Netmail Secure Quarantine
Quick Reference Guide

netmail™
SEND | SCAN | STORE | SEARCH

The Netmail Secure Quarantine is a web-based application that allows you to access and manage your quarantined email from anywhere in the world through the Internet. As an end user, you can see how many email messages containing viruses, spam, blocked attachments or other filtered mail are being trapped by Netmail Secure.

Quarantine User Interface

The main Quarantine interface displays the **Search Filters**, the **Navigational Tabs**, the **Quarantine Message Pane**, and the **Message Action Buttons**.

Simple Search Filter
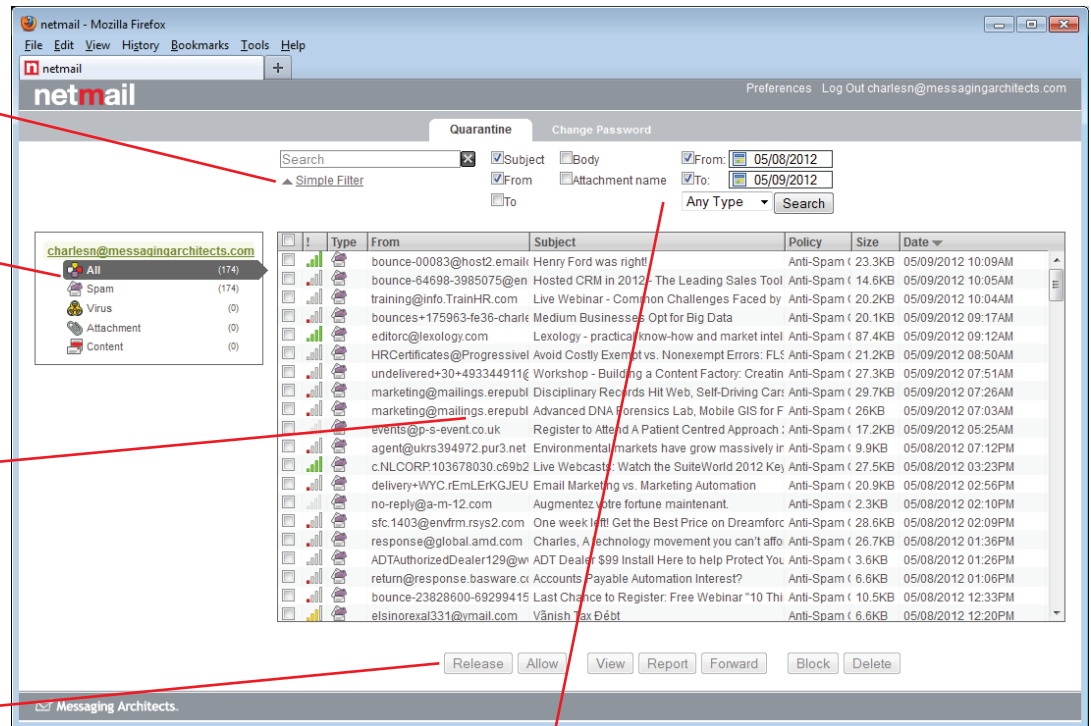Lets you filter your quarantined email messages by keyword.

Navigational Tabs
Display lists of quarantined email messages by category. Message display categories include **All**, **Spam**, **Virus**, **Attachment**, and **Content**.

Quarantine Message Pane
Displays a list of quarantined email messages. Messages can be reordered by **Type**, **Sender**, **Subject**, **Policy**, **Size**, and **Date**.

Message Action Buttons
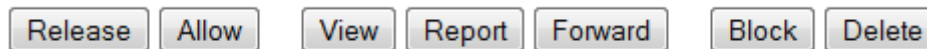Let you perform actions on quarantined email messages.

Advanced Search Filter
Lets you narrow your keyword search further by filtering your email messages by Subject, Sender, Recipient, Message Body Contents, Attachment Name, Date Range, and/or Message Type.

Managing Your Quarantine

Use the Message Action Buttons to review and manage your quarantined email messages.

Release | Allow | View | Report | Forward | Block | Delete

Release: Transfer a selected email message out of quarantine to your Inbox.

Allow: Add the email address of a selected message to your Allow List. Messages from this domain will always be sent to your Inbox. When you click **Allow**, you also get the option of allowing the entire domain to which the selected message belongs.

View: Safely view a selected email message.

Report: Forward a copy of an email message to the system administrator. You can also include a comment with the email message.

Forward: Forward a selected message to someone else.

Block: Add the email address of a selected message to your Block List. Messages from this email address will never be sent to your Inbox or quarantine. When you click **Block**, you also get the option of blocking the entire domain to which the selected message belongs.

Delete: Delete a selected email message(s) from your quarantine. To delete all messages, select all the messages in the **All** tab, and click **Delete**.

