



Email Anti-Spam Service Spam Manager Quarantine Administrator Guide

This MessageLabs Email Anti-Spam Service guide is for Quarantine Administrators using the Spam Manager user interface. The guide describes the role of a Quarantine Administrator, and provides procedures to help you carry out your tasks as a Quarantine Administrator.

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1 About the guide

1.1 Audience and scope

This guide is for Quarantine Administrators—those users of Spam Manager with extended privileges allowing them to perform some administrative functions. It describes the role of a Quarantine Administrator, and guides you through the administrative tasks.

1.2 Versions of this guide

This guide is available in the following languages:

- Chinese (Simplified)
- Chinese (Traditional)
- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian
- Spanish

2 Spam quarantine administration

Quarantine Administrators are users of Spam Manager who have extended privileges. These privileges allow them to perform some administrative functions, including:

- **Displaying details of Spam Manager accounts**—showing the identity, last access date, and status of accounts.
- **Creating accounts**—generating new user accounts and specifying whether to enable the sending of welcome messages and notifications.
- **Creating account groups**—consolidating the spam sent to a number of designated addresses into a single Spam Manager account. The settings for the individual accounts still apply and users can still access their individual accounts, if necessary.
- **Creating aliases**—consolidating multiple email addresses under a single email address—the owner address—so that spam sent to each of the aliased addresses is managed by and uses the settings of the 'owner' account. This is useful, for example, where an individual has several email addresses within your organization.
- **Accessing different accounts**—accessing the account of another user, and being able to work as if logged in as that user.
- **Deleting accounts**—deleting selected accounts.

You will be able to perform these tasks within the domains over which you have been granted control.

Note: For full details of the user tasks in Spam Manager, see the [Spam Manager User Guide](#).

2.1 Quarantine administration tasks

Quarantine Administrators' tasks fall into two categories:

- **Before activation of Spam Manager**—tasks that must be performed during deployment.
- **After activation of Spam Manager**—tasks that may need to be performed on an ongoing basis.

The role of the Quarantine Administrator within your organization depends on how Spam Manager is being deployed. (The deployment of Spam Manager is discussed in more detail in the *Email Anti-Spam Service - Spam Manager Deployment Guide*.) The main deployment policies are as follows:

- **Direct management**—all users are able to register with and log in to Spam Manager, and they receive periodic notifications of their spam messages so that they can manage this spam themselves. Users may also be able to define and manage their own approved and blocked senders lists.
- **Silent deployment**—users are not asked to register with and log in to Spam Manager, and they do not receive notifications. A Quarantine Administrator can access and manage users' Spam Manager accounts on their behalf.
- **Targeted deployment**—some targeted users (for example, key personnel) are given access to their Spam Manager accounts, while silent deployment is used for others.

The table below shows the tasks that may need to be performed by a Quarantine Administrator under different deployment policies.

Role of Quarantine Administrator		
Deployment policy	Before activation of Spam Manager	After activation of Spam Manager
Direct management	May set up account groups and aliases to direct the spam of multiple users or an individual with multiple email addresses to a single account.	May access users' accounts, e.g. if the user is away from the office. View users' personal approved and blocked senders lists (if these are defined)
Silent deployment for all users		Access users' accounts to search for specific messages (if the user suspects that a non-spam message may have been redirected to Spam Manager). Search for specific messages (if a user suspects that a non-spam message may have been redirected to Spam Manager).
Targeted deployment	To create accounts that override the default notification setting (usually to give access to targeted users when the default is silent deployment).	For 'silent' users: Access a user's account to search for specific messages (if a user suspects that a non-spam message may have been redirected to Spam Manager). For 'targeted' users: May access a user's account, e.g. if the user is away from the office. May view a user's personal approved and blocked senders lists (if these are defined)

2.1.1 Before activation of Spam Manager

The tasks that a Quarantine Administrator may need to perform before the activation of Spam Manager are:

- Ensure that you have address validation set up for your email services. Address validation is used to reject any email sent to an address in your domains that does not appear on a database of known valid email addresses. You can set this up via ClientNet, (see the **Address Validation** section of the *ClientNet Administrator Guide*), or automatically by using the LDAP Synchronization Tool (see *LDAP Synchronization Tool Administrator Guide*)
- If required, create Spam Manager accounts that override the default notification setting (usually to give access to targeted users when the default is silent deployment)
- Set up account groups and aliases (see *Section 5, Managing aliases and account groups*):
 - To direct the spam of any email address to a nominated owner
 - To consolidate the spam of a user with multiple email addresses into a single owner account (alias).

These tasks should be completed *before* the activation of Spam Manager. This is especially important where new accounts need to be created that override the default notification setting for users within a domain.

If, after activation of Spam Manager, the creation of a new account is triggered by the arrival of spam (that is, an account is created implicitly rather than explicitly) it may not be possible to override the notification default for that account. The notification default can be overridden only if **Users control notifications** has been selected during the configuration of Spam Manager.

