

What is Spam Filtering?

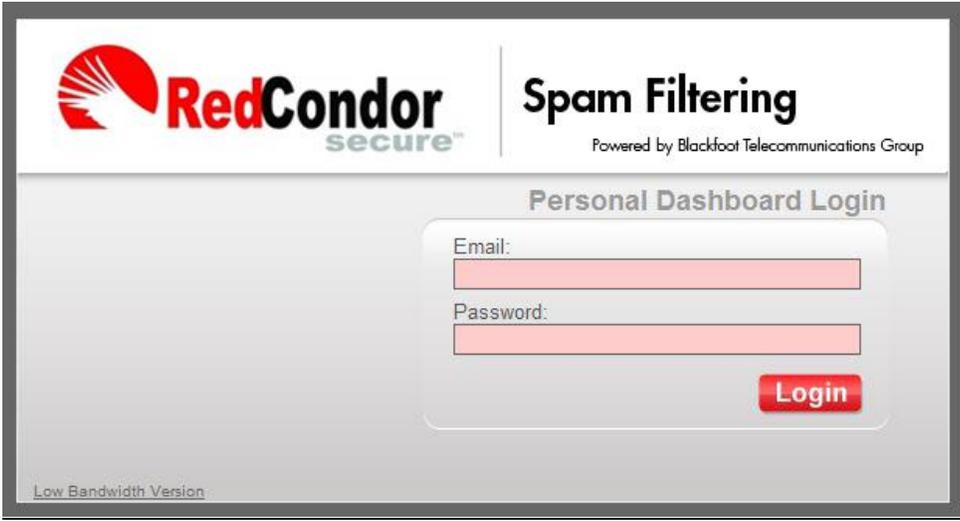
Spam filtering is used to detect unsolicited and unwanted email. By looking for certain words in an email's subject line, or through suspicious word patterns or word frequencies in the body or attachments of emails, spam filtering prevents unwanted messages from getting to your email inbox. Unwanted emails are isolated or "quarantined" from the email you want. However, you can safely look at and manage quarantined email using special filtering products like Red Condor.

Why use Red Condor?

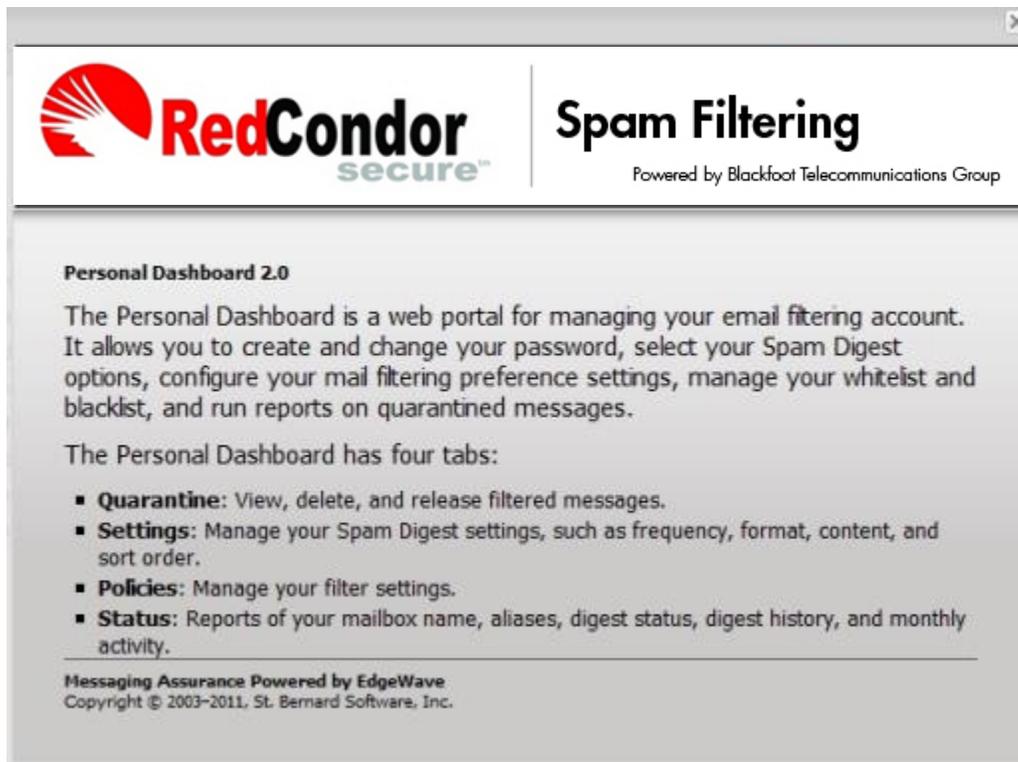
Red Condor uses a unique combination of next generation technology to achieve more accurate spam and virus protection, while reducing the number of legitimate emails that are incorrectly identified as spam.

