WEBSENSE®
Email Security

User Help

Personal Email Manager

v7.2

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Personal Email Manager

Getting started

Personal Email Manager is a facility for managing email that has been blocked by Websense® Email Security.

Websense Email Security filters email to protect you and your organization from viruses, spam, and other undesirable material. Email that triggers a Websense Email Security rule may be deleted, or blocked and isolated in a holding area.

Occasionally Websense Email Security may block email that is safe and wanted. Personal Email Manager is the facility that notifies you of blocked email and provides you the means to manage it.

Personal Email Manager performs 3 core activities:

- It sends *inbound notification email* when 1 or more messages sent to you have been blocked.
- It sends *outbound notification email* when a message you sent has been blocked.
- If enabled, it supports Always Allowed and Always Deleted lists that allow you to specify email addresses from which email is always allowed or always deleted.

> **Note**
> In all cases, email that fails the Websense Email Security anti-virus scan is blocked. Notifications are *not* sent for virus-infected messages.

In an inbound notification message, you can:

- Request to receive a blocked email and, optionally, add the sender to the Always Allowed list.
- Click the link to Personal Email Manager to log into the interactive facility.

In an outbound notification message, you can elect to release the email for delivery, or not, as you judge appropriate.

For more information see *Inbound notification email* and *Outbound notification email*.

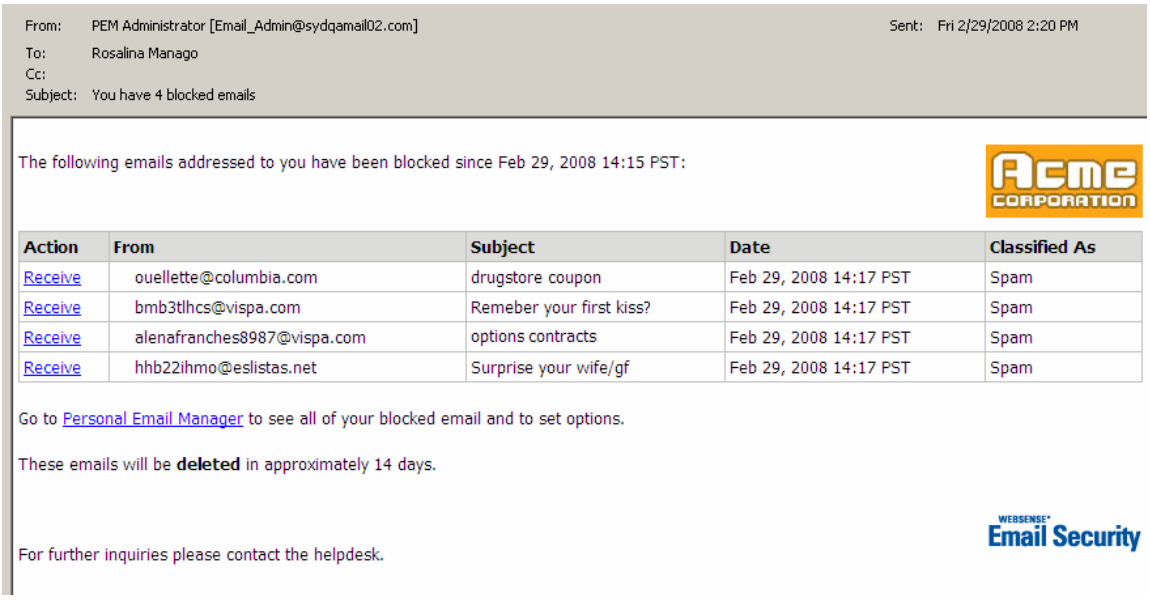
The interactive Personal Email Manager facility provides a convenient means for managing your accumulated blocked inbound email, as well as your Always Allowed and Always Deleted lists. In the interactive facility, you can:

- View a list of all blocked inbound email.
- Preview blocked email (if enabled).
- Request to receive a blocked email.
- Elect to delete all blocked email.
- Manage addresses on the Always Allowed and Always Deleted lists.
- View the online Help.
- Bookmark the Personal Email Manager page to make it easier to return later.

Inbound notification email

At regular intervals, Personal Email Manager sends notification email itemizing new blocked email. The notification interval is set by the administrator.

To review blocked email, open the notification email. It lists all messages blocked since your last notification. Included is a link to the Personal Email Manager facility.