2.1.2 After activation of Spam Manager

Quarantine administration tasks that may need to be carried out after the activation of Spam Manager are:

- **Maintaining the list of accounts**—creating new accounts and deleting unwanted accounts. Also, it may sometimes be necessary to delete an account in order to recreate it with settings that override the current defaults for notifications.
- **Updating account groups and aliases**—adding new email addresses to an account group.
- **Accessing the account of another user**—in order to:
 - **Managing their spam** (for example, if the owner is away from the office, or where Spam Manager is being deployed silently)
 - **Changing the notification setting** (for example, turning on notifications for a targeted user in a silent deployment setting)
- **Managing approved and blocked senders lists**—If users are enabled to maintain personal approved and blocked senders lists, Quarantine Administrators may be required to add or remove entries from the lists.

3 Registering and logging in

Quarantine Administrators are able to access Spam Manager before it has been activated for all regular users. Once your IT Administrator has created your Quarantine Administrator's account, you are given the Spam Manager URL so that you can register.

3.1 Registering with Spam Manager

Once you have been given the Spam Manager URL, you can register with Spam Manager and request a password.

To register with Spam Manager:

1. Click on the Spam Manager URL, given to you by your IT Administrator.
The Spam Manager login page is displayed:
2. Enter your email address.
The **New Account** page is displayed.



The screenshot shows the 'Spam Manager' interface for creating a new account. The header is dark blue with the 'Spam Manager' title and 'New Account' subtitle on the left, and the 'MessageLabs' logo on the right. Below the header, there is a language dropdown menu set to 'English (US)' and a 'Need Help?' link. The main content area has a light blue background and contains the text 'Click below to have a new password emailed to you.' followed by a button labeled 'Send me a password'. At the bottom, a dark blue footer contains the text 'Powered by MessageLabs'.

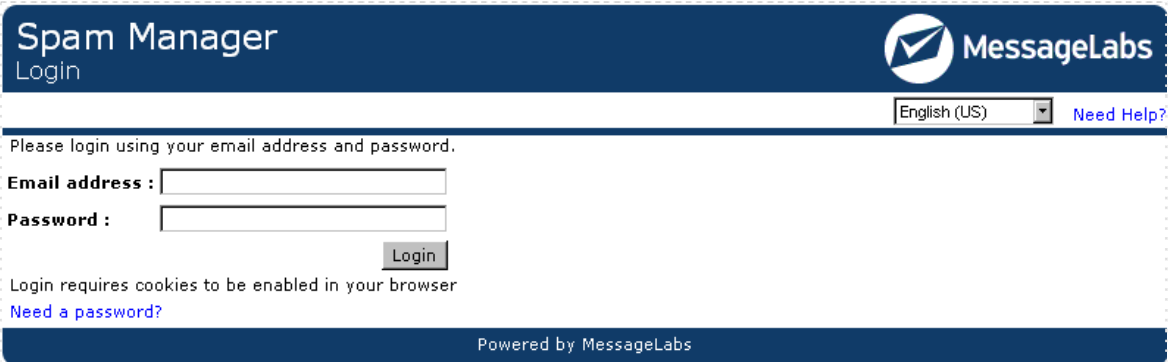
3. Click the **Send me a password** button.
A confirmation message containing your password and a link to the login page are sent to your usual email inbox.

3.2 Logging in to Spam Manager

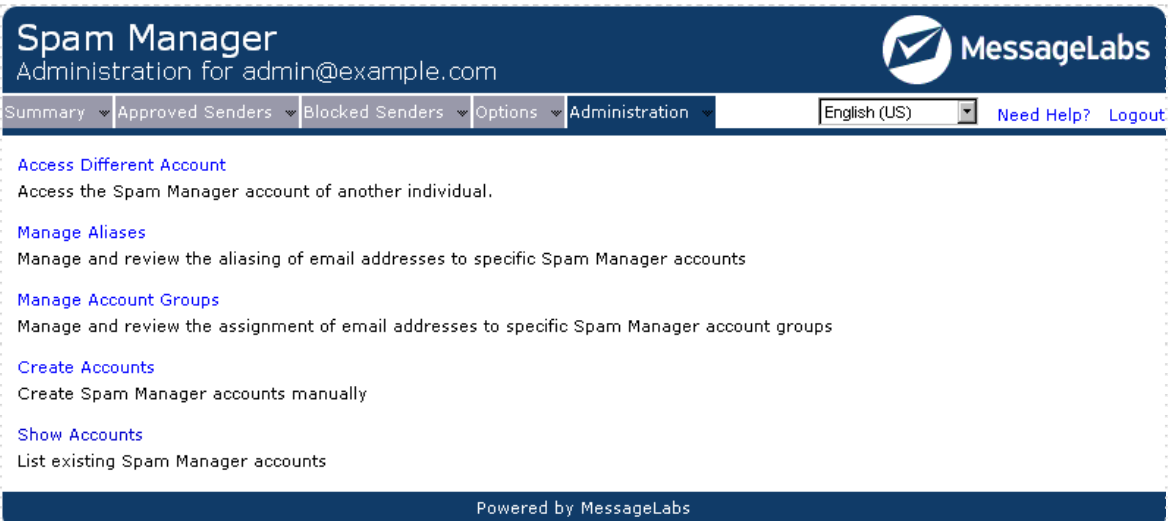
Once you have received a confirmation message containing your password, you can log in:

To log in:

1. Click on the URL in your confirmation message.
The Spam Manager login page is displayed:



2. Enter your password and click on **Login**.
Quarantine Administrators' tasks are performed from the **Administration** tab.