How to Use Red Condor Spam Filtering

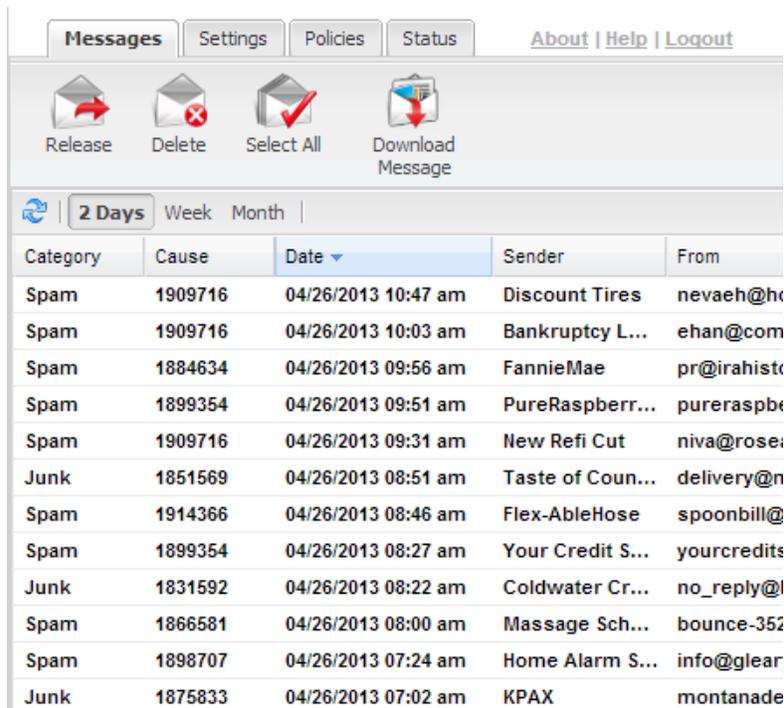
Accessing Your Spam Filtering. To access your spam filtering settings and quarantined messages, go to your Personal Dashboard at <http://www.blackfoot.com/message-center.php>, and enter your full email address and password.

A screenshot of the RedCondor Spam Filtering Personal Dashboard Login page. The page features the RedCondor secure logo on the left and the title "Spam Filtering" with the text "Powered by Blackfoot Telecommunications Group" on the right. Below the title is the heading "Personal Dashboard Login". The login form consists of two input fields: "Email:" and "Password:", each with a corresponding text box. A red "Login" button is positioned to the right of the password field. At the bottom left of the page, there is a link for "Low Bandwidth Version".

Logging on. When you login for the first time, you will see the following window appear with information about the features of your Personal Dashboard. After reading it, click on the X to close this window.



Getting to Know Your Spam Filter Features. Your spam filter consists of four tabs: Messages, Settings, Policies, and Status. The default setting is Messages, which displays all of the messages quarantined by the spam filter.



The screenshot shows a web interface for managing spam filter messages. At the top, there are four tabs: Messages (selected), Settings, Policies, and Status. To the right of these tabs are links for About, Help, and Logout. Below the tabs are four action buttons: Release (with a red arrow icon), Delete (with a red X icon), Select All (with a red checkmark icon), and Download Message (with a download icon). Below these buttons are refresh and view options: a refresh icon, '2 Days' (selected), 'Week', and 'Month'. The main content is a table with the following columns: Category, Cause, Date, Sender, and From.

