Spam Safe Mail

Document: User Manual For New Users

Version: 2.2

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Introduction

Spam Safe Mail is a cloud based email spam filtering service on the Internet that is scanning your company's inbound email **_before_** it reaches your email server.

The advantages of an Internet based filtering service are two fold, better protection for your own email server, and more importantly, many other users across many other clients are all contributing to ensure that the filter is more accurate. However, in the event that the filter makes a mistake, you can have an inbound email redelivered to you and this is explained later in this document.

Our aim with Spam Safe Mail is to provide a high class filter, allowing you to easily fight against the receiving of spam emails, and gain control over your mail box again. You will find that your time spent in "checking your emails" will be reduced, which is important in business. Additionally, when checking the spam bin, you will see that you can quickly scan down the list of emails in the spam bin within seconds.

Obtaining a username and PIN

If your Administrator has setup your domain name to allow automatic signup, you can have a PIN to the system allocated and emailed to you, see the next section. If not, you will need to contact them. You will need go to the login page of the main Spam Safe Mail system at:-

http://www.SpamSafeMail.com/login

and you will see a webpage as below.

You do not need to enter anything,. however, please click on the button marked "Self Register New User...", and a new screen will appear, as on the next page.

Forgotten PIN

If however, you already have a PIN but have forgotten it. Then enter your email address into the Username field and click the "Forgotten Password..." button. Your PIN will be returned to you by email.

Self Register New User

Please enter your email address on the following webpage:-

and then click "Self Register...". This will generate a PIN and send it to your email address.

Please look in you inbox after about a minute, and you will see an email with your PIN. You can now go back to the login page (see the previous page) and this username and PIN will allow you to log into Spam Safe Mail.

Main Menu

Welcome to Spam Safe Mail

Main Menu

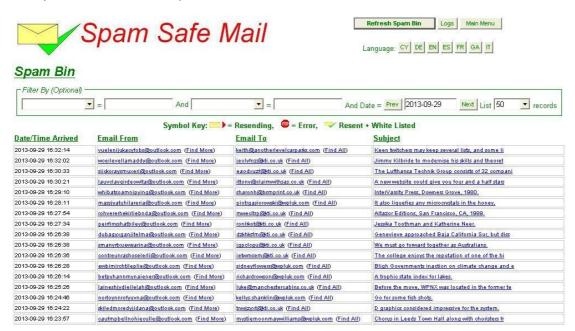| Spam Bin	Logs	Queues	Whitelists	Blocklists	Manuals	Help
Partners	Clients	Domains	Servers	Users	Accounts	Log Out

The permissions you are set are defined by your Administrator. However, most users will have access to:-

- Spam Bin – List of emails blocked.
- Help – For obtaining support from your Administrator.
- Log Out – Exiting Spam Safe Mail.

Detailed functions for each screen have a separate user manual available in the Manuals section.

Spam Bin

This is the main place where most users will want to go to find emails that may have been falsely blocked. You will be presented with a list of email, like this:-

Spam Safe Mail

Refresh Spam Bin | Logs | Main Menu

Language: CY DE EN ES FR GA IT

Spam Bin

Filter By (Optional)

[____] = [____] And [____] = [____] And Date = Prev 2013-09-29 Next List 50 records