Note: Once you have logged in, you should change your password to something unique and memorable. (Refer to the *Spam Manager User Guide* for details of how to change your password.) Depending on your organization's security policy, Spam Manager may enforce this password change, and may apply certain requirements for your new password, such as the use of numeric and non-alphabetic characters, and it may prevent the use of dictionary words or certain other character sequences—see your organization's password policy or security policy for details.

4 Managing accounts

This section describes the tasks that a Quarantine Administrator may perform in order to maintain Spam Manager accounts.

It is important to understand how accounts are created in Spam Manager, because under certain circumstances accounts are created automatically and you may not be able to override the default settings for welcome messages and notifications. New Spam Manager accounts may be created in two ways:

- **Manually** when a Quarantine Administrator creates a new account. The Quarantine Administrator may override the default settings for welcome messages and notifications.
 - **Automatically** in the following circumstances:
 - When a user responds to a welcome message from Spam Manager by requesting a password. (If the generation of welcome messages is enabled as a default, then, following activation of Spam Manager, a welcome message will be issued when spam is sent to an email address for which an account does not yet exist.)
 - When a Quarantine Administrator sets up an account group and the email address of the owner does not yet exist.
 - When a Quarantine Administrator accesses an account that does not yet exist
- Important:** Where accounts are created automatically, they use the default Spam Manager settings. You may not be able to override the default settings for welcome messages and notifications.

If you want new accounts to override the default Spam Manager settings, you should create the accounts manually.

4.1 Viewing details of Spam Manager accounts

You may view details of the Spam Manager accounts within the domains that you administer. The details include:

- The email address that identifies the account
- The account creation method (i.e. whether it was created manually or automatically)
- The account type (i.e. whether it is a Quarantine Administrator account or not)
- The date of last login
- Whether the account has spam

The most likely reason for needing to view account details is to check whether an account exists for a specific email address. Some situations in which you may need to do this include:

- Before setting up an account group or alias
- Before accessing another user's account
- If a user asks whether they have an account

To view details of accounts:

1. In the **Administration** tab, click on **Show Accounts**.

Spam Manager
 Show Accounts for admin@example.com

Summary | Approved Senders | Blocked Senders | Options | Administration | English (US) | Need Help? | Logout

Show Accounts

The accounts in the Spam Quarantine system can be listed here and removed if need be. You may only list accounts within the domains that you administer. When deleting an account please be aware that this will completely remove any held spam together with any account settings made by the user. It is advised that the user concerned is independently informed of the account deletion in order to avoid any confusion.

show accounts containing:

within domain:

that were created: manually in any way

Results (max 150 shown): 0 found - page 0 of 0

Powered by MessageLabs

2. To locate the accounts to view, enter appropriate search text in the **show accounts containing** box. (Leave this box blank to display all accounts within a domain.)
3. Select a domain from the **within domain** drop-down list.
4. To display accounts created both manually and automatically, check the **in any way** option button.
5. Click **Search**.
 The search results are displayed. If a large number of accounts are displayed, you can view a page at a time. Use the markers at the bottom of the screen to move between pages.

Spam Manager
 Show Accounts for admin@example.com

Summary | Approved Senders | Blocked Senders | Options | Administration | English (US) | Need Help? | Logout

Show Accounts

The accounts in the Spam Quarantine system can be listed here and removed if need be. You may only list accounts within the domains that you administer. When deleting an account please be aware that this will completely remove any held spam together with any account settings made by the user. It is advised that the user concerned is independently informed of the account deletion in order to avoid any confusion.

show accounts containing:

within domain:

that were created: manually in any way

Results (max 150 shown): 8 found - page 1 of 1

Delete	Address	Creation Method	Administrator	Last Login	Has Spam
<input type="checkbox"/>	admin@example.com	manual	yes	11/30/06 11:45 AM	yes
<input type="checkbox"/>	b.jones@example.com	manual	no	-	no
<input type="checkbox"/>	c.davies@example.com	manual	no	-	no
<input type="checkbox"/>	d.evans@example.com	manual	no	-	no
<input type="checkbox"/>	e.frasier@example.com	manual	no	-	no
<input type="checkbox"/>	j.smith@example.com	manual	yes	11/30/06 10:46 AM	yes
<input type="checkbox"/>	max@example.com	manual	no	-	no
<input type="checkbox"/>	m.kahn@example.com	manual	no	-	no

