

mailWatch

End User

Guide

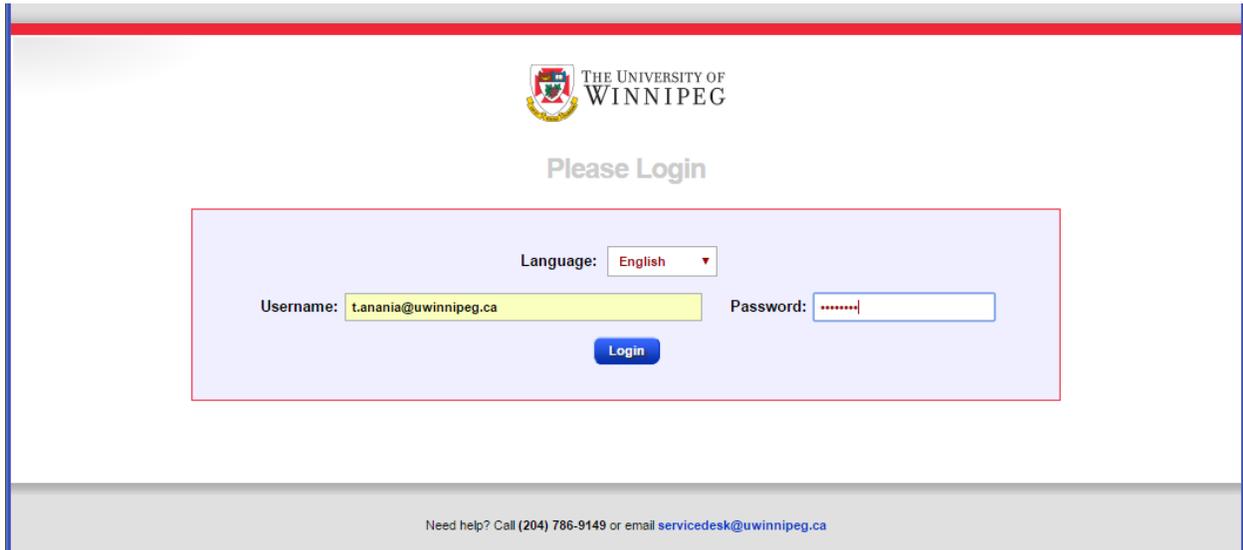
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1 Getting Started

1.1 Logging into the System

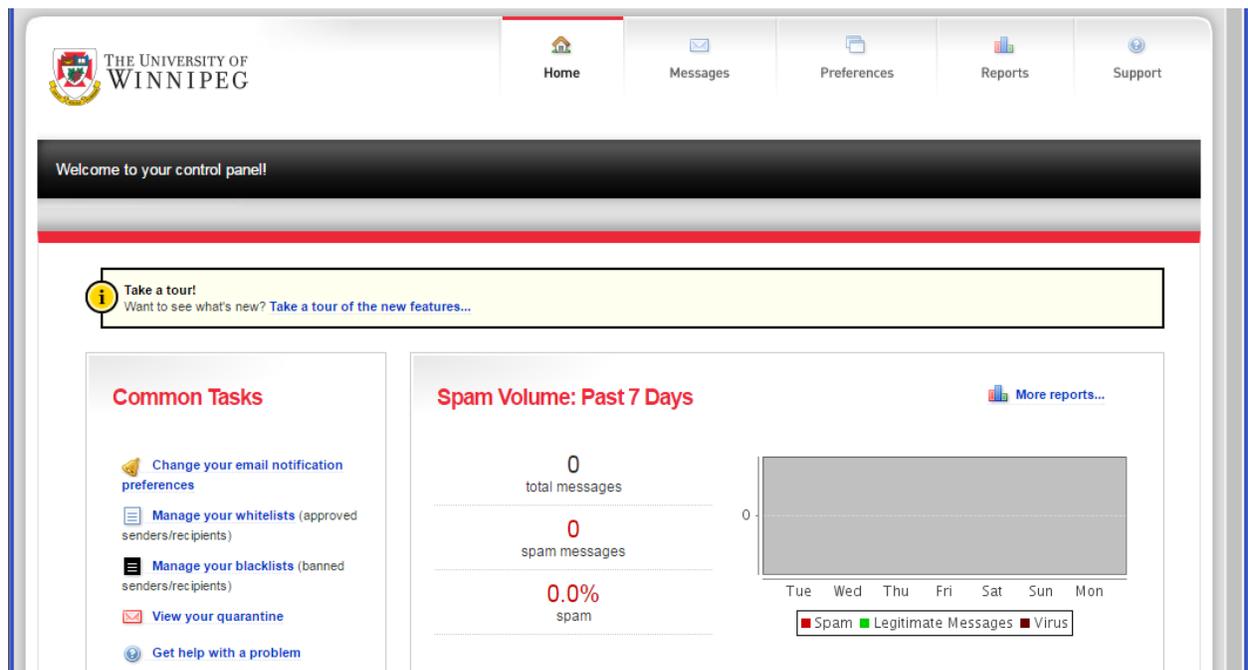
1. You can access your spam management page by going to <http://sg.uwinnipeg.ca> in your web browser



