

Message Center USER GUIDE

» Introduction

What is the Pyron Technologies Message Center?

Pyron Technologies, in conjunction with Postini, offers clients an effective business-class email protection service. Each user has access to a Message Center where your individual account's spam and viruses are filtered and quarantined. Your legitimate email messages are delivered to your email inbox, just as they always have, but junk and virus-infected email is routed to your Message Center. You can also customize the service from within the Message Center. This document walks you through using and managing your Message Center.

Getting the most out of your Message Center

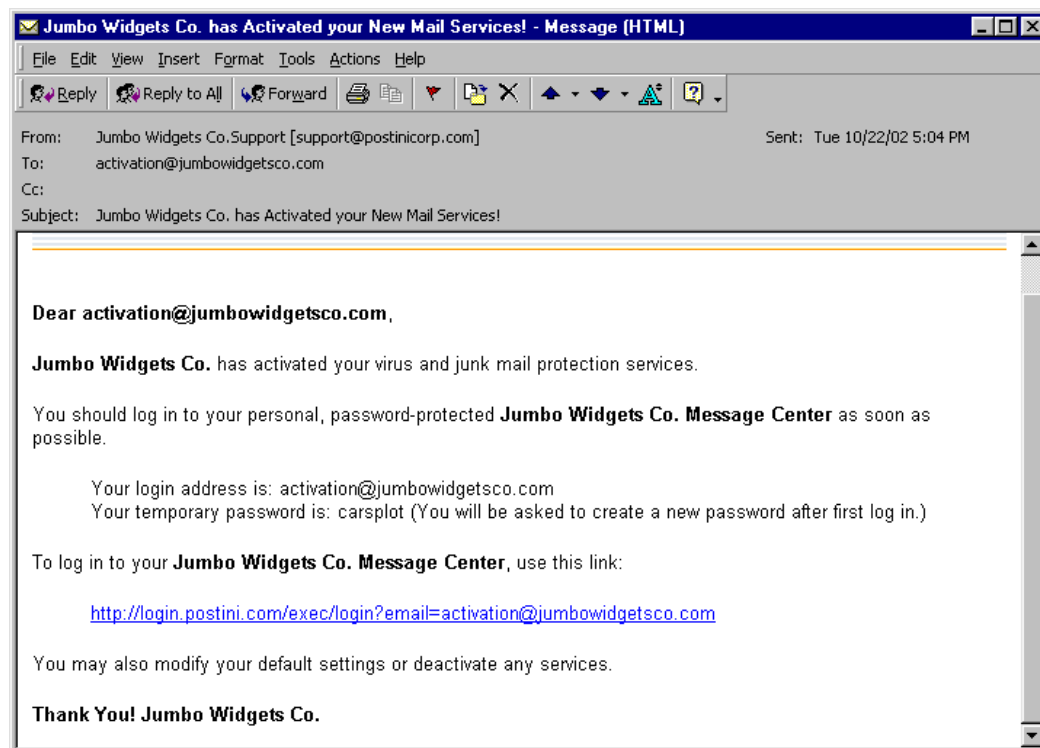
It is strongly recommended that you check your Message Center **daily at first** so your filters "learn" to be more effective and accurate. Upon regular review, remove the unwanted messages and deliver the ones you want. You can also safely read the contents of a virus-infected email in your Message Center without the risk of harming your own personal system.

Regular reminders will instruct you to check your Message Center and review quarantined email. **All quarantined messages are held for 14 days until they are automatically deleted, unless you remove or deliver them.**

» Login and Overview

How do I access my Message Center?

Once your account has been activated, you will receive a "Welcome" email directing you to your message center.



Log in to the Message Center

1. Click on the Message Center link in the Welcome message. It's helpful to bookmark the log in page.
2. Enter your log in address (provided in the Welcome message).
3. Enter your temporary password (provided in the Welcome message). If you enter an incorrect password, the [Forgot your Password?](#) link will appear. Click on that link and then click the Submit button and a new temporary password will be emailed to you.
4. When you sign in using your address and password, your browser can "remember" you by using a persistent cookie on your computer. By selecting the checkbox on the log in screen, you can bypass the log in each time you come back. **Be sure to close the browser window instead of logging out.** Upon your return, you won't be prompted for a password. If you use a shared computer (in a library, Internet cafe, school, or other public area) where someone could see your personal message center, do not select the Remember Me checkbox.

