

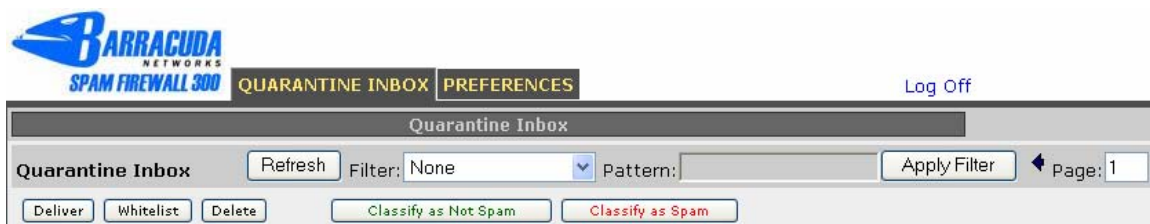
RaymondSafe.com User's Manual

User Quarantine

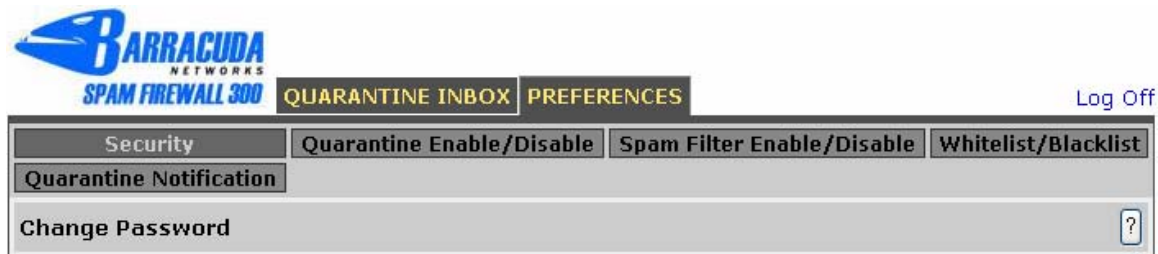
When service begins, you will receive an email from the Barracuda Spam Firewall, informing you of your username and password to access your quarantine. Click on the link in your email to open your quarantine.

The first thing you will want to do is bookmark this page by selecting the **Favorites** menu option, then **Add to Favorites**. This way, you can easily access your quarantine through your web browser.

There are 2 tabs at the top of the page: **Quarantine Inbox** and **Preferences**.



Select the **Preferences** tab.



- Security**
Change your password to something you can easily remember.
Enter the old password you received via email, and then your new password.
Press **Save Password**.
- Quarantine Enable/Disable**
Here, you can choose to turn the quarantine on/off. If you choose to disable quarantine, all messages which would normally be quarantined will be delivered to you, but will have "[QURA]" added to the subject line.
Be sure to press the **Save Changes** button when you make a change.



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3. Spam Filter Enable/Disable

Here, you can choose to turn spam filtering on/off. If you turn it off, your email will no longer be filtered for spam and all email which would normally be blocked/quarantined due to spam content will be delivered to you. Be sure to press the **Save Changes** button when you make a change.

4. Whitelist/Blacklist

A whitelist is a list of addresses or domains which will be allowed, regardless of content. This is a useful tool if, for example, you receive email from your bank (who sends email in HTML format that contains links to their website) or you order prescriptions online. If you enter addresses (me @mydomain.com) or domains (mydomain.com), you will receive those messages, even if they contain content that would normally cause them to be blocked / quarantined by the spam firewall's guidelines.

To enter an address or domain, simply enter it in the **Allowed Email Addresses and Domains** field and press the **Add** button.

Similarly, a blacklist is a list of addresses or domains that will be blocked, regardless of content. To use this option, enter the address or domain in the **Blocked Email Addresses and Domains** field and press the **Add** button.

* Note: If you enter a domain in the whitelist/blacklist, you do not have to enter each individual address for that domain. (i.e. By entering spamisugly.com, you don't have to enter john@spamisugly.com or jane@spamisugly.com. All addresses within that domain are allowed/blocked).

5. Quarantine Notification

Here, you can select the frequency at which you receive notification about your quarantine. It is recommended that you check it daily so the quarantine does not grow too large to manage. If you make changes, be sure to press the **Save Changes** button when finished.



The screenshot displays the 'Quarantine Inbox' interface for Barracuda Networks Spam Firewall 300. At the top, there are navigation tabs for 'QUARANTINE INBOX' and 'PREFERENCES', along with a 'Log Off' link. Below the tabs, there is a search bar with a 'Refresh' button, a 'Filter' dropdown set to 'None', a 'Pattern' input field, and an 'Apply Filter' button. A 'Page: 1' indicator is also present. Below the search bar, there are several action buttons: 'Deliver', 'Whitelist', 'Delete', 'Classify as Not Spam', and 'Classify as Spam'. The main content area is a table with the following columns: 'Date', 'From', 'Subject', and 'Actions'. The table contains four rows of email entries, each with a checkbox in the 'Date' column and a set of action links in the 'Actions' column.

Date	From	Subject	Actions
<input checked="" type="checkbox"/> 10/07 22:17	Rickey Nolan <KarynDE@the18...	Status update for account 49UY406EI	Deliver Whitelist Delete
<input type="checkbox"/> 10/08 03:00	"pharos.no" <stamen.z41Bv2Y...	Hard to Find Me ds	Deliver Whitelist Delete
<input checked="" type="checkbox"/> 10/07 09:39	"Inez" <ainonstmsyyu@opera...	Best online drugs here	Deliver Whitelist Delete
<input type="checkbox"/> 10/08 12:18	"Dr. Mildred Holland" <TZOD...	No Appointment Needs	Deliver Whitelist Delete



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Press the **Quarantine Inbox** tab.

Here, you see all the messages in quarantine, which show the date, sender, subject and action that can be taken.

1. For each message, you can **deliver**, **whitelist** or **delete** by pressing on the blue, green or red hyperlink to the right of the list.
 - **Deliver** – will deliver the message to your email inbox.
 - **Whitelist** – will add the sender to your whitelist, allowing their messages to reach you, regardless of the content.
 - **Delete** – will delete the message from the Quarantine Inbox.
2. To select multiple messages, uses the checkboxes on the left, then press the button at the top of the screen which corresponds to the action you wish to use.
3. Notice the **Classify as Spam** and **Classify as Not Spam** buttons.

By marking messages as spam or not spam, you will help teach the filter about spam trends.

4. Above the **Classify as Spam/Not Spam** buttons is the filter. Click on the filter to display the 3 possible filter options: **“From” contains**, **Subject contains**, **Message contains**.
 - Select the filter type, then enter the criteria in the **Pattern** field, and press **Apply filter**.
 - For example, if you are looking for a message from `mymother@raymondsafe.com`, you would select the filter type **“From” contains** and in the **Pattern** enter `mymother@raymondsafe.com`. Then press the **Apply Filter** button. This will search the quarantine for that address.
 - To use the other options, choose the correct filter type and enter the search criteria in the **Pattern** field.

Finally, once you have gone through your quarantine inbox, delete the messages you do not wish to keep. Then press the **Log Off** link on the top right part of the screen.



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