2. Select your language and enter your username and password (your username is your full email address and your password is your computer/Web Advisor password)
3. Click on **Login** to open your Home page.

1.2 Your Home Page

From your home page you can quickly jump to your most important spam management tasks by selecting from the links available in the **Common Tasks** list. You can also see an overview of your message volume and access your quarantined and queued messages.

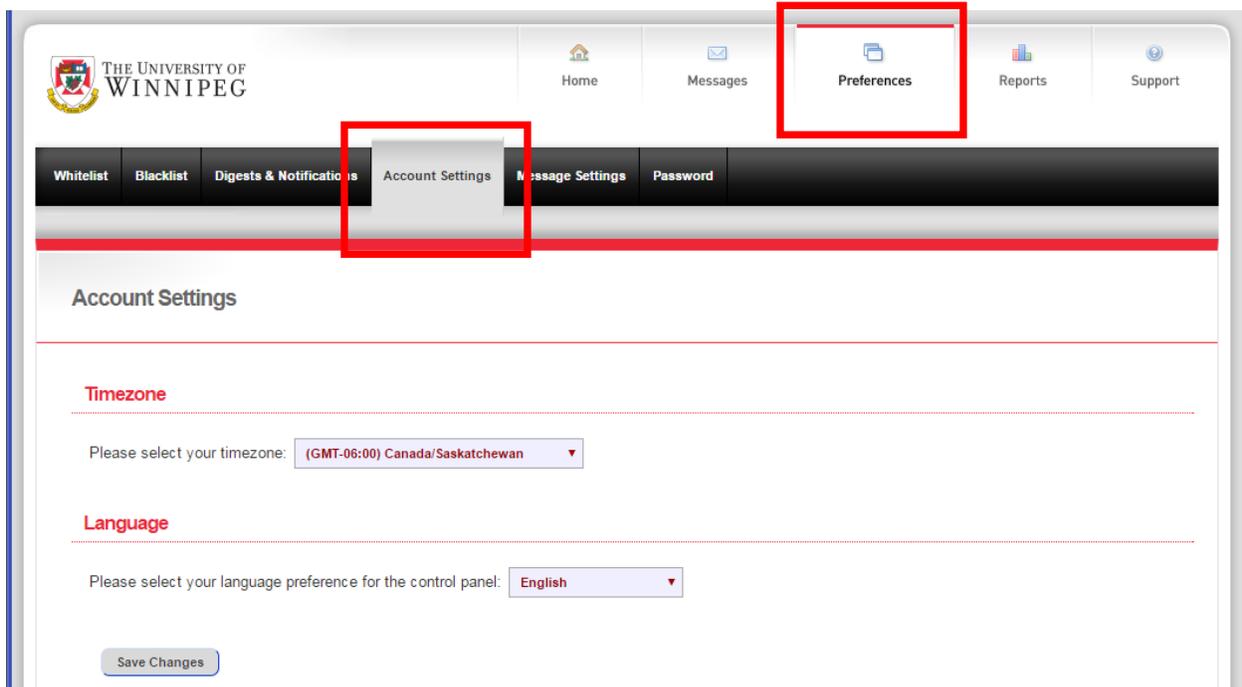


2 Manage your Account

2.1 Account Settings

Easily manage your account from the **Account Settings** page.