1
Powered by MessageLabs

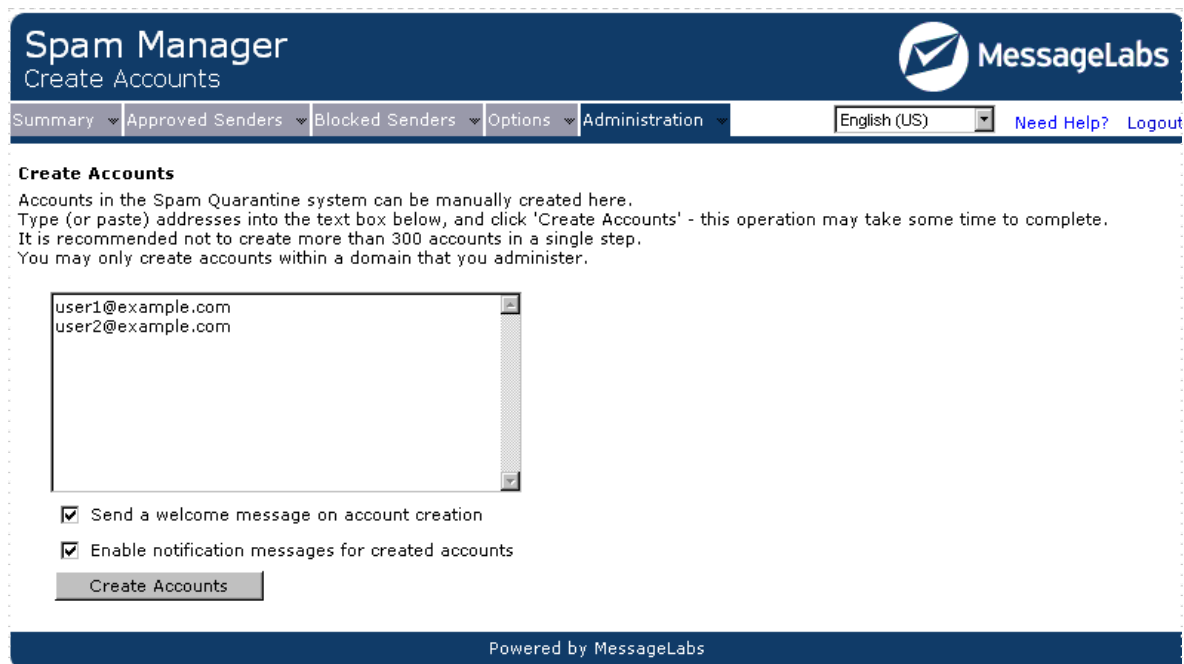
4.2 Creating new Spam Manager accounts

You may create new Spam Manager accounts for any domains that you administer. Creating an account manually enables you to override the default settings for welcome messages and notifications.

Accounts can be created in batches with the same settings for welcome messages and notifications.

To create a new Spam Manager account or batch of accounts:

1. In the **Administration** tab, click **Create Accounts**.
2. Enter or copy and paste the email addresses in the blank text box.
3. To enable the sending of welcome messages and notifications, check the associated checkboxes. Notifications are email messages, generated automatically and at preset intervals, listing new spam held in the user's Spam Manager account. Welcome messages are email messages, sent automatically by Spam Manager to the email addresses of users for whom either a new Spam Manager account has been created explicitly, or spam has been received for the first time (i.e. an account is being created implicitly). The message invites the user to visit their Spam Manager account and review their spam.



The screenshot shows the 'Spam Manager' interface with the 'Create Accounts' page selected. The page title is 'Spam Manager Create Accounts' and the MessageLabs logo is in the top right. A navigation menu includes 'Summary', 'Approved Senders', 'Blocked Senders', 'Options', and 'Administration'. A language dropdown is set to 'English (US)' and there are links for 'Need Help?' and 'Logout'. The main content area is titled 'Create Accounts' and contains the following text: 'Accounts in the Spam Quarantine system can be manually created here. Type (or paste) addresses into the text box below, and click 'Create Accounts' - this operation may take some time to complete. It is recommended not to create more than 300 accounts in a single step. You may only create accounts within a domain that you administer.' Below this is a text input box containing 'user1@example.com' and 'user2@example.com'. There are two checked checkboxes: 'Send a welcome message on account creation' and 'Enable notification messages for created accounts'. A 'Create Accounts' button is at the bottom of the form. The footer of the interface says 'Powered by MessageLabs'.

4. Click on **Create Accounts**. A message is displayed, informing you whether the accounts have been created successfully.

4.3 Deleting Spam Manager accounts

You can delete accounts within the domains that you administer. You may need to delete a Spam Manager account in the following circumstances:

- To change the notification settings (i.e. delete the existing account and create a new account with different notification setting).
Note: If Spam Manager has been configured with **Users control notifications** selected, a Quarantine Administrator can also change the notification setting by accessing the account directly, without having to delete and then recreate the account.
- To remove the account of someone who has left the organization.

Note: When a Spam Manager account is deleted and recreated with a different notification setting, any spam that was held for the original account is forwarded to the new account.

To delete an account:

1. In the **Administration** tab, click on **Show Accounts**.
2. Locate the account to delete, and select the checkbox to the left of the account address.

The screenshot shows the Spam Manager interface for 'admin@example.com'. The 'Administration' tab is active, and the 'Show Accounts' page is displayed. The page includes a search form with fields for 'show accounts containing:', 'within domain:' (set to 'example.com'), and 'that were created:' (radio buttons for 'manually' and 'in any way'). A 'Search' button is present. Below the search form, a table shows 8 results. The account 'c.davies@example.com' is selected with a checked checkbox.

Delete	Address	Creation Method	Administrator	Last Login	Has Spam
<input type="checkbox"/>	admin@example.com	manual	yes	11/30/06 11:45 AM	yes
<input checked="" type="checkbox"/>	b.jones@example.com	manual	no	-	no
<input checked="" type="checkbox"/>	c.davies@example.com	manual	no	-	no
<input type="checkbox"/>	d.evans@example.com	manual	no	-	no
<input type="checkbox"/>	e.frasier@example.com	manual	no	-	no
<input type="checkbox"/>	j.smith@example.com	manual	yes	11/30/06 10:46 AM	yes
<input type="checkbox"/>	max@example.com	manual	no	-	no
<input type="checkbox"/>	m.kahn@example.com	manual	no	-	no

3. Click the **Delete** button.

5 Managing aliases and account groups

There are two kinds of Spam Manager accounts that can be used for grouping multiple email addresses into a single Spam Manager account.