From: PEM Administrator [Email_Admin@sydqamail02.com] Sent: Fri 2/29/2008 2:20 PM
To: Rosalina Manago
Cc:
Subject: You have 4 blocked emails

The following emails addressed to you have been blocked since Feb 29, 2008 14:15 PST:

Action	From	Subject	Date	Classified As
Receive	ouellette@columbia.com	drugstore coupon	Feb 29, 2008 14:17 PST	Spam
Receive	bmb3tlhcs@vispa.com	Remeber your first kiss?	Feb 29, 2008 14:17 PST	Spam
Receive	alenafranches8987@vispa.com	options contracts	Feb 29, 2008 14:17 PST	Spam
Receive	hhb22ihmo@eslistas.net	Surprise your wife/gf	Feb 29, 2008 14:17 PST	Spam

Go to Personal Email Manager to see all of your blocked email and to set options.

These emails will be **deleted** in approximately 14 days.

For further inquiries please contact the helpdesk.

If the blocked email is of no interest to you, do nothing and the email is disposed of per the rules set by the administrator (typically it is deleted after a period of time).

To receive a blocked email

To receive a blocked email, click **Receive**. The system typically releases the email immediately and displays a confirmation pop-up. The pop-up may also offer the option to add the sender to your Always Allowed list.

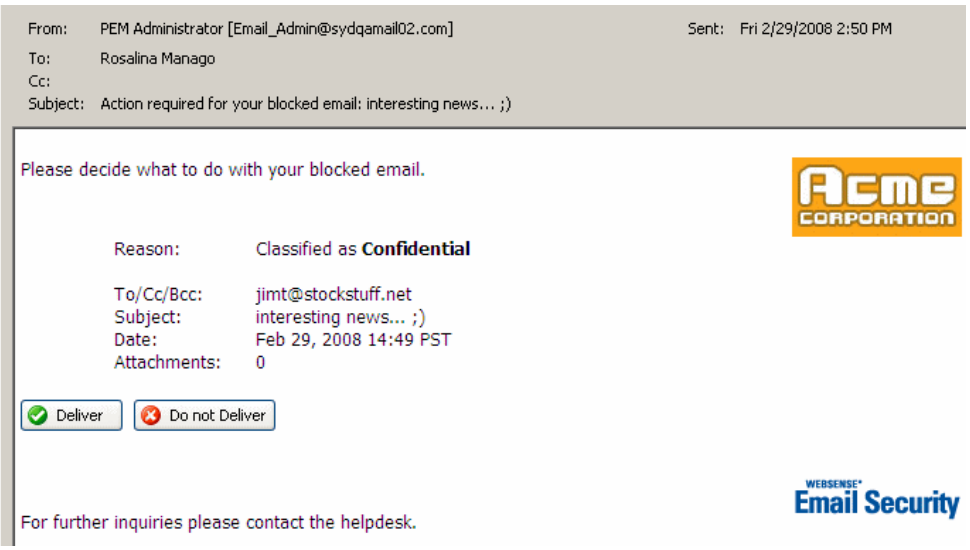
Some email may require review by an authority before it can be released. For these, the pop-up offers the option to request a review. Click **Request Review** to initiate the process. The pop-up also offers the option to send yourself a confirmation email.

Reviewing all blocked inbound email

To review a list of all blocked email, click the link to Personal Email Manager and log in. For more information see *The Personal Email Manager facility*.

Outbound notification email

If an email you send is blocked, Personal Email Manager immediately sends a notification email. To see why your outbound email was blocked, open the notification.



In the notification email, you can select **Deliver** or **Do not Deliver**. In either case, a confirmation pop-up is displayed. In the pop-up, you can elect to receive an email confirmation of the action.

Some email may require review by an authority before it can be released. For these, the pop-up offers the option to request a review. Click **Request Review** to initiate the process. The pop-up also offers the option to send yourself a confirmation email.

The Personal Email Manager facility

Personal Email Manager includes an interactive facility for managing blocked inbound email and for maintaining the Always Allowed and Always Deleted lists.

In Personal Email Manager you can:

- View a list of all blocked inbound email.
- Preview blocked email.
- Request to receive a blocked email.
- Elect to delete all blocked email.
- Add or remove addresses in the Always Allowed or Always Deleted list.
- View the online Help.
- Bookmark the Personal Email Manager page to make it easier to return later.

Logging into Personal Email Manager

To log into Personal Email Manager, click the Personal Email Manager link in your notification email, or if you have bookmarked the page, open your browser and select the link from your list of favorites.

Note
Login sessions automatically expire after 20 minutes of inactivity. If your session expires, you are returned to the Login screen.

The Login screen

The user name and password you use to log into Personal Email Manager depend on how Personal Email Manager is configured in your organization.

If Personal Email Manager is configured to use the organization's IT directory, log in using your usual user name (i.e., Windows user name). If you have clicked the link in a notification email, your login name may be filled in automatically. Enter your usual password.