1. At the top of your screen click on **Preferences** and select the **Account Settings** sub-tab to display your account settings.



2. Select the correct Timezone so that message and digest delivery times are converted to your local time. This setting will update automatically for Daylight Saving changes.

3 Junk Mail Digests

Junk Mail Digests are sent to your email address and allow you to inspect any mail which has been quarantined as spam. You can then choose to reclaim any correct messages that have been wrongly classified.

To access your Junk Mail Digests settings:

1. Click **Preferences** and then the **Digests & Notifications** sub-tab.

The Junk Mail Digests page is displayed:

The screenshot displays the webmail interface for The University of Winnipeg. At the top left is the university's logo and name. A navigation bar contains icons for Home, Messages, Preferences, Reports, and Support. Below this is a dark menu bar with options: Whitelist, Blacklist, Digests & Notifications, Account Settings, Message Settings, and Password. The 'Digests & Notifications' menu item is highlighted with a red box. The main content area is titled 'Junk Mail Digests' and features a section for 'Receiving Daily Junk Mail Digests'. This section asks if the user wants to receive daily digest messages and provides a 'Send Digests on These Days' section with checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun (Sun is checked). There is also a 'Send to this address' text input field and a 'Show advanced options...' link. A 'Save Changes' button is located below. A second section, 'Resend a Digest', allows the user to re-send a digest for a specific date and time, with a dropdown menu currently showing 'Mar 27 11:00 AM CST'. A 'Resend' button is at the bottom of this section.

3.1 Digest Scheduling

Configure which days of the week you will receive your digest

1. In the **Junk Mail Digests** page click on **Show advanced options**:

The screenshot shows the 'Junk Mail Digests' settings page. At the top, there are navigation tabs: Home, Messages, Preferences, Reports, and Support. Below these are account settings tabs: Whitelist, Blacklist, Digests & Notifications (highlighted with a red box), Account Settings, Message Settings, and Password. The main content area is titled 'Junk Mail Digests' and contains the following sections:

- Receiving Daily Junk Mail Digests**: A heading in red.
- A question: 'Would you like to receive junk mail digest messages, listing each individual spam message received since the previous digest?'.
- Send Digests on These Days:** A section with radio buttons for days of the week: Mon, Tue, Wed, Thu, Fri, Sat, and Sun (checked).
- Send to this address:** A text input field.
- Skip Empty Digests?**: A section with a checked checkbox for 'Do not send empty digests'.
- Time of Day**: A section with the text 'You may receive up to three digests on each day selected above:' and three dropdown menus for '1st', '2nd', and '3rd' digests. The '1st' dropdown is set to '2 AM CST', the '2nd' to 'do not send a 2nd digest', and the '3rd' to 'do not send a 3rd digest'. A red box highlights a note below these dropdowns: 'Please note that the time selected reflects the cut-off time for messages to be included within the digests. Digests generally will be delivered within 30-60 minutes of the time(s) specified above.'
- A link: 'Hide advanced options...'.

2. Select the approximate* time of the day that you want your digest to be delivered – you can define up to 3 times per day
 - a. Note that the default setting is to send only once a day.
3. Click on **Save changes**.

*Note – The time selected represents the cut-off time for messages to be included within the digests. Digests will generally be delivered within 30-60 minutes of the time(s) specified above.

3.2 Using your Digest

Your **Junk Mail Digest** email will contain a list of 'Probable' spam (messages identified by the system as probable junk mail) or Definite spam (messages identified as near-certain junk mail).

If you decide that a message has been wrongly identified as spam you can release it from quarantine and move it to your inbox:

1. In your email tool open your **Junk Mail Digest** email
2. Click **Release** alongside the message you want to move to your inbox.

Junk Mail Digest For the period from Nov 05 03:00 PM to Nov 05 08:59 PM

To adjust your junk mail settings or view additional reports, [visit your control panel](#).

Spam Received - PROBABLE JUNK

The following messages have been identified as **probable junk mail**. If any of these messages is legitimate, you can click on the "Release" link and the message will be automatically delivered to you. After releasing the message, you will also have the option to "Whitelist" the sender of that message, to prevent any future messages from that sender from being identified as junk.