- **Aliases**—an email address that is designated to be managed by the account of another email address (the owner address) so that spam sent to each of the aliased addresses is managed by and uses the settings of the owner account.
- **Account groups**—a single account to manage the spam sent to a number of designated addresses. The settings for the individual accounts still apply and group members can still access their individual accounts, if necessary.

The benefits of each account type are as follows:

- **Aliases**—set up an alias if the aliased email addresses do not need their own individual Spam Manager account and settings. For example, use aliases where an individual has several email addresses within your organization.
- **Account groups**—set up an account group if the group members should still be able to access their individual accounts and retain their particular settings. For example, use an account group for managing spam to distribution lists and for an Administrator to manage spam for several other users.

It is likely that the Quarantine Administrator will need to establish aliases and account groups before Spam Manager is activated. Further aliases and account groups may need to be created after the activation of Spam Manager.

Note: Only email addresses within your organization's domains can be used as aliases and assigned to account groups.

5.1 Managing aliases

An alias is an email address that is designated to be managed by the account of another email address (the owner address) so that spam sent to each of the aliased addresses is managed by and uses the settings of the 'owner' account.

5.1.1 Viewing aliases

You may review current aliases, for example, to see which email addresses are aliased to a specified Spam Manager account or to check whether a specified email address is aliased to another account.

To view aliases:

1. In the **Administration** tab, click **Manage Aliases**.
2. In the **Owner** and **Alias** search boxes, enter at least the first few characters of the email address to search for, as required.

To display Alias information, please enter search criteria in either the Owner or Alias fields below and click Search Page 0 of 0

Owner <input type="text"/>	<input type="button" value="Search"/>	Showing	Alias <input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Delete"/>
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no search results - please use the Owner or Alias boxes above to search

3. Click the **Search** button next to the completed search box.
The search results are displayed. If there is more than a single page, use the markers at the bottom of the screen to move between pages.

To display Alias information, please enter search criteria in either the Owner or Alias fields below and click Search Page 1 of 1

Owner <input type="text"/>	<input type="button" value="Search"/>	Showing	Alias <input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Delete"/>
admin@example.com		1- 3 of 3	d.evans@example.com		<input type="checkbox"/>
			e.frasier@example.com		<input type="checkbox"/>
			max@example.com		<input type="checkbox"/>

5.1.2 Creating aliases

To create an alias:

1. In the **Administration** tab, click **Manage Aliases**.

Spam Manager
Manage Preset Aliases

MessageLabs

Summary | Approved Senders | Blocked Senders | Options | Administration | English (US) | Need Help? | Logout

Manage Aliases

Aliasing: A user may have multiple email addresses within the organization. These can be managed under one owner account and are called aliases. All spam for these email addresses is viewed within the owner account and is controlled by the settings of the owner account.

Owner :

Aliases :

Notify :

To display Alias information, please enter search criteria in either the Owner or Alias fields below and click Search Page 0 of 0

Owner	Search	Showing	Alias	Search	Delete

no search results - please use the Owner or Alias boxes above to search

Powered by MessageLabs

2. In the **Owner** box, enter the email address of the Spam Manager account to which all spam will be directed.
3. In the **Aliases** box, enter the email addresses of the account that is to be managed by the owner.
4. If you want the owner of the email address to be notified that the alias has been set up, select the **Notify** checkbox.
Note: If this checkbox is not shown, Spam Manager has been configured with a default to notify owners of aliases.
5. Either:
 - To add the aliases to those already established for the owner, click the **Add** button
 - To replace all of the owner's existing aliases, click the **Replace** button, and then the **Confirm Replace** button.To display the new or edited aliases, search for the owner or alias using the search boxes. The updated list is displayed.

5.1.3 Deleting aliases

You can remove an alias to enable the owner of the previously aliased email address to manage their own spam. After an alias has been deleted, any spam received for that email address will no longer be directed to the alias' owner, but will instead be directed to a new Spam Manager account for that email address. If Spam Manager has been configured to send welcome messages, when spam is received, a message inviting the user to register with Spam Manager is sent to the previously aliased email address. The user will then be able to request a password and manage their own Spam Manager account.

To delete an aliased email address:

1. In the **Administration** tab, click **Manage Aliases**.
2. In the lower section of the page, use the **Alias** search box to locate the email address of the alias to remove.
3. Select the checkbox to the right of the selected email address.
4. Click the **Delete** button.

To display Alias information, please enter search criteria in either the Owner or Alias fields below and click Search Page 1 of 1

Owner	Showing	Alias	Delete
admin@example.com	1- 5 of 5	d.evans@example.com	<input type="checkbox"/>
		e.frasier@example.com	<input type="checkbox"/>
		max@example.com	<input type="checkbox"/>
		user1@example.com	<input checked="" type="checkbox"/>
		user2@example.com	<input checked="" type="checkbox"/>

5.2 Managing account groups

Setting up an account group enables spam for several email addresses to be viewable through one Spam Manager account. The settings for the individual accounts still apply to those individual's email and the users in the group can still access their accounts, if necessary.

