

## The Postini Message Center

### What is Postini and the Postini Message Center?

Postini is an email protection service that provides each user with a Message Center where your spam and viruses are filtered and quarantined. Your legitimate email messages are delivered to your email inbox, just as they always have, but junk and virus-infected email is routed to your Message Center. The service is customizable.

You can remove unwanted messages and deliver the ones you want from the Message Center. You can also safely read the contents of a virus-infected email in your Message Center without the risk of harming your own personal system.

Regular reminders instruct you to check your Message Center and review quarantined email. All quarantined messages are held for 14 days and then are automatically deleted, unless you remove or deliver them.

It is strongly recommended that you check your Message Center **daily at first**.

### How does the Postini Message Center Work?

Valid email messages are delivered to your inbox as usual. Messages that meet certain filtering characteristics (which are set by your administrator) are sent to the quarantine area. Postini's robust spam filtering system has the intelligence to determine if messages fall into one of four "Category Filters": Get Rich Quick, Special Offers, Sexually Explicit or Racially Insensitive. Based on these categories and multiple levels of scanning, you can nearly eliminate all unsolicited messages from entering your email inbox.

# Postini Message Center User's Reference Guide



## Access Your Personal Message Center

Once your account has been activated, you will receive a "Welcome" email containing a temporary password, a link to the login page and instructions for accessing your Message Center.

Log in at <http://login.postini.com/exec/login>. Enter your email address and your password. If your login fails, you will be provided with instructions on how to obtain a new password.

Log In Address   
example: joe234@service.com

Password   
note: password is case sensitive  
 Remember my Address and Password (what is this?)

[Log In Help](#)

### Log in to your message center.

Log In Address   
example: joe234@service.com

Password

note: password is case sensitive

Remember my Address and Password (what is this?)

[Log In Help](#)

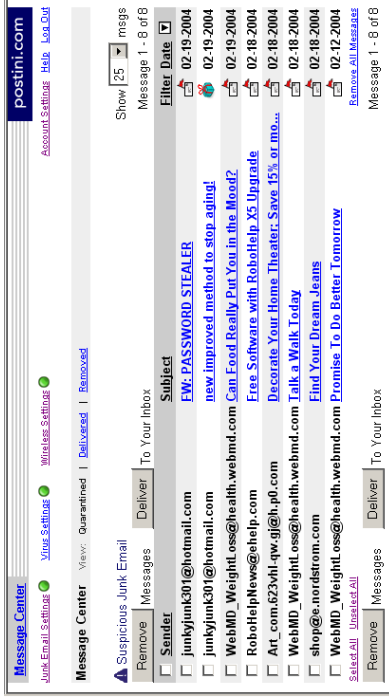
The first time you log in, you will be asked to choose a new password.

After you log in, you will see the Message Center quarantine area. Viruses and junk mail are displayed in this area.

## Check Your Message Center For Quarantined Email

The summary page shows messages quarantined as junk email. You can view the sender and subject of the suspicious messages and choose whether you would like the message removed or delivered to your inbox. To read the body of the message, click the subject line.

To remove or deliver multiple messages at one time, select messages using the checkbox next to each message or use the one checkbox in the header to select/unselect them all at once.



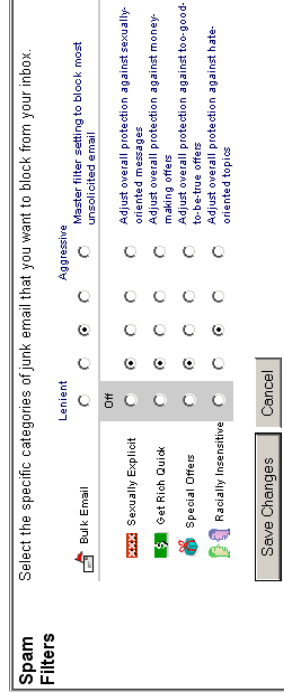
**Remove:** Select the checkbox and click the Remove button and the message is moved to the "Removed" folder which is permanently cleaned out on a regular basis.

**Deliver:** Select the checkbox and click the Deliver button and the message is delivered to your inbox. You'll be prompted whether or not you want to "approve" the sender to your Approved Senders list. Approving this will prevent future messages from that address from being quarantined. Delivered messages are moved to the "Delivered" folder.

## Configure Your Settings

If the admin at your company allows it, you can adjust your settings to better suit your personal preferences. Click the Junk Email Settings link.

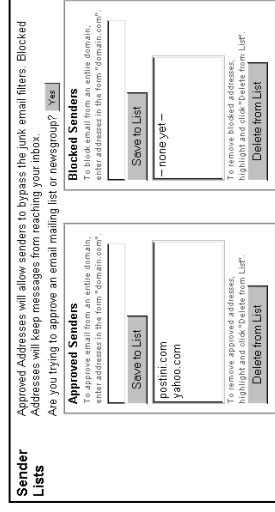
## Spam Filters



The filters enable you to change the sensitivity to different categories of offensive email. We recommend that you either have a medium-to-aggressive Bulk Filter with lenient Category Filters (Sexually Explicit, Get Rich Quick, Special Offer, Racially Insensitive) OR that you set the Bulk Filter to lenient and have medium-to-aggressive Category Filters. Monitor your Message Center frequently after adjusting your filters.

## Sender Lists

Block or approve specific senders ("user@company.com") or domains ("company.com") by entering addresses manually. It is recommended that you add family, friends, and associates to the Approved Sender list so messages from these people will automatically bypass the filters. PLEASE NOTE: most professional spammers continually change their address to avoid blocked sender lists.



## Notifications Of Quarantined Email

You will receive a periodic notice of all junk mail held in your Message Center. You can visit your Message Center to review them, or take no action. Quarantined messages will be automatically deleted after 14 days.

## Questions Or Technical Problems

Please contact your local IT staff for assistance.