The Message Center Main Window

The Message Center has several different areas:

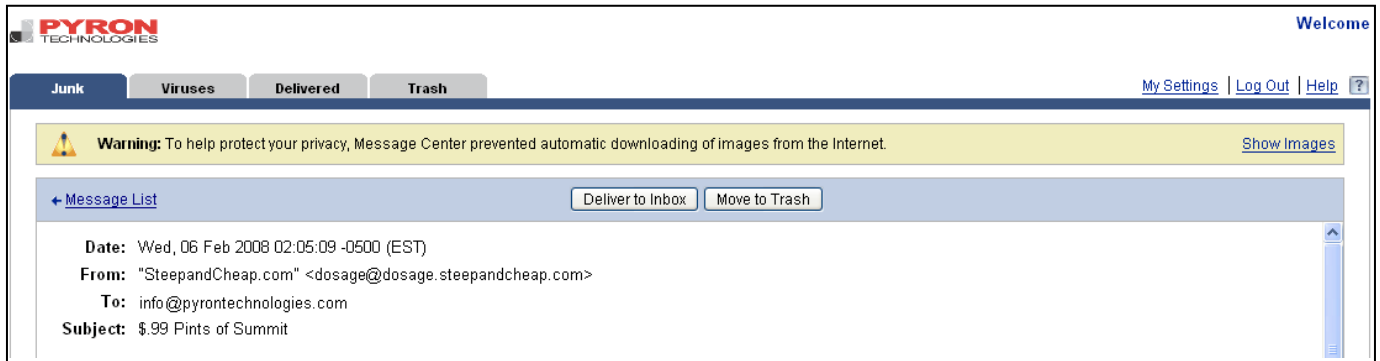
The screenshot shows the Pyron Technologies Message Center interface. At the top left is the Pyron Technologies logo. Below it are navigation tabs for 'Junk', 'Viruses', 'Delivered', and 'Trash'. A search bar is located on the left, and a 'Show:' dropdown menu is set to 'Last Week' with a 'Go' button. On the right, there are links for 'My Settings', 'Log Out', and 'Help'. A 'Deliver Selected' link is also present. The main content area displays a list of 8 junk emails. Each row includes a checkbox, the date and time, the sender's email address, a 'Show Recipients' link, the subject, a 'Delete Selected' button, a 'Block Reason' (all are 'Junk Filters'), and a 'Deliver' button. Callouts point to various elements: 'Folders for messages delivered or removed' points to the navigation tabs; 'Account Settings for Junk, Virus and Wireless' and 'Online help' point to the top right links; 'Delete selected junk email out of quarantine' points to the 'Delete Selected' button; 'Filter icons' points to the 'Junk Filters' links; and 'Move selected email out of quarantine and into your inbox' points to the 'Deliver' buttons. At the bottom, there are links for 'Contact Support', 'Your Privacy is Protected', and 'About Postini', along with a copyright notice for 2008 Postini, Inc.

<input type="checkbox"/>	Date ▲	From	Show Recipients	Subject	Delete Selected	Block Reason	Deliver
<input type="checkbox"/>	2/6/08 10:47 AM	weekkyspecial@iscdfw.com		ISC Weekly Special		Junk Filters	Deliver
<input type="checkbox"/>	2/6/08 10:46 AM	weekkyspecial@iscdfw.com		ISC Weekly Special		Junk Filters	Deliver
<input type="checkbox"/>	2/6/08 8:56 AM	tequilavic@hotmail.com		Doctor Approved And Recommended		Junk Filters	Deliver
<input type="checkbox"/>	2/6/08 7:35 AM	WebEx_Comm@webex.com		Live Demo: See WebEx in Action		Junk Filters	Deliver
<input type="checkbox"/>	2/5/08 11:05 PM	dosage@dosage.steepandcheap...		\$.99 Pints of Summit		Junk Filters	Deliver
<input type="checkbox"/>	2/5/08 10:28 AM	Mssp-benefits@email.microso...		Attend the Server and Tools Webcast and you could win big		Junk Filters	Deliver
<input type="checkbox"/>	2/5/08 1:24 AM	promotion@mwave.com		Mwave Hot Deals		Junk Filters	Deliver
<input type="checkbox"/>	2/4/08 11:06 PM	dosage@dosage.steepandcheap...		Socrates Hair		Junk Filters	Deliver