5.2.1 Viewing account groups

You can view current account groups, for example, to see which email addresses are under the management of an account group owner, or to check whether a specified email address belongs to a certain account group.

To view account groups:

1. In the **Administration** tab, click **Manage Account groups**.
2. In the **Owner** and **Account** search boxes, enter at least the first few characters of the email address to search for, as required.



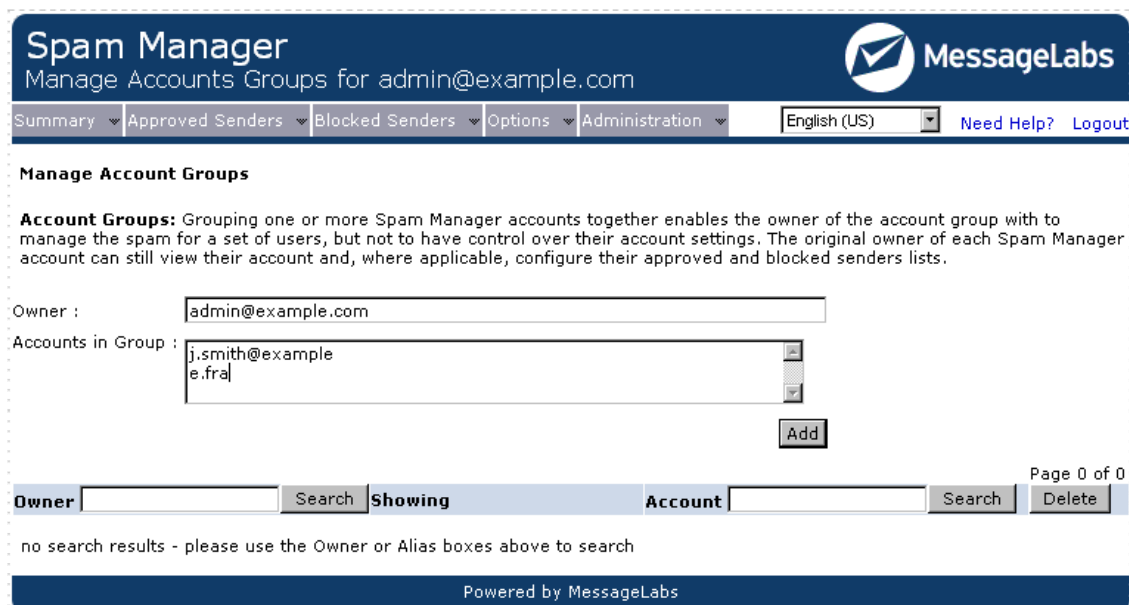
The screenshot shows a search interface for account groups. At the top right, it says "Page 1 of 1". Below that is a table with columns for "Owner" and "Account". The "Owner" search box contains "admin" and has a "Search" button. The "Showing" column indicates "1- 3 of 3". The "Account" search box is empty and has a "Search" button. A "Delete" button is also present. The table lists three accounts: "admin@example.com", "j.smith@example.com", "e.frasier@example.com", and "f.blogs@example.com", each with a checkbox in the "Delete" column.

3. Click the **Search** button next to the completed search box. The search results are displayed. If there is more than a single page, use the markers at the bottom of the screen to move between pages.

5.2.2 Creating account groups

To create an account group:

1. In the **Administration** tab, click **Manage Account Groups**.



The screenshot shows the "Spam Manager" interface for "admin@example.com". The page title is "Manage Accounts Groups for admin@example.com". The navigation menu includes "Summary", "Approved Senders", "Blocked Senders", "Options", and "Administration". The "Administration" tab is selected. The page is in "English (US)" and has "Need Help?" and "Logout" links. The main heading is "Manage Account Groups". Below this is a description of account groups. The "Owner" field contains "admin@example.com". The "Accounts in Group" field contains "j.smith@example" and "e.fra". There is an "Add" button. At the bottom, there is a search bar with "no search results - please use the Owner or Alias boxes above to search". The page is "Powered by MessageLabs".

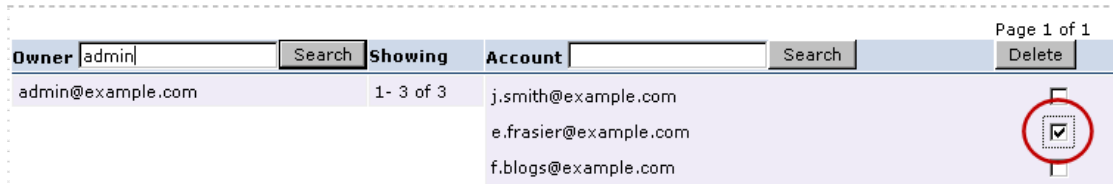
2. In the **Owner** box, enter the email address of the Spam Manager account to which the spam for the member accounts will be directed.
3. In the **Accounts in group** box, enter the email address of the account to add to the group. This can be the address of a single distribution list, or a number of email addresses.
4. To add the member account to those already established for the owner, click the **Add** button. To display the new or edited member accounts, search for the owner or member accounts using the search boxes. The updated list is displayed.

