.



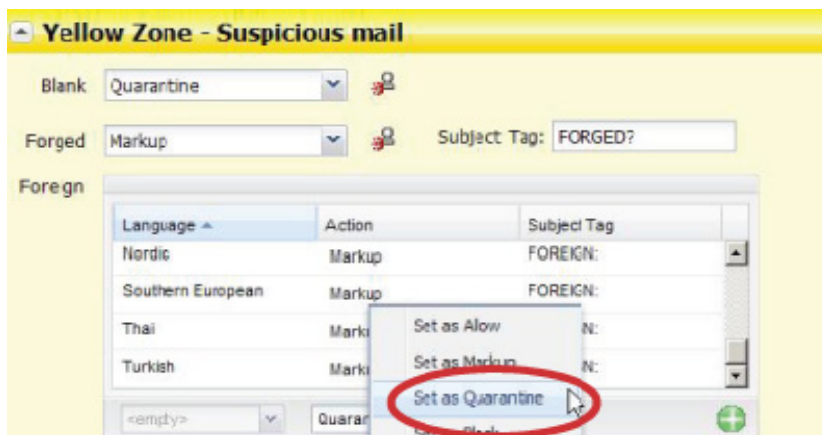
Note: You will not be able to delete a language if your email administrator has blocked that option. If so, a pop-up window alerts you that the filtering option has been reset to the administrator default.

You can later add a language that has previously been deleted.

To modify foreign language filtering options

1. Click on the **Policies** tab.
2. In the Foreign section, click a language to select it.
3. Right-click the language and select a filtering option.

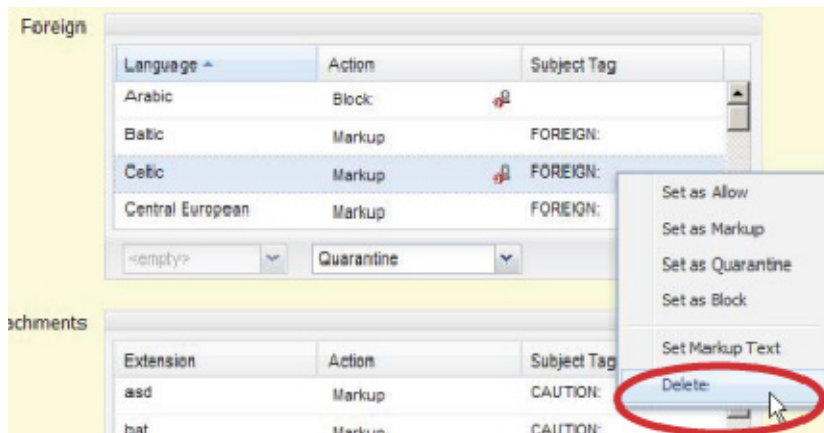
The screenshot below highlights a user selecting the **Set as Quarantine** option.



To delete a foreign language

1. Click on the **Policies** tab.
2. In the Foreign section, right-click a language to delete.
3. Click **Delete**. A confirmation message opens.
4. Click **OK**.

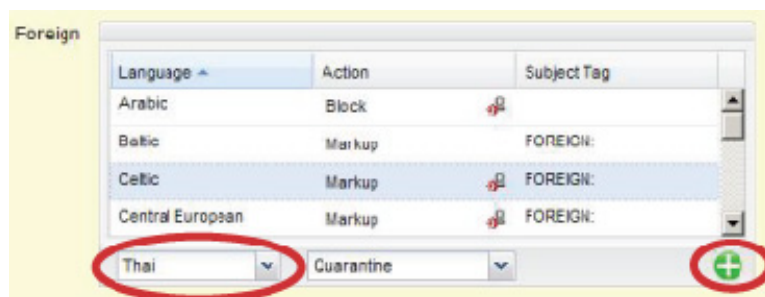
The screenshot below highlights the Delete option in the Foreign section of the Policies tab.



