Message Center

Quick Start

Welcome to your Postini Message Center, the easy-to-use solution for managing junk and virus-infected email!

Use this guide to get started using your Message Center. For specific details on using particular settings or controls, click the **Help** button next to the control or at the top right of any page in Message Center.

My Settings | Log Out | Help ?

What Is Message Center?

To prevent unwanted messages from reaching your email inbox, your email protection service filters all incoming email for junk and virus-infected messages, before they reach your inbox. Legitimate messages are delivered to your inbox as usual, but unwanted and potentially harmful messages are diverted and quarantined at your Message Center.

Message Center is located at the email protection service's secure data center. You can visit Message Center to review and retrieve quarantined messages by logging in from any standard Web browser.

HOW MESSAGE CENTER WORKS

1. Incoming email is filtered for junk email and viruses.

2. Only legitimate messages reach your Inbox.

3. Suspicious or infected messages are quarantined at Message Center.

4. You can log in from your browser to review them.

Logging In to Message Center

After your administrator creates a Message Center account for you, you'll receive a Welcome email message, announcing your new email protection service. This message also includes your email address and password, which you'll need to log in to Message Center.

1. In any Web browser, go to http://login.postini.com.

2. Place a bookmark to this location in your Web browser. Or click the link to Message Center in your Quarantine Summary email notification (see "The Quarantine Summary Email Message").

3. Log in using your email address and the password (You'll be prompted to change this password the first time you log in.)

If you didn't receive a new password in your Welcome message, use the same password as for your current email account.

If you forget your password, simply type any characters in the Password box and click the Log In button. The **Forgot Your Password?** link will appear on the page. Click the link to reset your password.

What Should I Do First?

When you first log in to your Message Center, you arrive at the **Junk** tab. This lists all messages that were recently identified as junk email and therefore quarantined at Message Center, instead of being delivered to your inbox.
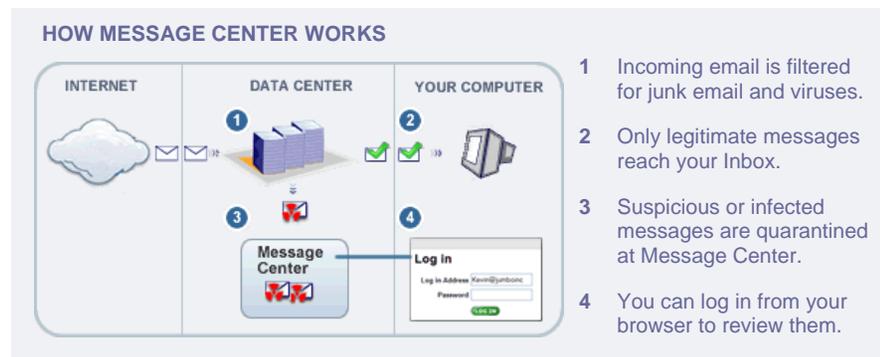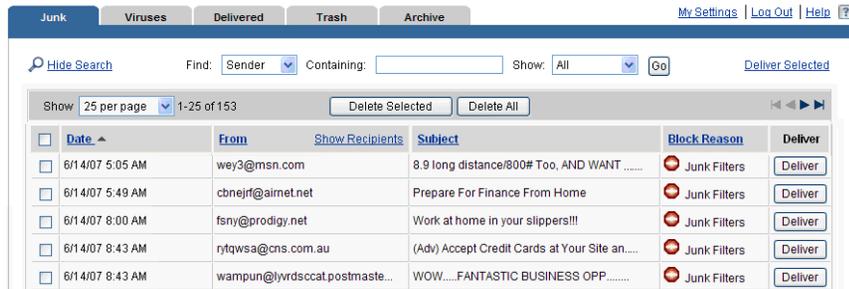
Review Quarantined Junk Email

When Message Center first begins to quarantine your suspicious messages, review messages on your **Junk** tab for a few days to be sure valid messages aren't falsely quarantined. Click a message's **Subject** to safely view its contents. If you find a valid message you want to retrieve, click its corresponding **Deliver** button to deliver it to your inbox.

Tip: If you deliver a message from the **Junk** tab, Message Center asks you whether you want to add the sender to your **Approved Senders** list. Messages from senders on this list bypass the junk filters, so they won't be falsely quarantined in the future.

All messages that you don't deliver are automatically moved to the Trash after 14 days. Messages remain in the Trash for another 3 days before Message Center permanently deletes them.

Explore Your Personal Settings

Click the **My Settings** link at the top right of any page to see what personal preferences are available.

What Else Can I Do Here?

Depending on privileges granted with your particular service, you might also be able to:

- ♦ Review a list of recently quarantined virus-infected messages.

- ♦ Adjust filter sensitivities to determine how aggressively to filter your email for junk email.

- ♦ Maintain allowed and blocked sender lists for individual senders, domains, and mail lists.

- ♦ Choose a language for displaying Message Center, and a time zone for time-stamping messages you receive.

- ♦ Change your password for logging in to Message Center.

If your service doesn't include privileges to perform a task listed here, contact your administrator to perform the task for you.