Remove or Deliver Email Messages

Remove Junk Email

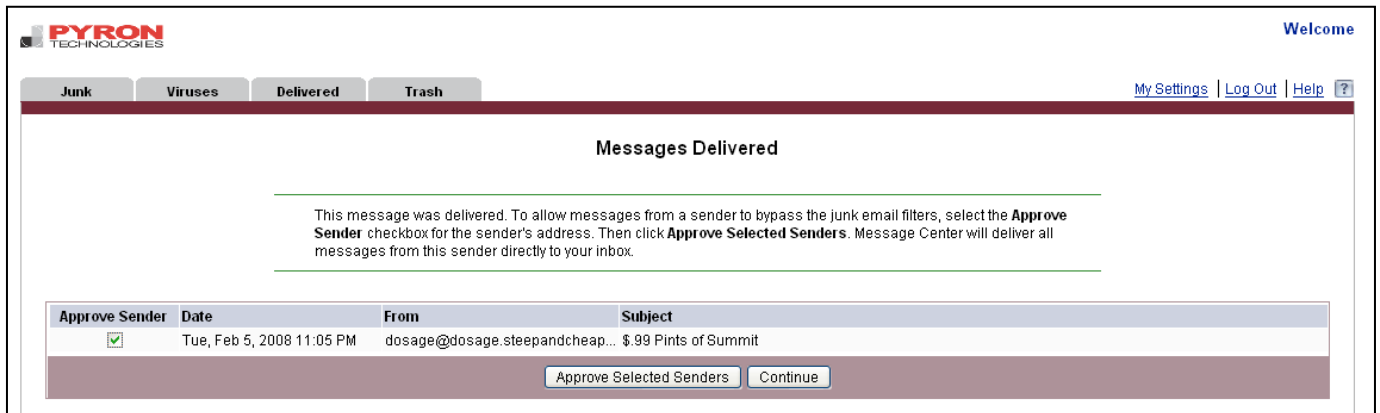
To remove or deliver messages, check the messages and click the appropriate button (Remove or Deliver).



The screenshot shows the Pyron Technologies Message Center interface. At the top, there is a navigation bar with tabs for "Junk", "Viruses", "Delivered", and "Trash". The "Junk" tab is selected. A warning message is displayed: "Warning: To help protect your privacy, Message Center prevented automatic downloading of images from the Internet." Below the warning, there is a "Message List" section with buttons for "Deliver to Inbox" and "Move to Trash". The message details are as follows:

Date: Wed, 06 Feb 2008 02:05:09 -0500 (EST)
From: "SteepandCheap.com" <dosage@dosage.steepandcheap.com>
To: info@pyrontechnologies.com
Subject: \$.99 Pints of Summit

When delivering a message to your inbox, you will be prompted to add the sender to your Approved Sender List. Adding the sender will allow them to always bypass the Junk Email filters. It is highly recommended that you add your friends, family, colleagues, and associates in order to improve the accuracy of your filters.



The screenshot shows the Pyron Technologies Message Center interface with a "Messages Delivered" dialog box. The dialog box contains the following text:

This message was delivered. To allow messages from a sender to bypass the junk email filters, select the **Approve Sender** checkbox for the sender's address. Then click **Approve Selected Senders**. Message Center will deliver all messages from this sender directly to your inbox.