Release	From	Subject
Release	Trello < do-not-reply@trello.com >	Introducing Trello Integrations - Slack, Google Drive, and More

You will then be redirected to a Success page in which you are given the option to whitelist all messages from that sender.

Success!

Message Released

The message *Introducing Trello Integrations - Slack, Google Drive, and More* from do-not-reply@trello.com has been released successfully from the quarantine. The message should appear in your regular inbox within a few moments.

You may also [whitelist the sender \(do-not-reply@trello.com\)](#) or [visit your control panel](#).

[Close this window](#)

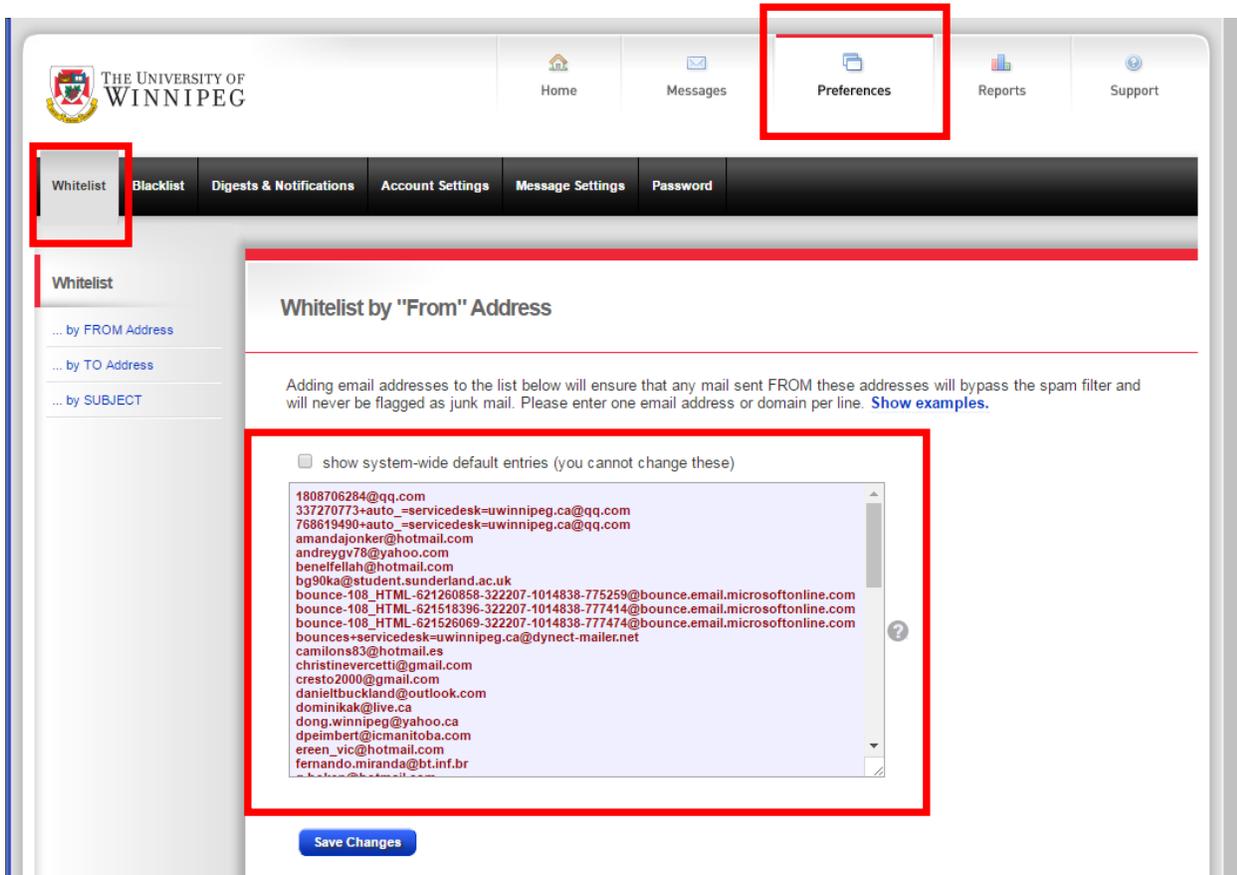
4 Whitelisting

When set up correctly, whitelisting is an invaluable tool for keeping your inbound mail flowing. If configured incorrectly, however, it can be an open door for spam.