Log in using your email address

If Personal Email Manager is not configured to use the organization's IT directory, log in using your email address. If you have clicked the link in a notification email, your email address may be filled in automatically.

The first time you log in, you must click **Send me a new password** to create an account and password. On the page that is displayed, enter your email address and click **Send new password**. The password is sent to your email address.

To change your password to something you prefer, see *Changing passwords*.

If you forget your password

You can reset your password at any time by clicking **Send me a new password**.

Changing passwords

This option is available only if you log in using your email address.

To change your password:

1. Log in and click the change password icon at the top of the screen.

2. Enter your old password, a new password, and then confirm the new password.

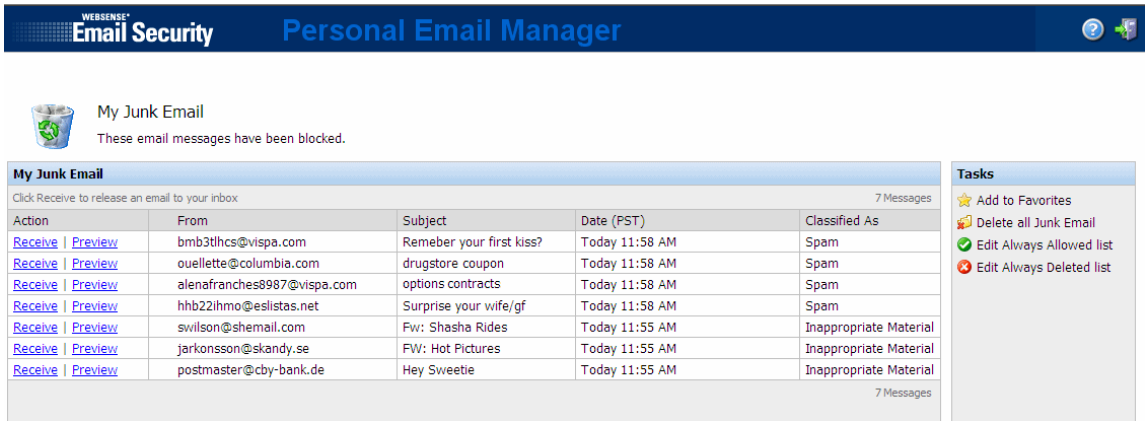
This password affects only Personal Email Manager.

Logging out of Personal Email Manager

To log out, click the Log Out icon at the top of the screen.

My Junk Email page

The My Junk Email page provides a list of all blocked inbound email.



The **Action** column may include Receive and Preview links. Click a link to initiate that action. Clicking **Receive** produces the same results as clicking **Receive** in an *Inbound notification email*.

The **From** column displays the email address of the sender.

The **Classified As** column displays the junk email classification associated with the blocked message.

The links in the **Tasks** field on the right of the screen allow you to:

- Bookmark the page.
- Delete all Junk email.
- Edit your Always Allowed and Always Deleted lists.

User Help

To view online Help, click the Help button

Related topics:

- *Receive message*, page 8
- *Previewing an email*, page 8
- *Editing your Always Allowed list*, page 10
- *Editing your Always Deleted list*, page 11

Previewing an email

Click **Preview** to preview the email in a browser window. The preview window includes two buttons:

- **Receive** - Click **Receive** to initiate that action.
- **Close (**or **Back)** - Click **Close** to close the window and return to the My Junk Email page. If JavaScript is disabled for your browser, click **Back** to return to the My Junk Email page.

Related topics:

- *My Junk Email page*, page 7
- *Receive message*, page 8

Receive message

When you click **Receive**, the system typically releases the email immediately and displays a confirmation pop-up. The pop-up may also offer the option to add the sender to your Always Allowed list.

Some email, however, may require review by an authority before it can be released. For these, the pop-up offers you the option to request a manual review. Click **Request Review** to initiate the process. The pop-up also offers you the option to send yourself a confirmation email.

Related topics:

- *My Junk Email page*, page 7
- *Previewing an email*, page 8

Using your Always Allowed and Always Deleted lists

In Personal Email Manager, two links on the My Junk Email page enable you to set up lists of email addresses. Personal Email Manager uses these lists to automatically allow or delete inbound email from listed addresses.

Use the Always Allowed list to compile a list of email addresses from which inbound email is always allowed (never blocked). Click **Edit Always Allowed list** to modify the list.

If you find the system is blocking a newsletter or the regular delivery of something you want to receive, add that address to the Always Allowed list.

Use the Always Deleted list to create a list of email addresses from which email should always be deleted (never allowed). Click **Edit Always Deleted list** to modify the list.