The Quarantine Summary Email Message

As a convenience, your administrator might email you a daily notification listing all messages that have been recently quarantined at Message Center. This notification allows you to quickly scan quarantined messages without having to visit your Message Center.

The Quarantine Summary email message also provides a link to Message Center if you do want to visit it, for example, to see the contents of a quarantined junk message.

```
From: Postini [mailto:customercare@postinicorp.com]
Sent: Friday, June 09, 2006 9:07 AM
To: bob@jumboinc.com
Subject: Quarantine Summary 6/09/2006 9:00 am

bob@jumboinc.com

These messages were quarantined before they reached your inbox as potential spam and virus-infected messages. The
quarantined messages can be delivered from your personal Message Center.
```

Junk Messages	18 Messages		Message Center
From	**Subject**	**Date**	
megan@earthlink.net	Gone Tomorrow	6/08/2006 11:46 am	Deliver
79083855@mailcity.com	I JUST WANT TO TALK TO YOU......	6/08/2006 11:46 am	Deliver
setabetvet5@ncue.edu.tw	What Should We Do ?????????	6/08/2006 11:46 am	Deliver
webmaster@eroticaonline.net	xxx site 9.95/ month 21 or older	6/08/2006 11:46 am	Deliver
freecontent@wtek.net	Your video chat now has 72 channels!	6/08/2006 11:46 am	Deliver
zaiwo51@chaos.hupe.hu	Enhance your Cable TV experience......Today	6/08/2006 11:46 am	Deliver
mrdetective1@fnmail.com	Discover Hidden Secrets About Your Neighbors	6/08/2006 11:46 am	Deliver
jeff@hotmail.com	This really works!	6/08/2006 11:46 am	Deliver

Depending on the privileges granted with your service, you might be able to:

- Deliver messages from your Junk quarantine to your inbox (click the corresponding **Deliver** link in the email).

- Click a message's **Subject** link to log in to Message Center and review the message's content before delivering it.

- View a list of recently quarantined virus-infected messages (not shown in the image above).

Note that you don't have to visit Message Center when you receive your Quarantine Summary. If you don't want to review your junk email or deliver any quarantined messages to your inbox, just leave them alone and Message Center will automatically delete them from your quarantine after 14 days.

Tips for Using Message Center

When to Visit Message Center

If you are just beginning to use the email protection service, or if your junk email filters were recently adjusted, check your Junk Quarantine daily to be sure valid messages aren't being falsely quarantined.

You'll also receive regular reminders to check your Message Center and review quarantined email. Remember that Message Center automatically deletes quarantined email after 14 days.

If you delete individual messages, Message Center moves them to the Trash tab where messages remain for three days before being permanently deleted

For details on using junk email filters, email aliases, and sender lists:

1. Locate the control in Message Center, under **My Settings**.

2. Click the corresponding **Help** button. For example:

If You Receive Too Much Junk Email

Your email protection service blocks 95% of unwanted email. If more unwanted email than that is getting through, adjust your **junk email filters** to a more aggressive setting. (Then visit Message Center regularly for a few days to verify that valid messages aren't being quarantined.)

If Valid Messages Are Quarantined

If too many valid messages are quarantined as junk email:

- Add senders whose messages are regularly getting blocked to your Approved Senders list.

- If you have any email aliases (alternate email addresses), make sure they are added to the email protection service. Contact your administrator to add them.

- Adjust your junk email filters to a more lenient setting.

When to Use Sender Lists

Depending on your privileges, Message Center might provide sender lists for allowing or blocking messages from individual senders, mail lists, or entire domains. You don't normally need to add addresses to these lists, as your junk email filters are highly accurate without them. However, there are a few cases when sender lists are useful.

♦ Add senders to your Approved Senders list if messages from the sender resemble junk email and have been falsely quarantined.

♦ If you belong to a mail list or newsgroup where different members email each other using the same TO address, you can put that TO address on your Approved Mailing Lists.

Warning: If you set up any of your other email addresses to forward email to your account, make sure these addresses are not on your Approved Senders list. If such an address is on the list, any junk email sent to the address will bypass junk filters and reach your inbox!

Common Questions

Can I safely view contents of quarantined messages?

Yes. Clicking a message's **Subject** link to read it does not transfer the message to your inbox, so you can safely view contents of junk email at your Message Center without risking harm to your computer.

How are messages identified as junk?

Before any message reaches your inbox, the email protection service evaluates it for junk-like content, and gives it a score indicating its probability for being junk email. The service then compares this score with tolerance levels set by your junk filters, and messages exceeding this tolerance are quarantined at your Message Center.

Does anyone read my quarantined email?

No. All scanning and filtering is done automatically, in a matter of milliseconds, so nobody at your email protection service actually *reads* your messages.

What kinds of viruses does Message Center block?

Message Center blocks viruses, worms, and other types of malicious file attachments, which are quarantined on the **Viruses** tab. Message Center uses highly accurate anti-virus technology to identify virus-infected messages and prevent them from reaching your inbox.

How often is Message Center's anti-virus protection updated?

Message Center checks for virus protection updates once every minute, so you can be sure that you're protected from the latest security threats.

How can I get support for Message Center?

If you encounter a problem or need help with Message Center, please contact x2000.