Approve Sender	Date	From	Subject
<input checked="" type="checkbox"/>	Tue, Feb 5, 2008 11:05 PM	dosage@dosage.steepandcheap...	\$.99 Pints of Summit

Buttons: **Approve Selected Senders**, **Continue**

Delivered and Removed Folders

When you deliver email from the Message Center, it is forwarded to your inbox. A copy is also placed in the Delivered Folder. Messages are permanently deleted from the Delivered Folder after three days. To view the contents of the folder, click the Delivered link.

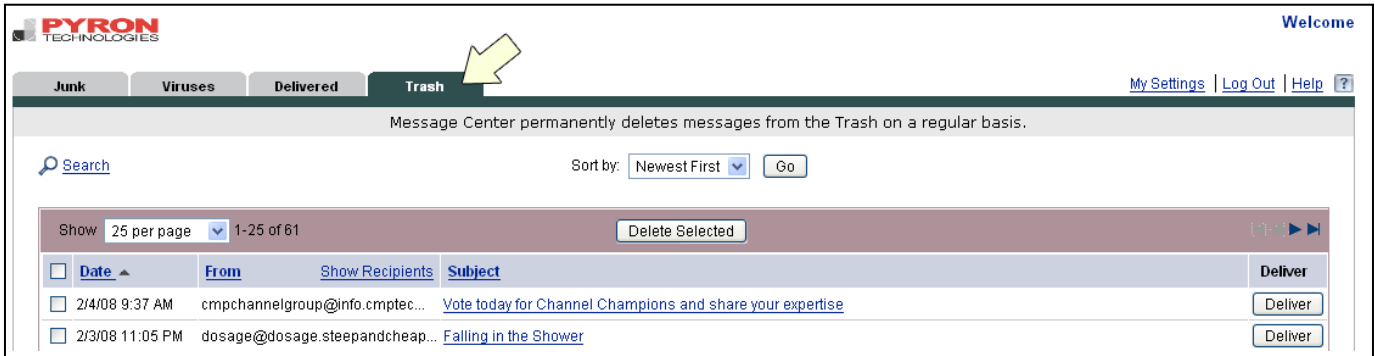


The screenshot shows the Pyron Technologies Message Center interface with the "Delivered" folder selected. A yellow arrow points to the "Delivered" tab. Below the navigation bar, there is a message: "When a message is delivered, Message Center stores a copy of it here for up to three days after delivery." Below this message, there is a table with one message:

Show	Date	From	Subject	Deliver
1-1 of 1	2/5/08 11:05 PM	dosage@dosage.steepandcheap...	\$.99 Pints of Summit	<input type="checkbox"/> Deliver

Buttons: **Delete Selected**, **Deliver**

Once a junk email message has been deleted from the Message Center it is placed in the Trash Folder. Messages will be permanently deleted from the Trash Folder by the system on a periodic basis. By clicking "Delete Selected", all selected messages in the Trash Folder will be permanently deleted with no method of recovering them.



► Configuration

Junk Email Filters

Each message is scored by its probability for being junk email. Pyron Technologies will compare the spam score of the message with your personal tolerance levels for that specific category of junk email (screenshot follows). Messages exceeding your tolerance will be quarantined to your Message Center.

The filters can be tailored to match your personal preferences. For example, you may wish to receive special offers, so you would set that filter to a lenient setting, but you may not wish to receive any get rich quick offers, so you would set that filter to a more aggressive setting.



Junk Viruses Delivered Trash
[My Settings](#) | [Log Out](#) | [Help](#) ?

Junk Email Blocking

The junk filter captures messages that might be junk. You can increase the setting for more stringent filtering, but more valid messages might be captured. With a more aggressive setting, check your quarantine frequently.

Junk Email Blocking: **ACTIVATED** (click to change) ?

Overall Junk Filter: Aggressive ?