Symbol Key: ▶ = Resending, 🛑 = Error, ✓ = Resent + White Listed

Date/Time Arrived	Email From	Email To	Subject
2013-09-29 16:32:14	vuelenijukacyfobs@outlook.com (Find More)	keith@anotherlevelcarparks.com (Find All)	Keen twitchers may keep several lists, and some li
2013-09-29 16:32:02	wceilevellamaddy@outlook.com (Find More)	jeolyfnz@kti.co.uk (Find All)	Jimmy Kilbride to modernise his skills and theoret
2013-09-29 16:30:33	siickoraysmuxeri@outlook.com (Find More)	eaodxuzfl@kti.co.uk (Find All)	The Lufthansa Technik Group consists of 32 compani
2013-09-29 16:30:21	lauvclayqirdeowlta@outlook.com (Find More)	ittony@claimwithsas.co.uk (Find All)	A new website could give you four and a half stars
2013-09-29 16:29:10	whibatsoamnipying@outlook.com (Find More)	sharonh@bsmprint.co.uk (Find All)	InterVarsity Press, Downers Grove, 1980.
2013-09-29 16:28:11	massjyatuhilareria@outlook.com (Find More)	piotrgasiorowski@wpluk.com (Find All)	It also liquefies any microcrystals in the honey,
2013-09-29 16:27:54	rohvererhekirliebnda@outlook.com (Find More)	mwecltrp@kti.co.uk (Find All)	Altazor Editions, San Francisco, CA, 1989.
2013-09-29 16:27:34	peirfirryshatbiley@outlook.com (Find More)	ronlrkot@kti.co.uk (Find All)	Jessika Toothman and Katherine Neer.
2013-09-29 16:26:38	dubagyxganjitelma@outlook.com (Find More)	dzkhksfm@kti.co.uk (Find All)	Genevieve approached Baja California Sur, but diss
2013-09-29 16:26:38	smanyrbcuewsarina@outlook.com (Find More)	jgpclcqu@kti.co.uk (Find All)	We must go forward together as Australians.
2013-09-29 16:26:36	contreunrashoselerli@outlook.com (Find More)	ietwmsem@kti.co.uk (Find All)	The college enjoys the reputation of one of the hi
2013-09-29 16:26:28	ewbimirchtileplie@outlook.com (Find More)	sidneyflowers@wpluk.com (Find All)	Bligh Governments inaction on climate change and e
2013-09-29 16:26:14	betpyhannmynaiener@outlook.com (Find More)	richardrowson@wpluk.com (Find All)	A trophic state index for lakes.
2013-09-29 16:25:26	laineshjydieilelah@outlook.com (Find More)	luke@manchestercabins.co.uk (Find All)	Before the move, WPNX was located in the former te
2013-09-29 16:24:46	nortoynnrofyuvrna@outlook.com (Find More)	kellys.shanklin@wpluk.com (Find All)	Go for some fish shots.
2013-09-29 16:24:22	skiledmoredyjidana@outlook.com (Find More)	tnwjjzyct@kti.co.uk (Find All)	D graphics considered impressive for the system.
2013-09-29 16:23:57	caufmpbellnohieculle@outlook.com (Find More)	mystiemoonmaywilliams@wpluk.com (Find All)	Chorus in Leeds Town Hall along with choristers fr

By simply scanning the last (most right handed column), it is possible to see if any emails were falsely filtered in error. If they were, then the sender will have also received an error message to "make contact by telephone". If you receive such a telephone call, then, look in the Spam Bin for the email.

Click on the emails subject (right most column) to open it and safely view the email.

Please note: That all links, images, attachments and layout are safely blocked, and you can read the raw message text.

Viewing a message in the Spam Bin safely

Click on the email subject (the right most column) to open the email. You will see something like this:-

Clearly, this example is not to a person who wanted this newsletter, and so has been correctly filtered as spam. However, if it was from a contact of yours and was erroneously filtered, and you really wanted this email, then if you click "Redeliver Email", then the system will redeliver it to you along with any attachments.
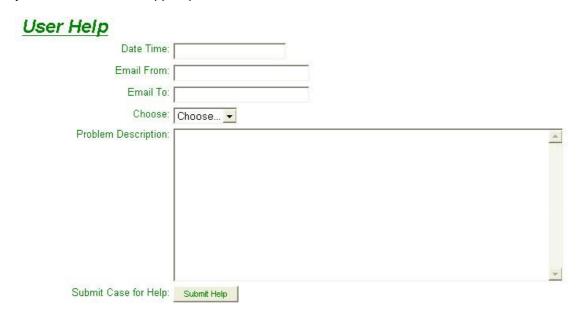
Please note: That assuming the "Email To:" address is correct, (***Please double check the Email To Address***) that redelivery of emails may take up to 5 minutes. This is because the system will have to go away, find the email, restore it, and then redeliver it to your server, and this too depends on the speed of the link your office has with reference to the size of the email and any attachments.

For more information regarding all the functions of this screen, please see the separate user manual entitled "SpamBin" available in the Manuals page.

Obtaining Help

In the first instance, as a user, you will have an Administrator in your own company, either the IT person or perhaps the business owner. You may also have an external IT support company who will offer you first line support. We suggest that you complete the section at the end of this document with your support contact.

Whoever that may be, click on the "Help" from the Main Menu, and enter all the information you can to assist the support person.

When you click "Submit Help" button, an email will be generated and sent to your support person with your request or problem. A copy will be sent to your own mailbox.

Notes

Contacts

Your first port of call for technical support should be with your agent. However, should they go out of business, we can transfer support to us direct. Please call our sales department below to have this setup for you. Spam Safe Mail is a service owned and operated by Mark Andrew Smith Limited in Ireland, details below.

Agent Technical Contacts

(please complete)

Spam Safe Mail Contacts

Mark Andrew Smith Limited
22 Northumberland Road
Ballsbridge
Dublin 4
Ireland
Tel: +353 (0) 1 254 2801
A company registered in Ireland
Company Number: 524245
Directors: MA Smith, FM Smith
VAT Number: IE2975751JH