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How to Use the Greymail Spam Filter

This guide will show you the basics of how to view messages flagged as spam, and how to recover them, if improperly flagged.

For a full overview of the New Greymail (Edgewave) system, click [here](#) to watch a 3 minute tutorial video.

There are two ways to check your Greymail. 1. Login directly at greymail.skybest.com using your SkyBest email address and password. 2. Every day (unless set otherwise) you will receive a Spam Digest report in your SkyBest email inbox. If you notice a message in the report that you'd like to review, or is flagged in error, click the "My Account" link, in the upper right portion of the message (see below).

Spam Digest for Thursday, July 24, 2014

Your email is now protected by EdgeWave spam and virus filtering. Mail sent to you will be automatically filtered before it arrives in your inbox and the spam will be stored in an online quarantine. This digest lists all the mail in your quarantine that has arrived since the previous digest was sent. You can adjust the delivery frequency by clicking on one of the links at the bottom of this message.

One entry found for <andy.brown@informnet.com>

[My Account](#) [Settings](#) | [Support](#)

Red Zone — Spam, phish, viruses and potentially dangerous mail

View	type	Date	Time	Size	Country	Sender	Mailbox	Subject
View	Spam	Jul 24	10:24AM	3KB	US	NeoNova Customer ...	<apache@sugar0.neonova.net>	Ticket Work Log Entry eTicket: Test ticket - T NNS 1091733

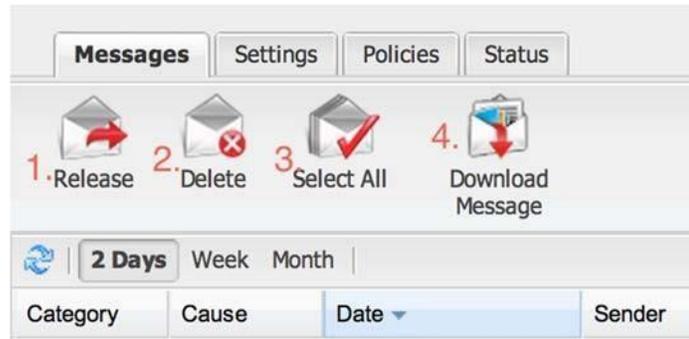
Messaging Assurance powered by EdgeWave.

To view any of the messages listed in this digest, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above. Quarantined messages are retained for 35 days. Please contact your Email Administrator if you have any questions or issues.

[Unsubscribe](#) | [Report Spam](#) | [Change Report Frequency](#)

Clicking this link will take you to the **Home** view of Grey Mail.

From here, you will be able to review all messages flagged as spam by Grey Mail. Clicking a message will make it active, and show you the body of the message in the preview pane below. The top of the screen will provide you with icons that will work with the active message.



1. Release - This returns the message to your inbox. You also have the option to report the message to our servers team, and we will update our filters to ensure similar messages do not get flagged as spam in the future
2. Delete - This deletes the message from the Greymail system
3. Select All - Selects all messages shown on the screen
4. Download Message - This downloads a copy of the message to your computer

How to turn off filtering for a specific customer

1. Login into Greymail
2. Click Policies Tab
3. Filter by message type
4. Under the red and green zone select "ALLOW" from each drop down. *Note Virus emails will always be blocked"
5. The Yellow Zone deals with Foreign Language and attachments, by default we have certain attachments set to quarantine, but those can be set to allow on an individual basis.

Messages Tab

The Messages tab allows you to review, release, delete or download messages that are caught and put in your quarantine.

When Email Continuity is licensed and enabled a Messages-Inbox tab appears allowing you to review, reply, forward, compose or download messages spooled on the system while your mail server is offline.

To ...	You ...	
Release a Message	Select one or more messages from the message list and click the envelope release icon. Use Shift+Click to select adjacent messages. Use Ctrl+Shift to select non-adjacent messages.	
Delete a Message	Select one or more messages from the message list and click on the envelope delete icon. Use Shift+Click to select adjacent messages. Use Ctrl+Shift to select non-adjacent	
Download a Message	Select a message from the message list and click the icon to download the message to your computer.	
To ...	You ...	
View a Message	Select a message from the message list.	
Search Messages		Enter text in the search box next to the magnifying glass icon. The search includes all  message fields displayed on the screen.

Change the Column Sort Order	Select the column title to toggle the sort order between ascending and descending.	
Display Different Message Attributes	Select the column title, then click the downward triangle on its right. Click Columns, then select or clear the check box of the attributes to display.	Date ▾
Update the Message List	Click on the refresh icon.	

Settings Tab

The Digest Settings tab allows you to configure your email digest settings.

Settings	Description
Delivery Frequency	How often digests are generated: Never Daily Weekly (on Monday)
Report Format	How the digests are formatted: HTML Plain Text Multipart
Report Content	What the digests will contain: Summary Green Zone Yellow & Green Zones Red, Yellow & Green Zones

Order List By	<p>How the digest is sorted:</p> <ul style="list-style-type: none"> Date & Time Size Sender Subject <p>Deselect the Ascending check box to sort in descending order.</p>
Time Zone	User's time zone. The time zone is used in the date and time display in the Messages tab.

③ **Policies Tab**

The Policies tab allows you to configure how different types of messages are processed.

Classifications

Type	Description
Spam	Unwanted mail
Virus	Mail containing malware
Phishing	Fraudulent email that tries to trick you into revealing personal information
Adult	Mail that contains sexually explicit text or graphics, or sells sex enhancement products
BOT	Messages of this type come from a Bot, a compromised or infected PC that has sent spam
Foreign	The character set of the message is non-English
Attachments	The message contains one or more attachments
Junk	Unsolicited or bulk advertising

Actions

Type	Description
Allow	An allowed message skips all spam filtering.
Markup	A marked up message has a tag added to its subject line. The tag can be used in your email client rules for filtering and storing.
Quarantine	A quarantined message is stored for 35 days and then deleted.

Block	A blocked message is dropped before delivery and is not quarantined.
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Disposition Setting for Foreign

Mail with the character sets of the languages in the list are filtered according to the action chosen. Right click on one or more selected rows to remove or update. If languages are removed from the list they can be added back by selecting the language and action and clicking on the plus sign.

Disposition Setting for Attachment

Mail with attachment file types in the list are filtered according to the Action chosen. Right click on one or more selected rows to remove or update. To add new file type to the list, enter the file extension, select the action and click on the plus sign.

Administrator Settings



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

Filter by Sender

Enter an email address, domain, or IP address and click the plus sign to add a sender to the Friends (whitelist) or Enemies (blacklist) list. Select one or more rows and click on the minus sign to remove senders from the list.

- ③ **Friends:** Mail from these addresses and domains will not be filtered for spam.
- ③ **Enemies:** Mail from these addresses and domains will be quarantined.