Category filters multiply the junk filter level and *increase* the number of messages that are identified as junk. Usually, the **Default** setting provides the most effective filtering. [More information...](#)

Category Filters ?	Default	+1	+2	+3	+4	Description
Sexually Explicit	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sexually explicit messages
Get Rich Quick	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Money-making offers
Special Offers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Too-good-to-be-true offers
Racially Insensitive	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hate-oriented topics

[Save Settings](#)

What do the filter levels mean?

As you increase the spam filter levels, you increase the amount of junk email that is caught and the effectiveness of the system. You also have a greater chance of legitimate email being quarantined (called a “false quarantine”) during the initial ‘breaking in period’. Setting filters is a trade-off – a more aggressive setting means more junk email will be quarantined, however, it also increases the odds of a false quarantine occurring.

Sender Lists

The Approved Sender List allows you to designate individuals or domains that will always bypass the filters and will automatically be delivered to your inbox. We recommend that you add friends, family, and associates to the Approved Sender list. This is the best method for preventing legitimate messages from being falsely quarantined.

The Blocked Senders List allows you to designate addresses that will always be blocked regardless of content. We do not recommend using the Blocked Sender list to block regular spammers. Spammers continually change and spoof their address and domain, making this approach useless. The Blocked Sender list is to help block newsletters that are difficult to unsubscribe from or bothersome senders.

Your current approved sender list at Pyron Technologies (formally the whitelist) and blocked senders list (formally the blacklist) has already been added to the new filter so you will not have to re-enter domains.

PYRON TECHNOLOGIES Welcome

Junk Viruses Delivered Trash [My Settings](#) | [Log Out](#) | [Help](#) ?

Approve Senders | [Block Senders](#)

Separate multiple entries by commas, semicolons, or new lines. Note that if a message from an approved sender contains a virus, Message Center sends it to the Virus Quarantine.

Approved Senders ?

Messages from approved senders bypass the junk email filters and go directly to your inbox.

chris@vembu.com
news@vembu.com

for example, user@jumboinc.com

Approved Domains ?

Messages from anyone in an approved domain bypass the junk email filters and go directly to your inbox.

for example, jumboinc.com

Approved Mailing Lists ?

Messages sent to an approved mailing list bypass the junk email filters and go directly to your inbox.

for example, maillist@jumboinc.com

Virus Settings

If a virus is detected, your message will be safely detained in the Message Center and you will be notified via email. You can safely view the virus-infected message from within the Message Center without fear of transmitting the virus to your operating system or installed software.

PYRON TECHNOLOGIES Welcome

Junk Viruses Delivered Trash [My Settings](#) | [Log Out](#) | [Help](#) ?

Virus Blocking

Send all messages that contain viruses to the Virus Quarantine in Message Center. In the quarantine, you can safely view and deliver messages without damaging your computer. Specify when you want Message Center to notify you that it has quarantined virus-infected email.

Virus Blocking: **ACTIVATED**

Email Notification:

Current organization default: **Disable Notifications**

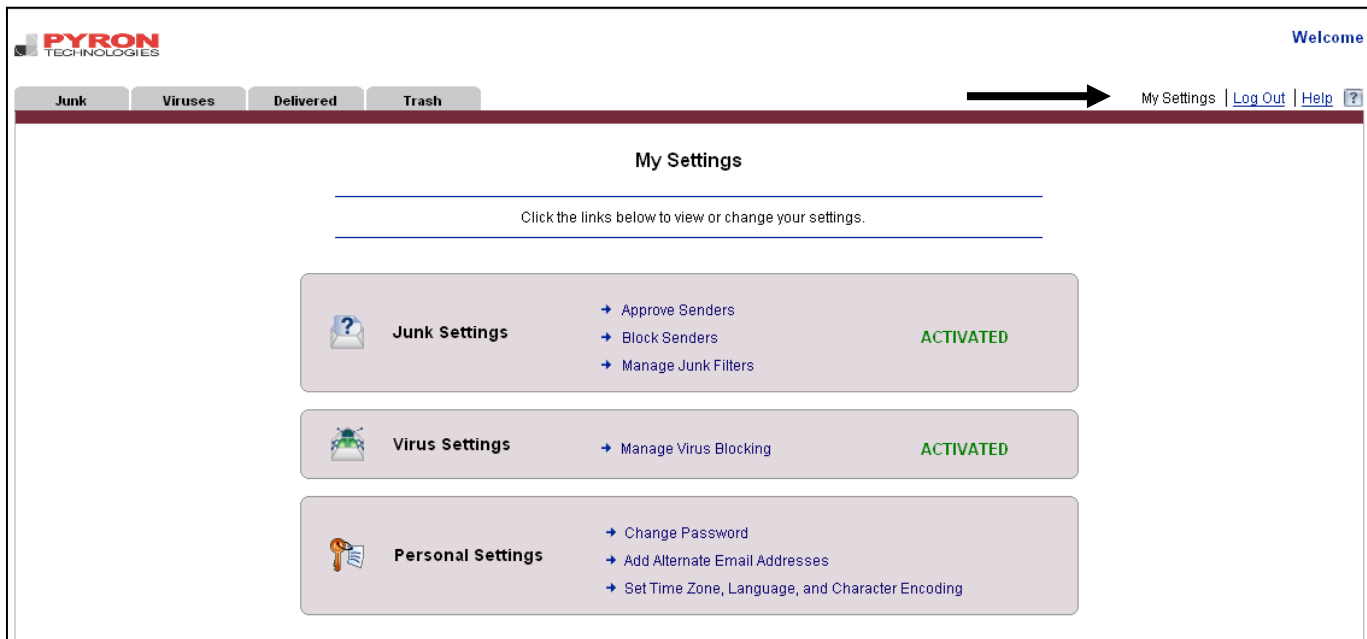
[Contact Support](#) | [Your Privacy is Protected](#) | [About Postini](#)
 © 2008 Postini, Inc. All rights reserved. [Legal and Patent Notices](#)



Virus Scanning can be set to ON or OFF. Frequency of virus notifications can be set by selecting from the drop-down menu.

Account Settings

Clicking the Account Settings link takes you the Account Settings page.



From this page you can:

1. **Change your password.** Click on the Password and you will be prompted for your current password and your new password.
2. **Manage multiple email addresses.** Do you have several email accounts and addresses? You can map these alternate addresses to your Message Center. If you do not map these addresses to your Message Center, you still may receive spam. Adding alternate addresses will send a confirmation email to confirm you are the legitimate owner of the address. You may submit as many alternate addresses as you own.
3. **Enable “Remember Me”.** This link displays information that explains the “Remember my Address and Password” feature.

» Quarantine Summary

The Quarantine Summary (QS) is an optional HTML-formatted email summarizing the messages that have been quarantined (but not yet delivered or deleted) in your Message Center since the last Quarantine Summary. In addition to being a reminder, it also allows you to quickly scan the list to prevent false positives from going undetected. This report eliminates the need to log-in and review messages in the Postini Message Center. The frequency and distribution of end-user Quarantine Summary can be set on an organization basis. The frequency options range from daily up to every 10 days.

The QS contains the sender, subject, and received time, with the subject linking to the actual message in quarantine. The total number of messages quarantined is also listed. Viruses will be displayed first, followed by spam, as in the Message Center. The Quarantine Summary is sent to your primary email account, or notice address. If there is no spam (or virus) quarantined, no Quarantine Summary is sent.

The Quarantine Summary

The screenshot below shows an example of the Quarantine Summary email delivered to your email inbox.

These messages were quarantined as potential junk or virus-infected messages, and have not been sent to your inbox. To deliver a message to your inbox, click the Deliver link. To view the message in your Message Center, click the Subject link.

Junk Messages		5 Messages	Message Center
From	Subject	Date	
homes@asperview.com	Buy your first home today!	1/15/2008 12:27 pm	Deliver
info@prairies.net	Hello, you have inherited money from Nigeria	1/15/2008 12:23 pm	Deliver
homes@asperview.com	Interest free financing	1/15/2008 12:18 pm	Deliver
homes@asperview.com	Live near the mountains	1/15/2008 11:46 am	Deliver
homes@asperview.com	Buy your first home today!	1/15/2008 11:40 am	Deliver

Accessing the Message Center and Messages from the Quarantine Summary

The Quarantine Summary links to your Message Center and each individual message. If you are currently logged in, or if you have checked the "Remember my Address and Password" on the Message Center Log In page, clicking on a link will take you directly into your Message Center, otherwise, you will be taken to the Log In page shown below.

