

SpammerTrap

email security solution

User Guide

The **SpammerTrap® Email Security** solution is designed to protect you and your company from spam and spam-borne viruses, worms, phishing attempts, and other malware. It is 99.9% accurate, which means you will rarely, if ever, see spam in your Inbox. For the few times that you do, these instructions will help you manage your email and improve the SpammerTrap's accuracy.

Managing Your Mail

SpammerTrap will begin blocking spam as soon as it is installed, and will also learn what you consider to be spam based on how you classify your emails.

Depending on your IT department's policies, you may occasionally receive emails with [SPAM] in the subject line. In order to avoid blocking a potentially valid email, the system will send it as [SPAM] to allow you to decide.

Most suspected [SPAM] emails will automatically be sent to your **Junk Email** folder. To help improve the SpammerTrap's filtering accuracy, you can move an email from your Junk Email folder to one of the SpammerTrap folders* under Public Folders.

If the email is actually spam, you can delete it or ignore it. If the email is **not spam**, you can:

- Move it to your Inbox or a personal folder
- Copy it to the **Not Spam** folder and the SpammerTrap will learn that it is a valid *type* of email
- Copy it to the **Whitelist Sender** and all future emails from the *sender* will be considered valid
- Reply to it or delete it.

You may also receive [SPAM] emails in your Inbox. If the email is **not spam**, you can move it to the **Not Spam** folder or the **Whitelist Sender** folder.

In the rare event that an actual **spam** email is delivered to your Inbox, you can help the system learn by moving it to:

- The **Is Spam** folder, and you will not receive this *type* of email again
- The **Blacklist Sender** folder, and you will not receive emails from this *sender* again.

* Note that each of the SpammerTrap folders has subfolders. Please do not move or copy emails into any of these subfolders.

Understanding Quarantine Reports

You will periodically receive reports showing incoming emails that have been quarantined as spam. You can review your personal quarantine to see if any legitimate email has been falsely marked as spam by clicking the link in the report. You will then be taken to another screen with more information.

The SpammerTrap@at <https://secnap.com/onspam.net> has quarantined the following emails due to their appearance as spam.

- To move an email to your Inbox, click the "Deliver" link.
- To add the sender to your Allowed Senders list and move the email to your inbox, click the "Whitelist" link.
- To add the sender to your Denied Senders list, click the "Blacklist" link.
- To preview a quarantine item, click the "View" or the "Subject" link.

Please do not reply to this message. If you have questions regarding this report, please contact support@spammertrap.com

Spam Quarantine. Expires Monday September 7th, 2009					
View	From	Subject	Sent	Score	Action
View	"Tamara Ashley" <thought.1	Acai Elite burns your fat with the speed of light.	08/23 11:03 AM	14.136	Deliver , Whitelist , Blacklist

If there are too many emails quarantined, you may wish to visit [HELP](#) or ask your IT or email Administrator for assistance.

[Help](#) • [Login](#) • ©2009 SECNAP Network Security Corporation*

To release a non-spam email from quarantine:

- Check *Release From Quarantine*
- If you wish to whitelist the sender, check *Please Whitelist Sender*
- Verify that your email address is in the *Destination Email* box and click *Submit*.

You can also search your quarantine by selecting a date range to scan and clicking *Submit*. Once the table populates with quarantined items, you can double click on a message to view a summary of it. Any non-spam emails can then be released from the quarantine.

You do not need to take any action against the emails that were correctly identified as spam. The file will be deleted when it expires.

Questions?

Please contact your company Help Desk.

