

Using Personal E-mail Manager

To ensure that you receive all e-mail of a legitimate nature, SurfControl has developed the Personal E-mail Manager (PEM) utility. PEM allows you to quickly and easily determine whether isolated suspect mail is junk or from a trusted source. This helps eliminate ‘false-positives,’ or messages falsely labeled as spam:



Warning: Spam messages are only kept for a certain amount of time, which is set by your Administrator. When this time has elapsed they will be deleted, so it is a good idea to check them as soon as possible.

- 1 The first thing that you will see is a message in your Inbox telling you that you have spam waiting to be checked. Click the message to see the SurfControl Personal E-mail Manager screen containing links to all of your messages:



Figure 1 Personal E-mail Manager screen

- 2 If you realize that a message should not be isolated, click **Deliver** to deliver it straight to your Inbox. If you don't want the message, click **Delete** or click **Report** to run a report on it.
- 3 Alternatively click the subject of the message then click **Yes** button if you see an authentication dialog, to see the complete message in an Isolated Messages screen:

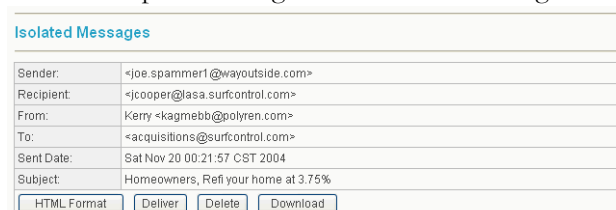


Figure 2 The Isolated Messages screen

- 4 There are four things that you can do with the message once you see it in this screen:
 - **HTML Format** - see the message in it's original format, rather than in the format that RiskFilter - E-mail has stored it.
 - **Deliver** - deliver the message to your Inbox.
 - **Delete** - delete the message without delivering it.
 - **Download** - save the message to your computer.

There are other ways of dealing with messages but to do these you must log into the RiskFilter machine. Ask your administrator for the follow-up sheet which explains how to carry out these tasks.