5.2.3 Deleting account groups

You can remove an account from an account group. After the account has been removed, any spam received for that email address will no longer be directed to the owner of the account group. Removing an account from an account group does not affect the user to whom the email address belongs, because with account groups, the group members manage their own spam ordinarily.

To delete an account from an account group:

1. In the **Administration** tab, click **Manage Account Groups**.
2. In the lower section of the page, use the **Account** search box to locate the email address of the account to remove.
3. Select the checkbox to the right of the selected email address.
4. Click the **Delete** button.



6 Accessing other Spam Manager accounts

As a Quarantine Administrator, you can log in to the accounts of other users within the domains you administer. You can then view and manage the spam of those users. You can release or delete messages and change certain user settings, but you cannot change the user's password. You can also view and edit a user's Approved Senders and Blocked Senders lists, if these have been configured for your users.

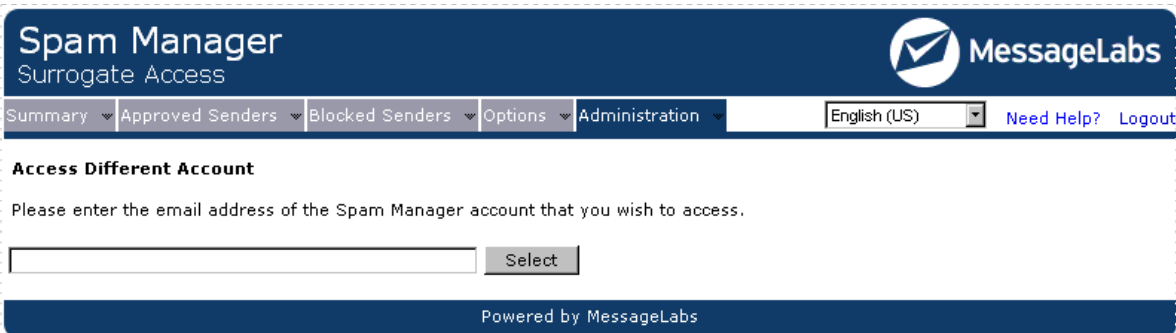
You may need to access other accounts in the domains you administer in the following circumstances:

- If the owner of the account is away from the office
- If Spam Manager is being deployed silently and users are not expected to manage their own accounts directly
- To change the notification setting for an account
Note: Spam Manager must have been configured to allow users to control notifications.
- To view a user's Approved Senders and Blocked Senders lists.

Note: For full details of the user tasks in Spam Manager, see the *Spam Manager User Guide*.

To access another account:

1. In the **Administration** tab, click on **Access Different Account**.



The screenshot shows the Spam Manager interface with the 'Administration' tab selected. The 'Access Different Account' section is active, displaying a text input field for an email address and a 'Select' button. The interface includes a navigation bar with tabs for Summary, Approved Senders, Blocked Senders, Options, and Administration. A language dropdown is set to 'English (US)', and there are links for 'Need Help?' and 'Logout'. The footer indicates 'Powered by MessageLabs'.

2. Enter the email address of the account to access.
3. Click the **Select** button.
Spam Manager displays the selected account with the email address of the selected account displayed against a colored background.



The screenshot shows the Spam Manager interface with the 'Options' tab selected. The selected account is 'admin@example.com working on behalf of f.blogs@example.com'. Below this, there is a search bar and a 'Search' button. A table of messages is displayed, showing columns for Sender, Subject, Date Received, and Size. The first message is from 'Демид Лыткин' with the subject 'отдых от 99\$'.

<input type="checkbox"/>	Sender	Subject	Date Received	Size
<input type="checkbox"/>	Демид Лыткин	отдых от 99\$	12/13/06 10:26 AM	19096

You can now perform the tasks that are available to the user within this account (except changing the password). For full details of the user tasks in Spam Manager, see the *Spam Manager User Guide*.

To return to your own account:

1. Click **Logout**.
2. Click **Confirm**.
You are returned to your own account.

7 Glossary

Term	Definition
Account group	A single account to manage the spam sent to a number of designated addresses. The settings for the individual accounts still apply and member accounts can still access their individual accounts, if necessary.
Activation (of Spam Manager)	The final stage in the deployment process, after which spam is redirected to Spam Manager.
Alias	An email address that is designated to be managed by the account of another email address—the owner address—so that spam sent to each of the aliased addresses is managed by and uses the settings of the owner account.
Anti-Spam Service	The service that processes incoming email messages, directs suspected spam to Spam Manager, and lets other ‘clean’ messages through to users’ email inboxes.
ClientNet	The tool through which the Anti-Spam Service is configured.
Configuration (of Spam Manager)	The stage during the deployment of Spam Manager when the service is set up to operate in the chosen way. This is performed within ClientNet.
Default	An option that is used if no other option is supplied. (Defaults may sometimes be overridden.)
Domain	A name used to identify a collection of resources on the Internet, e.g. example.com.
Member account	An account that is assigned to an account group so that the spam sent to it can be managed by the account group owner. The settings for the member account still apply. The member account can still be accessed by its individual owner.
Notification	An email message, generated automatically, and at preset intervals, listing new spam held in the user’s Spam Manager account.
Quarantine Administrator	A user of Spam Manager with additional privileges, allowing them to perform some administrative functions.
Silent deployment	A method of deploying Spam Manager, in which accounts do not issue welcome messages or periodic notifications of spam. In this way an account can be created, but the presence of Spam Manager is not made visible to the user. The spam is viewed and managed by an Administrator.
Spam	Unwanted email, often sales literature, sent indiscriminately to many addresses.
Targeted deployment	A method of deploying Spam Manager, in which most accounts are ‘silent’, but some ‘targeted users’ (key personnel) are given access to their accounts.
Welcome message	A message, sent automatically by Spam Manager to the email addresses of users for whom either: <ul style="list-style-type: none">• New Spam Manager accounts have been created explicitly, or• Spam has been received for the first time (i.e. an account is being created implicitly). The message invites the user to visit their Spam Manager account and review their spam.