This section describes how to Whitelist by 'From' Address, 'To' Address and by email Subject.

4.1 Whitelist by 'From' Address

1. Click on **Preferences** and then the **Whitelist** sub-tab to display the default **Whitelist by 'From' Address** page:



The screenshot shows the University of Winnipeg email management interface. The top navigation bar includes 'Home', 'Messages', 'Preferences', 'Reports', and 'Support'. The 'Preferences' tab is selected. Below it, a sub-menu shows 'Whitelist', 'Blacklist', 'Digests & Notifications', 'Account Settings', 'Message Settings', and 'Password'. The 'Whitelist' sub-tab is selected. The main content area is titled 'Whitelist by "From" Address'. It contains a text area for adding email addresses, a 'Save Changes' button, and a list of default entries. The list of default entries includes:

- 1808706284@qq.com
- 337270773+auto_=_servicedesk=uwinnipeg.ca@qq.com
- 768619490+auto_=_servicedesk=uwinnipeg.ca@qq.com
- amandajonker@hotmail.com
- andreygv78@yahoo.com
- benelfellah@hotmail.com
- bg90ka@student.sunderland.ac.uk
- bounce-108_HTML-621260858-322207-1014838-775259@bounce.email.microsoftonline.com
- bounce-108_HTML-621518396-322207-1014838-777414@bounce.email.microsoftonline.com
- bounce-108_HTML-621526069-322207-1014838-777474@bounce.email.microsoftonline.com
- bounces+servicedesk=uwinnipeg.ca@dynect-mailer.net
- camilons83@hotmail.es
- christinevercetti@gmail.com
- cresto2000@gmail.com
- danielbuckland@outlook.com
- dominikak@live.ca
- dong.winnipeg@yahoo.ca
- dpeimbert@icmanitoba.com
- ereen_vic@hotmail.com
- fernando.miranda@bt.inf.br

Email addresses added to the list ensure that any mail sent FROM these addresses will bypass the spam filter and will never be flagged as junk mail unless they contain viruses.

2. In the box provided enter the addresses (one per line). For example:
 - person@example.com – allows all mail from that particular email address
 - example.com – allows all email from any address at the example.com domain
3. Click on **Save changes**

Best Practice

- Try not to pre-populate the whitelist with a large number of domain, but rather use it as a tool to correct individual false positives.
- Large well-known domains should not be whitelisted at the domain level (Microsoft.com, Hotmail.com, yahoo.com, gmail.com), but rather at the individual address level you know and trust.
- Well-known address (notification@facebookmail.com, etc) are also candidates for spoofing. The more widely-known the address is, the more caution you should exercise when deciding whether or not to whitelist.

4.2 Whitelist by 'To' Address

The **Whitelist by 'TO' Address** tool is usually used to allow all messages through to you that are sent to you via a mailing list.

1. Click on **Preferences** and then the **Whitelist** sub-tab to display the default **Whitelist by 'From' Address** page.
2. In the left panel, click to open the **by TO Address** tab.

The screenshot displays the 'Preferences' page for an email account at The University of Winnipeg. The 'Preferences' menu item is highlighted in the top navigation bar. In the left sidebar, the 'Whitelist' tab is selected, and the 'by TO Address' sub-tab is active. The main content area is titled 'Whitelist by "To" Address' and includes a descriptive paragraph: 'Adding email addresses to the list below will ensure that any mail sent TO these addresses will bypass the spam filter and will never be flagged as junk mail. This is particularly helpful for allowing messages being sent to a mailing list address that in turn forwards the message to you. Please enter one email address or domain per line. [Show examples.](#)' Below this text is a text input field containing two email addresses: 'group1@groups.mailinglists.com' and 'doglovers@dog-club.com'. A checkbox labeled 'show system-wide default entries (you cannot change these)' is checked. A 'Save Changes' button is located at the bottom of the page.

3. In the box provided enter the addresses (one per line). For example:
 - group1@groups.mailinglist.com – allows all mail to that specific mailing list
 - doglovers@dog-club.com – allows all email to ANY address at doglovers@dog-club.com
4. Click on **Save changes**.