To add a deleted language

1. Click on the **Policies** tab.
2. In bottom left of the Foreign section, select a deleted language.
3. Select the filtering option from the drop-down list. Options are Allow, Markup, Quarantine, and Block.
4. For a marked up attachment, enter a subject tag to prepend to the subject line. See *Configuring Subject Tags* (on page 26) for information about subject tags.
5. Click + (the plus sign) button to add the language.

The screenshot below highlights a language to add, and the + button.



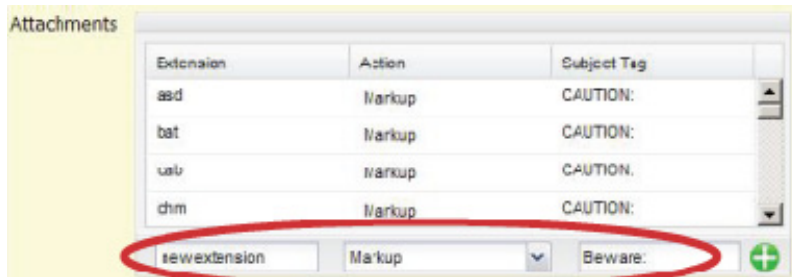
Selecting Attachment Options

You can filter messages with attachments with the same options described in *Configuring Message Filtering* (on page 24). Additionally, you can add a new attachment type to filter.

To add an attachment type

1. Click on the **Policies** tab.
2. In the Attachments section, enter the file extension of the attachment to filter.
3. Select the filtering option from the drop-down list. Options are Allow, Markup, Quarantine, and Block.
4. For a marked up attachment, enter a subject tag to prepend to the subject line. See *Configuring Subject Tags* (on page 26) for information about subject tags.
5. Click + (the plus sign) button to add the attachment type.

The screen below highlights a user adding an attachment called newextension with the Markup option, and the subject tag of Beware:



Filtering by Sender

The filtering system has Friends (whitelist) and Enemies (blacklist) options available for your use to filter by email address, domain name, or IP address.

- Friends: Mail from these addresses and domains will not be filtered for spam.
- **Enemies:** Mail from these addresses and domains will be quarantined.

Whitelist and blacklist entries are not required to ensure that you do not receive spam. If there is a conflict between your whitelist entry and a blacklist entry for the entire domain set by your email administrator, then the domain-level setting takes precedence.

We do not recommend using whitelists and blacklists to manage email accounts because spammers have adopted techniques to send email from addresses within your own domain (including your own email address). Whitelists, in this case, would override the spam filter rule and result in the spam and viruses being delivered to you even though the system had identified it as spam. Similar unintended consequences can result from the use of blacklists.

To add to the Friends list (whitelist)

1. Click on the **Policies** tab.
2. In the text box in the Friends area, enter the email address, domain name, or IP address to add to the Friends list.
3. Click + (the plus sign) button to add it to the Friends list.

To add to the Enemies list (blacklist)

1. Click on the **Policies** tab.
2. In the text box in the Enemies area, enter the email address, domain name, or IP address to add to the Enemies list.
3. Click + (the plus sign) button to add it to the Enemies list.

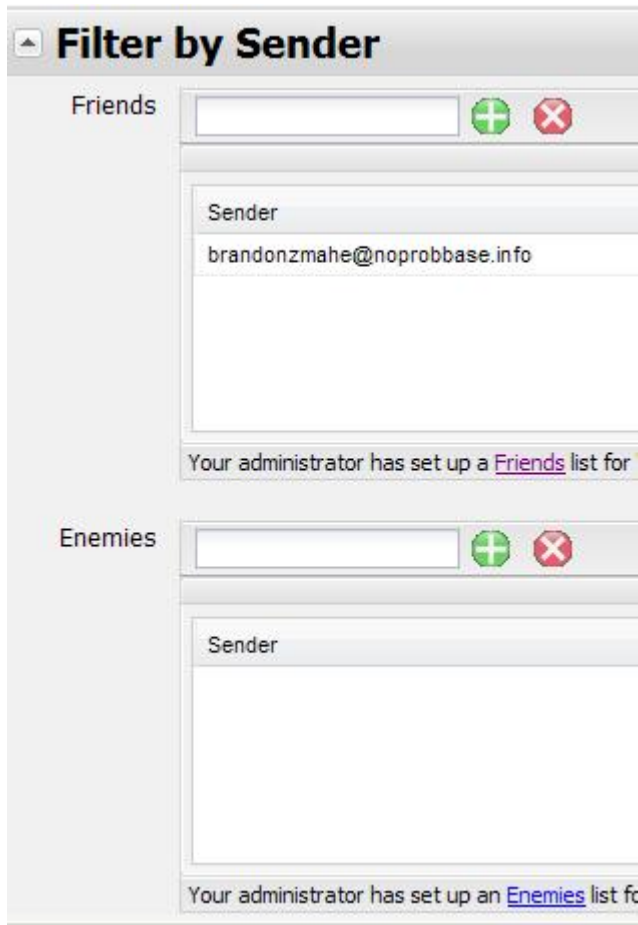
To remove an entry from the Friends list (whitelist)