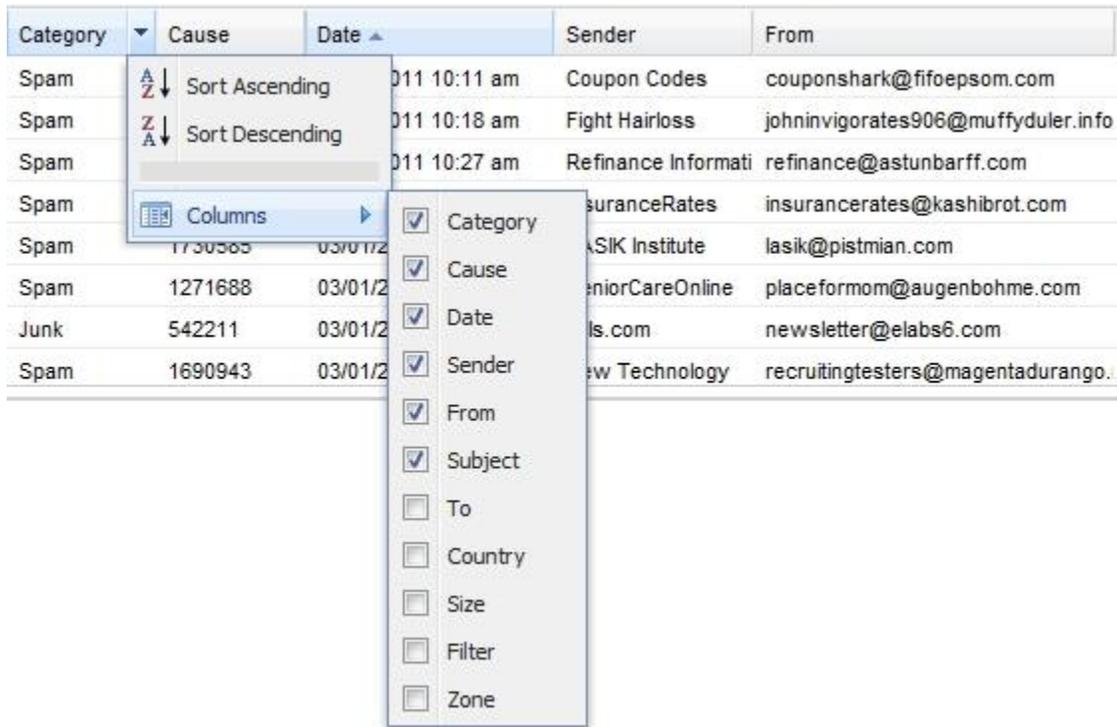
Category	Cause	Date	Sender	From
Spam	1909716	04/26/2013 10:47 am	Discount Tires	nevaeh@hc
Spam	1909716	04/26/2013 10:03 am	Bankruptcy L...	ehan@com
Spam	1884634	04/26/2013 09:56 am	FannieMae	pr@irahist
Spam	1899354	04/26/2013 09:51 am	PureRaspberr...	pureraspb
Spam	1909716	04/26/2013 09:31 am	New Refi Cut	niva@rose
Junk	1851569	04/26/2013 08:51 am	Taste of Coun...	delivery@n
Spam	1914366	04/26/2013 08:46 am	Flex-AbleHose	spoonbill@
Spam	1899354	04/26/2013 08:27 am	Your Credit S...	yourcredits
Junk	1831592	04/26/2013 08:22 am	Coldwater Cr...	no_reply@l
Spam	1866581	04/26/2013 08:00 am	Massage Sch...	bounce-352
Spam	1898707	04/26/2013 07:24 am	Home Alarm S...	info@glear
Junk	1875833	04/26/2013 07:02 am	KPAX	montanade

Managing Your Quarantined Messages. The Inbound quarantine section will show the incoming spam messages caught by Red Condor. The Outbound quarantine section will show any messages that were sent from your account that were flagged as spam by Red Condor. If a message you've sent was mistakenly flagged as spam, you will get a notification so you can release the message to be delivered to the recipients. You can manage your quarantined messages in several different ways:

- **Search.** To search your quarantined messages, simply use the search bar located in the upper right part of the screen.



- **Sort.** To sort your quarantined email, click on the desired column heading.