Specifying Preferences

Click `Preferences` in the top right-hand corner of the Quarantine application to specify advanced preferences for your quarantine.
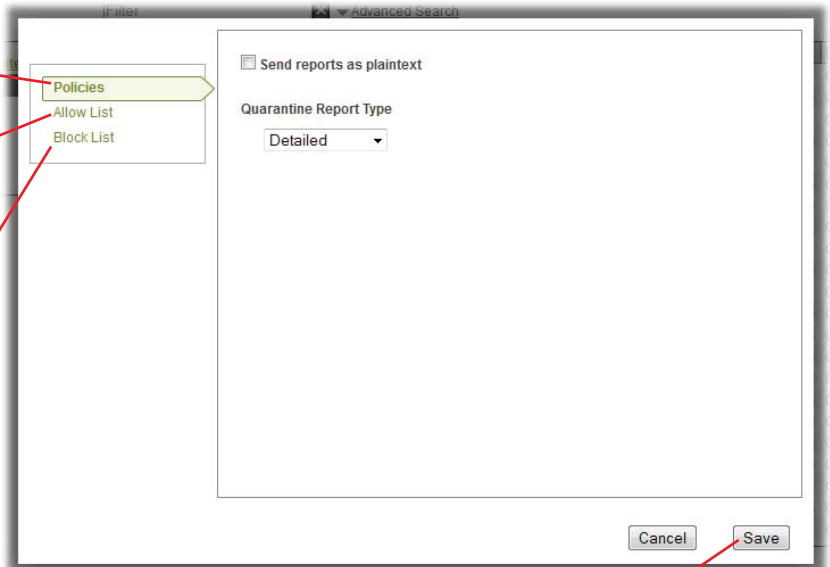
Policies Tab
Choose custom actions to review and manage your quarantined mail. Specify what actions you want Netmail Secure Quarantine to take when it flags incoming or outgoing email messages as spam or containing viruses.

Allow List Tab
Create custom Allow Lists, or manage existing lists. Enter the domains or email addresses you want to include in your Allow List.
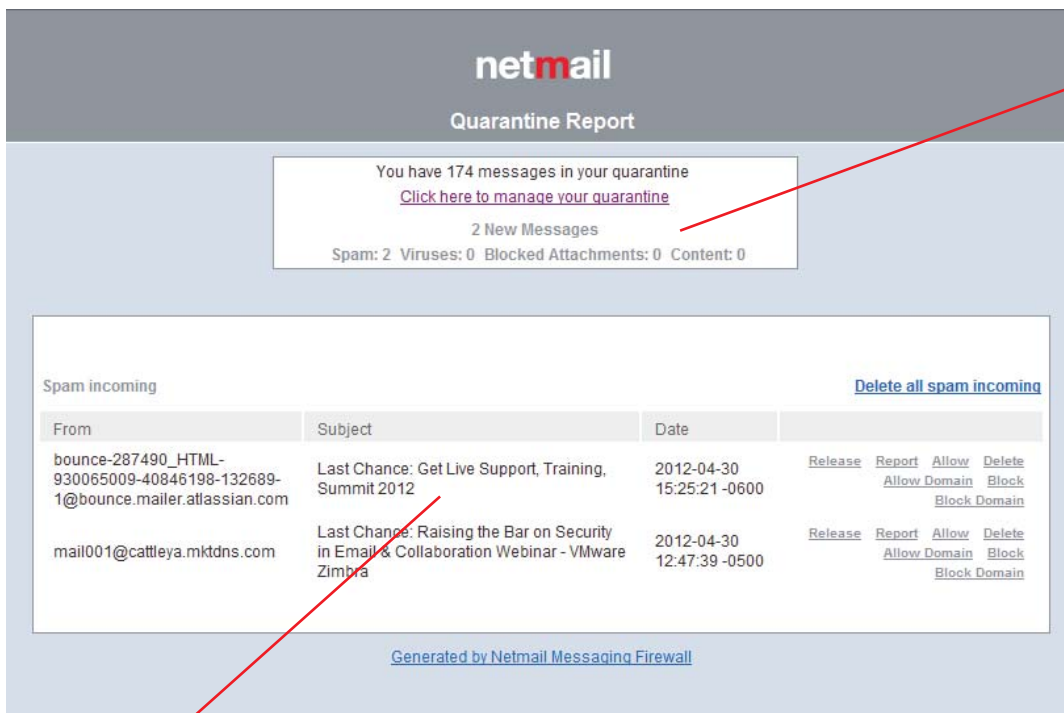
Block List Tab
Create custom Block Lists, or manage existing lists. Enter the domains or email addresses you want to include in your Block List.

When you're done specifying your advanced quarantine preferences, be sure to click **Save** to save your settings.

Reviewing Quarantine Reports

A Quarantine Report displays information about the email that has been sent to your quarantine since your last report, as well as details about the email that is currently in quarantine. Netmail Secure automatically sends daily reports to an end user's Inbox only if there are messages in quarantine at the time Netmail Secure generates the reports.

Quarantine Statistics Pane
Indicates the number of new quarantined email messages and the total number of messages in your quarantine. The number of new quarantined messages is broken down by category: **Spam**, **Viruses**, **Files**, and **Content**. Click the hyperlink to log in to your quarantine and manage your quarantined messages.

Quarantine Report Overview
Lists the newly quarantined email messages. The sender's email address and message subject are displayed. You can manage your quarantined messages directly from the Quarantine Report in your Inbox by simply clicking the appropriate message action hyperlinks next to each message. You can click **Release**, **Report**, **Allow**, **Delete**, **Allow Domain**, **Block**, or **Block Domain** (different options may also be available). Alternatively, you can click the **Delete All** hyperlink for incoming spam and/or outgoing files.