4.3 Whitelist by Subject

This tool allows you to specify which messages by subject will bypass filtering, regardless of sender.

1. Click on **Preferences** and then the **Whitelist** sub-tab and in the left panel, click to open the **by SUBJECT** tab.

The screenshot shows the 'Preferences' page for an email account. The 'Preferences' menu item is highlighted with a red box. Below it, the 'Whitelist' sub-tab is also highlighted with a red box. In the left sidebar, the 'Whitelist' section is expanded, and the '... by SUBJECT' option is highlighted with a red box. The main content area is titled 'Whitelist by Message Subject' and contains the following elements:

- A red horizontal line.
- Text: "Adding entries to the list below will ensure that any mail sent with a matching subject line will bypass the spam filter and will never be flagged as junk mail."
- Section: **Current Entries**
- Table header:

MATCHING TEXT	TYPE OF MATCH	DELETE?
---------------	---------------	---------
- Section: **Add New Entries** (with a help icon)
- Text: "Please enter one item per line in the box below. Do not use quotation marks. Entries are not case sensitive."
- Text: "Whitelist messages when the subject line **EXACTLY MATCHES** the text below:"
- Text input field for subject text.
- Button: **Save Changes**

2. In the **Add New Entries** panel, add entries using the following rules:
 - Exact match
 - Begins with
 - Ends with
 - Contains (recommended)
3. Click on **Save changes**

5 Blacklisting

Blacklisting is best used to automatically classify inbound messages that you know you will never want, as spam.

This section describes how to blacklist by 'From' address and by email Subject.

5.1 Blacklist by 'From' Address

1. Click on **Preferences** and then the **Blacklist** sub-tab to display the default **Blacklist by 'From' Address** page:

The screenshot displays the email management interface for The University of Winnipeg. The top navigation bar includes 'Home', 'Messages', 'Preferences', 'Reports', and 'Support'. The 'Preferences' tab is highlighted with a red box. Below this, a secondary navigation bar contains 'Whitelist', 'Blacklist', 'Digests & Notifications', 'Account Settings', 'Message Settings', and 'Password'. The 'Blacklist' tab is also highlighted with a red box. On the left sidebar, under the 'Blacklist' section, three options are listed: '... by FROM Address', '... by TO Address', and '... by SUBJECT'. The '... by FROM Address' option is highlighted with a red box. The main content area is titled 'Blacklist by "From" Address' and contains the following text: 'Adding email addresses to the list below will ensure that any mail sent FROM these addresses will always be flagged as junk mail, regardless of message content. Please enter one email address or domain per line. [Show examples.](#)' Below this text is a checkbox labeled 'show system-wide default entries (you cannot change these)'. A large black rectangular area represents the list of blacklisted addresses, with a question mark icon to its right. At the bottom of the page, there is a blue 'Save Changes' button.

Email addresses added to the list ensure that any mail sent FROM these addresses will always be flagged as junk mail regardless of message content.

2. In the box provided enter the addresses (one per line). For example:
 - user@domain.com – all mail from this address will be blocked
 - domain.com – all mail from all users in this domain will be blocked
3. Click on **Save changes**.