Further information

In this administrator guide you will find all the information that you need to enable you to guide you through the quarantine administration tasks in Spam Manager.

If you need any further information, the following resources are available:

Administrator guides	For full details of the options for the deployment of Spam Manager	Email Anti-Spam Service - Spam Manager Deployment Guide
User guides	For full details of using a Spam Manager account	Email Anti-Spam Service - Spam Manager User Guide
Knowledgebase	Search the online knowledgebase in ClientNet	Log into https://clients.messagelabs.com and navigate to Support > Knowledgebase
Support ticket	Open a support ticket in ClientNet	Log into https://clients.messagelabs.com and navigate to Support > Support Ticketing Center
Email	Email MessageLabs Global Client Services Center (GCSC) at the following email address	Email support@messagelabs.com
Telephone	Call MessageLabs Global Client Services Center (GCSC)	See the contact details on the next page

Feedback

We welcome your feedback. If you have any comments or questions about this guide or the services and features described in it, or o let us know how your MessageLabs service is performing and provide suggestions as to how MessageLabs can further support your business needs, please email us at feedback@messagelabs.com.

www.messagelabs.com
info@messagelabs.com

Freephone UK
0800 917 7733

Toll free US
1-866-460-0000

Europe
HEADQUARTERS
MessageLabs Ltd
1270 Lansdowne Court
Gloucester Business Park
Gloucester, GL3 4AB
United Kingdom

Tel +44 (0) 1452 627 627
Fax +44 (0) 1452 627 628
Freephone 0800 917 7733
Support: +44 (0) 1452 627 766

LONDON
MessageLabs Ltd
3rd Floor
40 Whitfield Street
London, W1T 2RH
United Kingdom

Tel +44 (0) 20 7291 1960
Fax +44 (0) 20 7291 1937
Support +44 (0) 1452 627 766

NETHERLANDS
MessageLabs BV
De Geelvinck, Office 5.06
Singel 540
1017 AZ
Amsterdam
Netherlands

Tel +31 (0) 20 5 222 393
Fax +44 870 238 4401
Support +44 (0) 1452 627 766

BELGIUM / LUXEMBOURG
MessageLabs Ltd
Culliganlaan 1B
B-1831 Diegem
Belgium

Tel +32 (0) 2 403 12 61
Fax +32 (0) 2 403 12 12
Support +44 (0) 1452 627 766

DACH
MessageLabs GmbH
FeringasträÙe 9a
85774 Unterföhring
Munich
Germany

Tel +49 (0) 89 189 43 990
Fax +49 (0) 89 189 43 999
Support +44 (0) 1452 627 766

Americas
AMERICAS HEADQUARTERS
MessageLabs Inc
512 Seventh Avenue
6th Floor
New York, NY 10018
USA

Tel +1 646 519 8100
Fax +1 646 452 6570
Toll-free +1 866 460 0000
Support +1 866 807 6047

CENTRAL REGION
MessageLabs Inc
7760 France Avenue South
Suite 1100
Bloomington, MN 55435
USA

Tel +1 952 886 7541
Fax +1 952 886 7498
Toll-free +1 877 324 4913
Support +1 866 807 6047

CANADA
MessageLabs Inc.
First Canadian Place
100 Kings Street West, 37th floor
Toronto, ON M5X 1C9

Tel+1 646 519 8100
Fax +1 646 452 6570
Toll-free +1 866 460 0000
Support +1 866 807 6047

Asia Pacific
HONG KONG
MessageLabs (Asia Pacific) Ltd.
Unir 1601, 16F
Lippo Centre, Tower 2
Tower II
89 Queensway
Admiralty
Hong Kong

Tel +852 2111 3650
Fax +852 2111 9061
Support: +852 2111 3658

AUSTRALIA
MessageLabs (Australia) Pty Ltd.
Level 6
107 Mount Street,
North Sydney
NSW 2060
Australia

Tel +61 2 8208 7100
Fax +61 2 9954 9500
Support +1 800 088 099

SINGAPORE
MessageLabs (Asia Pacific) Ltd.
Level 14
Prudential Tower
30 Cecil Street
Singapore 049712

Tel +65 6232 2855
Fax +65 6232 2300
Support +852 2111 3658

JAPAN
MessageLabs Ltd.
Bureau Toranomom 3rd Floor
2-7-16 Toranomom Minato-ku
Tokyo 105-0001
Japan

Tel +81 3 3539 1681
Fax +81 3 3539 1682
Support +852 2111 3658