Log in to your message center.

Log in Address
example: joe234@jumbowidgetsco.com

→ Password
note: password is case-sensitive

Remember my Address and Password ([what is this?](#))

LOG IN

[Log In Help](#)

» Frequently Asked Questions

- 1. How do I know when I have messages in quarantine?**

You should log in to your Message Center periodically to review your quarantined messages, deliver any legitimate messages and remove junk messages. You will receive an email notification on a regular basis in your primary email inbox if any messages have been quarantined.
- 2. How do I get technical support?**

Contact Pyron Technologies Help Desk at helpdesk@pyrontechnologies.com or call 406-543-9211 or 866-366-4241, Monday through Friday, 7am – 6pm, MST.
- 3. What if I don't want my email to be filtered?**

Set Junk Email Blocking to off in the Junk Email Settings page, or contact your email administrator.
- 4. Can someone else read my email?**

Pyron Technologies uses Postini's patent-pending email processing technology to allow messages to be processed in real-time as the packets flow through the Postini servers, and so legitimate messages are not written to disk. This ensures that Postini does not expose your data to hackers or potential loss of data. Postini's filters process all email without human contact with mail flow or individual messages.
- 5. Why do I need to enable cookies when logging into my Message Center?**

Cookies are only used to identify and validate users. The persistent cookie contains the email address of the user who last logged in to Postini. This cookie is only used when logging in. All other cookies expire within 40 minutes or when the browser is exited. When the "Remember my Address and Password " checkbox is checked, then the cookie will not expire for the Message Center until the "Logout" link is clicked.
- 6. What happens to messages I have delivered from the Message Center?**

They are delivered directly to your inbox and a copy is placed in the Delivered folder.
- 7. What happens to email I delete from quarantine?**

When messages are removed, they will be completely purged from the Removed items folder approximately 2 days after removal. If you would like the purge to be immediate, click on the "Empty Trash" button from the Removed folder. Unless specifically removed, messages will be quarantined for 14 days.
- 8. Why can't I log in? What if I have trouble getting in to my Message Center?**

If you enter an incorrect password on the log in screen, the system will display a page with a "Forgot your Password?" link. Click on the link and then press the Submit button and a new password will be emailed to you. If this fails, contact your email administrator directly for assistance.
- 9. What if I have two separate email addresses?**

You should map all your email accounts to the same Message Center to ensure spam does not get through. See the Account Settings section of the Configuration chapter.
- 10. Can I import my contacts or address book to the Approved Senders list?**

No. You can manually enter them. We suggest adding the domains, if practical, so you do not reach the character limit for the Approved Sender list.
- 11. What if messages are quarantined that I want delivered to my email inbox (false quarantines)?**

Adjust your spam filters to a more lenient setting and add senders to your Approved Senders list.
- 12. What if a lot of junk email is still getting through?**

The heuristic filters can block up to 95% of spam from reaching your inbox. Unwanted messages can still get through. Follow the suggestions below to maximize your filter effectiveness:

 - **Increase your settings.** The more aggressive the filter setting, the fewer spam messages will reach your inbox. Please note that the more aggressive the setting, the more often you should visit the Message Center to confirm that legitimate messages are not quarantined. If they are, add those senders or domains to your Approved Sender list.
 - **Review your Approved Senders List.** Do you have other email addresses forwarding to this account? Check to be sure your addresses are NOT on the Approved Senders List.
 - **Forward your spam.** Participate in keeping the filters accurate by sending your unfiltered spam messages AS ATTACHMENTS in email to spam@postini.com. This does not guarantee that these messages will be filtered in the future, but will be used by engineers for filter tuning.