1. Click on the **Policies** tab.
2. In the Friends area, select the email address, domain name, or IP address to remove from the Friends list.
3. Click - (the minus sign) button to add it to the Friends list.

To remove an entry from the Enemies list (blacklist)

1. Click on the **Policies** tab.
2. In the Friends area, select the email address, domain name, or IP address to remove from the Enemies list.
3. Click - (the minus sign) button to add it to the Enemies list.

The following screenshot shows a Friends list with one entry and an empty Enemies list:



Viewing the Administrative Friends and Enemies List

Your email administrator may or may not have set up a Friends (whitelist) or Enemies (blacklist) list for all users. You can view this list, but cannot make any changes to it. If you feel that something is whitelisted or blacklisted by mistake, contact your email administrator.

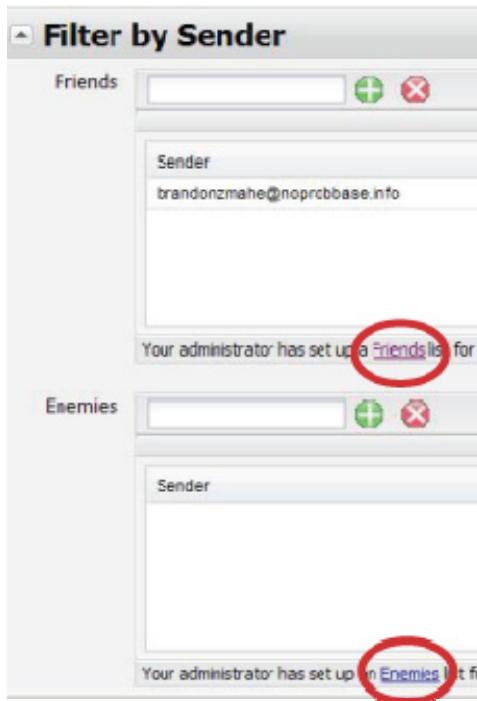
To view an administrative Friends list (whitelist)

1. Click on the **Policies** tab.
2. In the Filter by Sender section, beneath the Friends list, click the **Friends** link. The list appears in a pop-up window.

To view an administrative Enemies list (blacklist)

1. Click on the **Policies** tab.
2. In the Filter by Sender section, beneath the Enemies list, click the **Enemies** link. The list appears in a pop-up window.

The following screenshot highlights the Friends and Enemies links in the Filter by Sender section:



Status Tab

The Status tab is a read-only page that lets you:

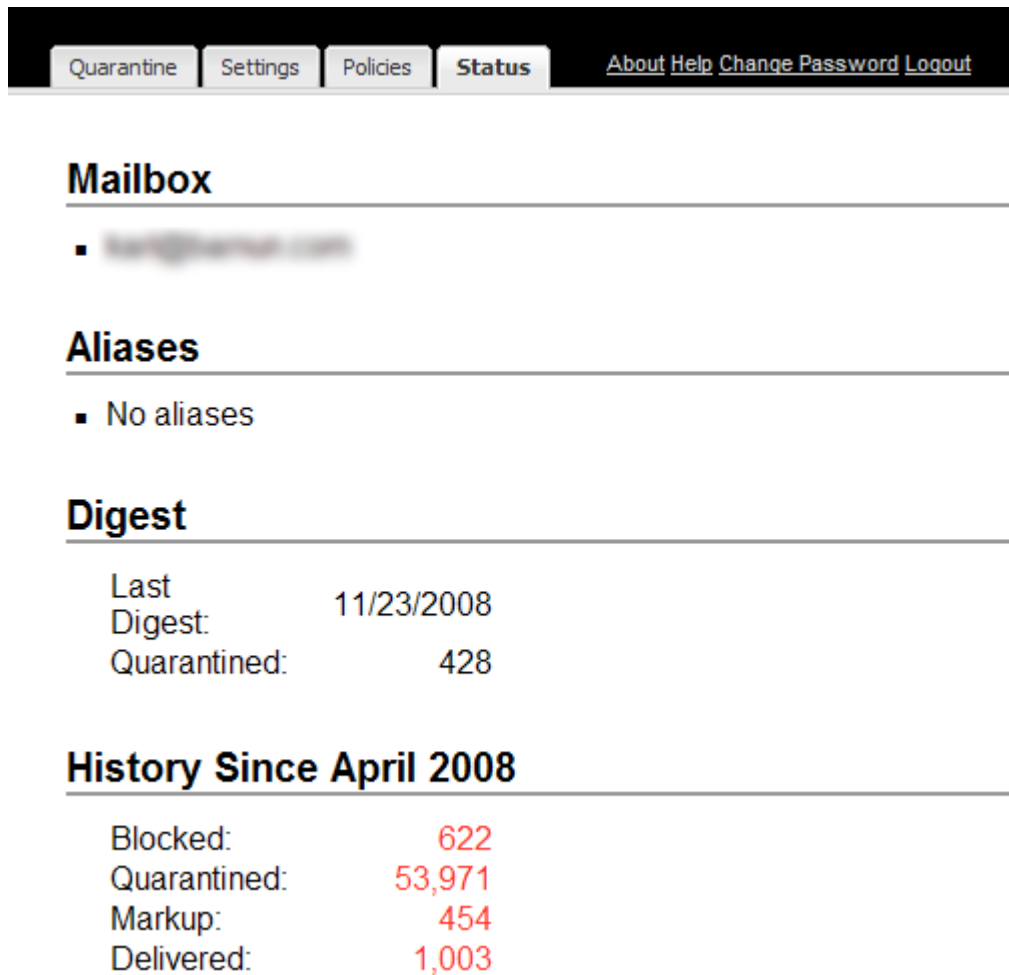
- Review your primary email address and aliases
- See the last time your digest was sent
- View the number of messages quarantined since the start of email filtering, in text and graphical format

Viewing the Account Status

To view account status

1. Click on the **Status** tab.

The screenshot below shows the Mailbox, Alias, Digest, and History sections of the Status tab. It shows the mailbox name (blurred out) with no aliases. The most recent digest was sent November 23, 2008, it contained 428 quarantined messages. It also shows the number of each type of message since the account was activated in April of 2008:



The screenshot shows a navigation bar with tabs for Quarantine, Settings, Policies, and Status. The Status tab is selected. Below the navigation bar, there are four sections: Mailbox, Aliases, Digest, and History Since April 2008. The Mailbox section shows a blurred mailbox name. The Aliases section shows 'No aliases'. The Digest section shows 'Last Digest: 11/23/2008' and 'Quarantined: 428'. The History Since April 2008 section shows a table of message counts.

Quarantine	Settings	Policies	Status	About Help Change Password Logout
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Mailbox

- [blurred mailbox name]

Aliases

- No aliases

Digest

Last Digest:	11/23/2008
Quarantined:	428

History Since April 2008

Blocked:	622
Quarantined:	53,971
Markup:	454
Delivered:	1,003

The following screenshot shows the number of each type of message since the account was activated in April of 2008 in color-coded graphical format:

Monthly Activity