Spam is rarely sent from the same address more than once, so don’t bother adding these addresses to your Always Deleted list.

You can specify individual addresses or domains. For example, john@xyz.com for an individual address, or xyz.com for all email from the XYZ organization.

Note

An entry in the Always Deleted list always overrides a duplicate entry in the Always Allowed list.

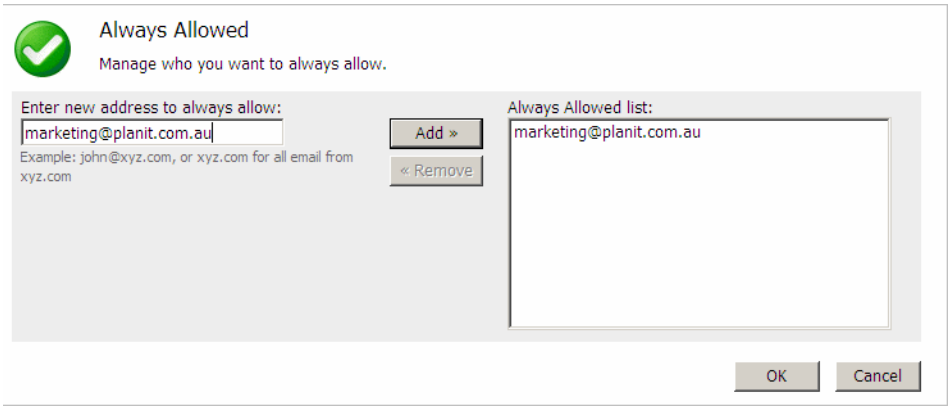
Editing your Always Allowed list

Use the Always Allowed list to compile a list of email addresses from which inbound email is always allowed (never blocked). Use the Always Allowed list when email from a trusted sender is repeatedly blocked.

> **NOTE**
> In all cases, email that does not pass the Websense Email Security anti-virus scan is deleted.

The addresses can be:

- A single email address, such as john@xyz.com
- Domains, such as xyz.com. A domain specification allows all email addresses in that domain (i.e., john@xyz.com, fred@xyz.com, joanne@xyz.com).



To add an entry to the list:

1. Enter the email address or domain in the **Enter new address** field.
2. Click **Add**.
3. Click **OK** to accept the changes.

To remove an entry from the list:

1. Select the address in the list.
2. Click **Remove**.
3. Click **OK** to accept the changes.

Related topics:

- *My Junk Email page*, page 7
- *Editing your Always Deleted list*, page 11

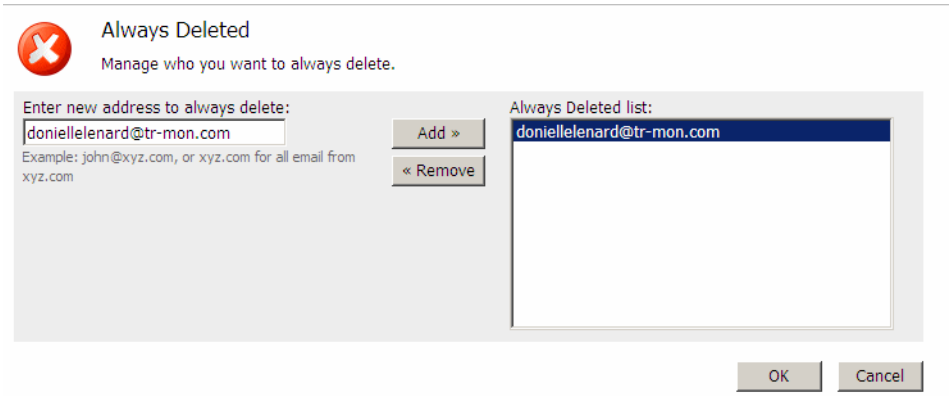
Editing your Always Deleted list

Use the Always Deleted list to create a list of email addresses from which email should always be deleted (never allowed).

> **NOTE**
> Spam is rarely sent from the same address more than once, so don't bother adding those addresses to the Always Deleted list.

The addresses can be:

- A single email address, such as john@xyz.com
- Domains, such as xyz.com. A domain specification blocks all email addresses in that domain (i.e., john@xyz.com, fred@xyz.com, joanne@xyz.com).



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3. Click **OK** to accept the changes.

To remove an entry from the list:

1. Select the address in the list.
2. Click **Remove**.
3. Click **OK** to accept the changes.

> **Note**
> An entry in the Always Deleted list overrides a duplicate entry in the Always Allowed list.

Related topics:

- *My Junk Email page*, page 7
- *Editing your Always Allowed list*, page 10