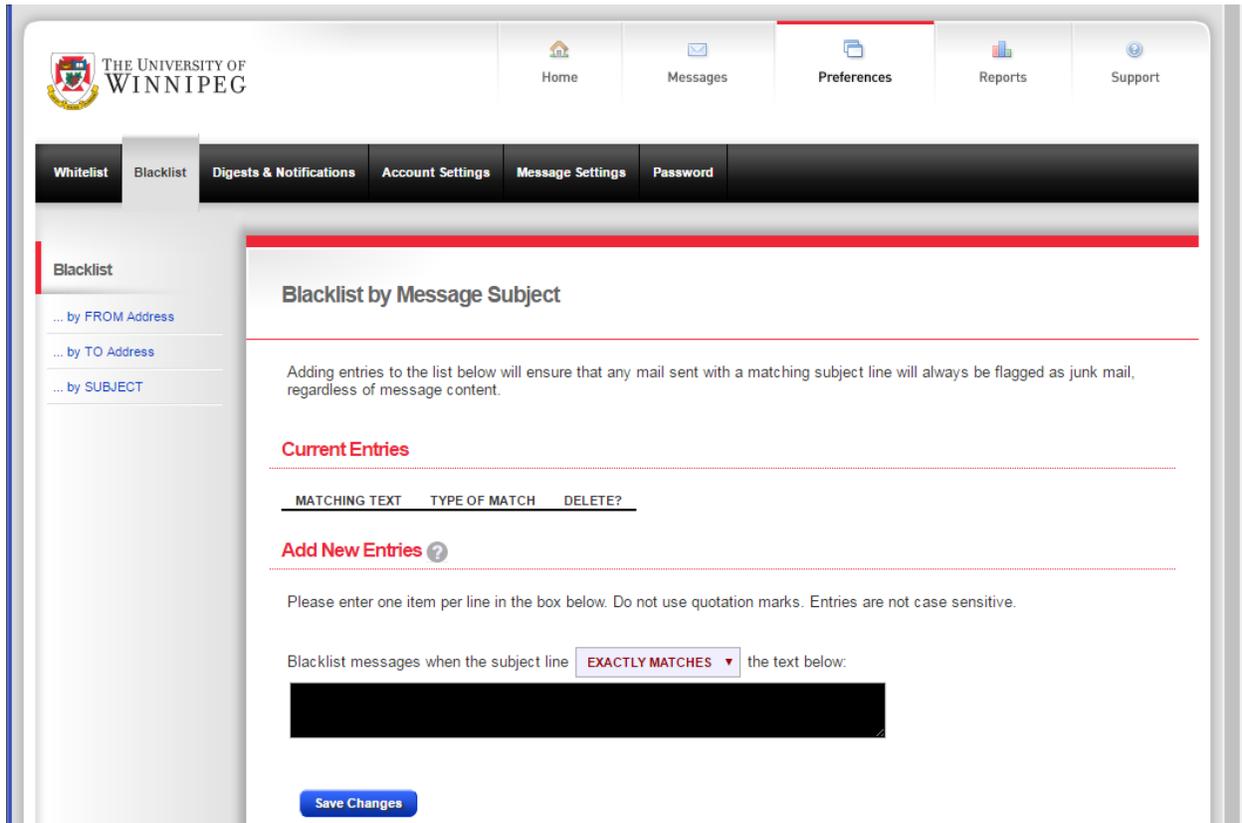
Best Practice

- Try not to pre-populate the blacklist with a large number of domain, but rather use it as a tool to block recurring spam sources.
- Marketing emails you may have inadvertently opted into are a good blacklisting candidate, although you also have the option of clicking “unsubscribe” if the sender seems reputable. (e.g. retail store marketing newsletter)
- Blacklisting for each piece of spam that reaches you is unnecessary and ineffective as most spammers do not use the same address repeatedly.

5.2 Blacklist by Subject

This feature allows you to have selected messages automatically classified as spam based on the message Subject line.

1. Click on **Preferences** and then the **Blacklist** sub-tab and in the left panel, click to open the **by SUBJECT** tab.



The screenshot shows the 'Blacklist by Message Subject' configuration page. At the top, there is a navigation bar with icons for Home, Messages, Preferences (selected), Reports, and Support. Below this is a secondary navigation bar with tabs for Whitelist, Blacklist (selected), Digests & Notifications, Account Settings, Message Settings, and Password. The main content area is titled 'Blacklist by Message Subject' and includes a red header bar. A paragraph explains that adding entries ensures matching subject lines are flagged as junk mail. Below this is a section for 'Current Entries' with a table header: MATCHING TEXT, TYPE OF MATCH, and DELETE?. The 'Add New Entries' section contains instructions to enter one item per line and a dropdown menu set to 'EXACTLY MATCHES'. A large black redaction box covers the input field. A 'Save Changes' button is at the bottom.

2. In the **Add New Entries** panel, add entries using the following rules:
 - Exact match
 - Begins with
 - Ends with
 - Contains (recommended)
3. Click on **Save changes**

Note – Because we must accept messages before we can analyze the subject, these blacklisted entries will be visible in your digests and quarantine (but not your inbox).