- **Add or Remove Columns.** Determine what information you want displayed by adding or deleting column headings. To access these settings, simply highlight a desired column heading and click on the black downward facing arrow.
- **Releasing and Deleting Spam.** If you determine that a message has been mistakenly filtered, simply choose to "Release" the message from quarantine to your inbox. Highlight the message(s) that you wish to release, then click on the Release button in the upper left corner of the window. You can also delete messages from your quarantine in this section by highlighting the message(s) that you want deleted and clicking on the Delete button.



Setting up Your Personal Spam Digest. Click on the Settings tab to set up your Personal Spam Digest. The Digest, a summary email sent to you daily or weekly, provides you with:

- A list of your quarantined email identified as spam, junk, phishing, or other bulk email content since you last received the digest.
- Access to your Personal Dashboard where you can manage your account and customize your digest. You can also review quarantined messages and release them if needed.



Personal Spam Digest for Friday, April 26, 2013

One entry found for <jane@myidahomail.com>

Red Zone — Spam, phish, viruses and potentially dangerous mail

[View](#) quarantined messages.

Messaging Assurance powered by EdgeWave.

To view any of the messages listed in this digest, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above.

Quarantined messages are retained for 35 days. Red Condor - Powered by Blackfoot Telecommunications Group

Adjusting Digest Email Frequency. Under the Settings tab in the Digest Settings of your Personal Dashboard you can adjust the frequency of the digest email, the report format, the content, and the order that the messages are listed. Simply select the desired option from the dropdown lists.

Digest Settings

Delivery Frequency: Never Daily Weekly

Report Format: 

Report Content: 

Order List By:  Ascending

Managing Your Spam Filtering Zones. The Spam Filter has been configured for you for optimal filtering. Most users will not need to modify these filters. However, if modifications are necessary, simply go to the Policy tab in your Personal Dashboard. You can make adjustments to any of three Zones:

- **Red Zone.** This zone contains potentially dangerous emails and obvious spam.



Red Zone - Potentially dangerous mail	
Spam	<input type="text" value="Quarantine"/>  
Virus	<input type="text" value="Block"/>  
Phishing	<input type="text" value="Quarantine"/>  
Adult	<input type="text" value="Quarantine"/>  
BOT	<input type="text" value="Quarantine"/>  

- **Yellow Zone.** This zone contains suspicious emails that are likely spam.

Yellow Zone - Suspicious mail

Forged

Foreign

Language	Action	Subject Tag

Central European

Attachments

Extension	Action	Subject Tag
asd	Quarantine	
bat	Quarantine	
cab	Quarantine	
chm	Quarantine	
com	Quarantine	

- **Green Zone.** This zone contains junk email usually from large email marketing companies.

Green Zone - Junk mail

Junk

Administrator settings for 'blackfoot.net'

Adjusting Your Zone Settings. By clicking on the drop down arrow next to the type of message, you can select the different settings. By default all types are set to Quarantine except for Viruses, which is set to Block. If an option is grayed out, you cannot make changes to that section.



- **Allow.** Allows the message to pass through the filter to your inbox.
- **Mark Up.** Adds a subject tag to the subject line of the email message. Subject tags are short text messages (up to twenty characters) appended to the subject line of the message to alert you that the message was flagged as suspicious.



- **Quarantine.** Quarantines the message.
- **Block.** Automatically deletes the message. NOTE: Blocked messages are not recoverable.

Filtering by Sender. Under the Policies tab, locate Filtering by Sender. This feature allows you to create a "whitelist" of email addresses you wish to allow into your inbox, and a "blacklist" of email to automatically quarantine.

- **Whitelist Emails.** To add an email address to your whitelist, enter the email address in the Friends text box, then click on the green plus symbol. To remove an address, click on the red X symbol next to the email address.



- **Blacklist Emails.** To add an email address to your blacklist, enter the email address, domain, or IP address in the Enemies text box, and click on the green plus symbol. To remove an address, click on the red X symbol next to the address, domain, or IP address.



What to do with Spam Messages. If you do receive spam messages in your inbox that you feel should have been detected and filtered by the spam filter, you can forward them to us at spam@blackfoot.net. When forwarding a spam sample over to that email address, please be sure to include the email's full header information. Instructions on how to forward a message with the full header information can be found at:

<http://www.redcondor.com/support/report-spam.htm>

Questions? If you have any questions or concerns, please contact Blackfoot's Technical Support Team at 877-881-1155.