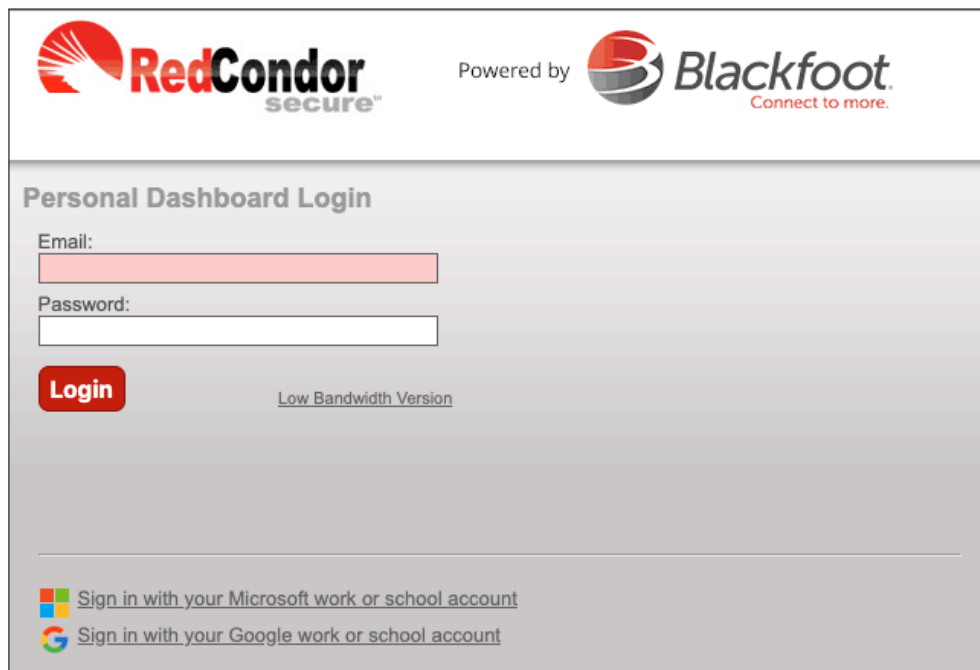## What is Spam Filtering?

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.
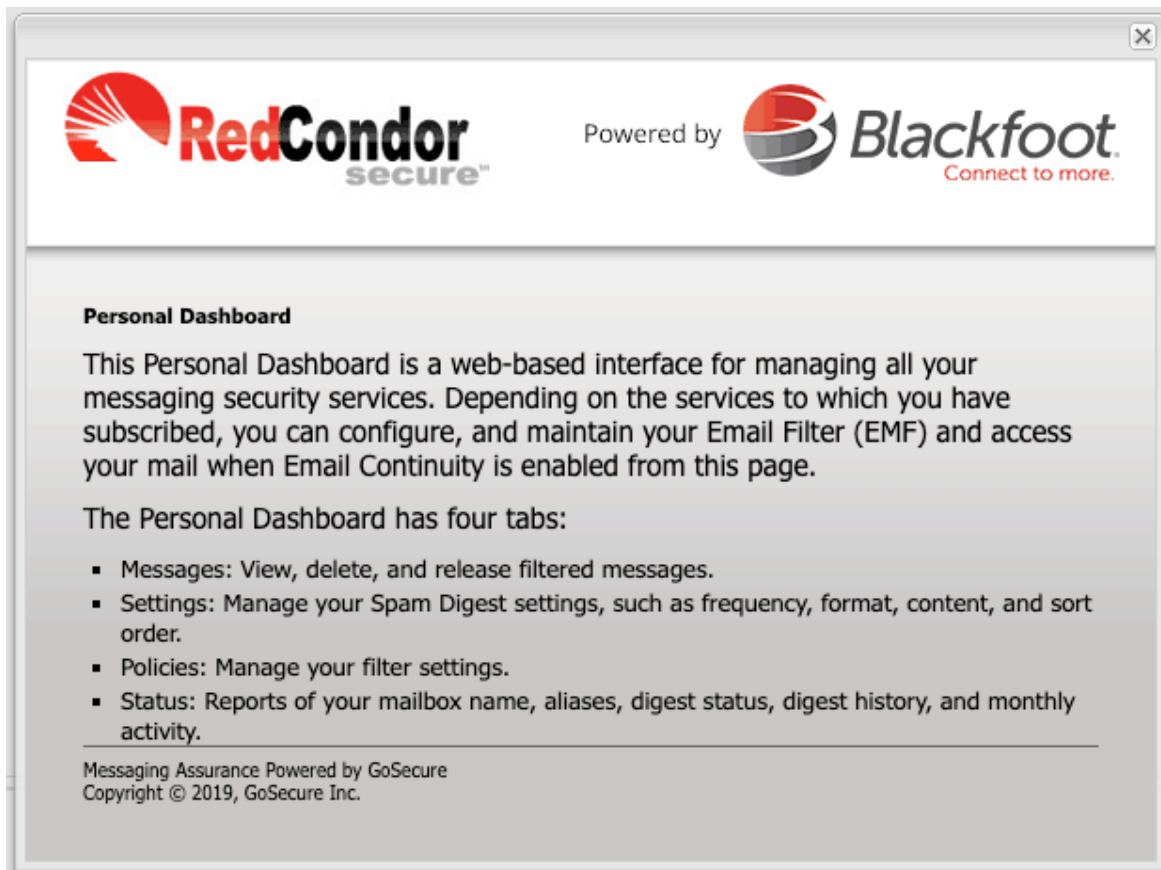
How to Use Red Condor Spam Filtering

Accessing Your Spam Filtering. To access your spam filtering settings and quarantined messages, go to your Personal Dashboard at http://www.spam.blackfoot.net, and enter your full email address and password.

Personal Dashboard Login

Email:

Password:

Login   Low Bandwidth Version

Sign in with your Microsoft work or school account
Sign in with your Google work or school account

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.


Personal Dashboard

This Personal Dashboard is a web-based interface for managing all your messaging security services. Depending on the services to which you have subscribed, you can configure, and maintain your Email Filter (EMF) and access your mail when Email Continuity is enabled from this page.

The Personal Dashboard has four tabs:

- Messages: View, delete, and release filtered messages.
- Settings: Manage your Spam Digest settings, such as frequency, format, content, and sort order.
- Policies: Manage your filter settings.
- Status: Reports of your mailbox name, aliases, digest status, digest history, and monthly activity.

Messaging Assurance Powered by GoSecure
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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.

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.
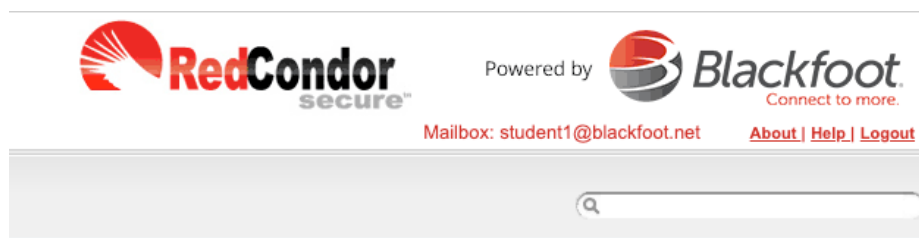
- **Sort.** To sort your quarantined email, click on the desired column heading.
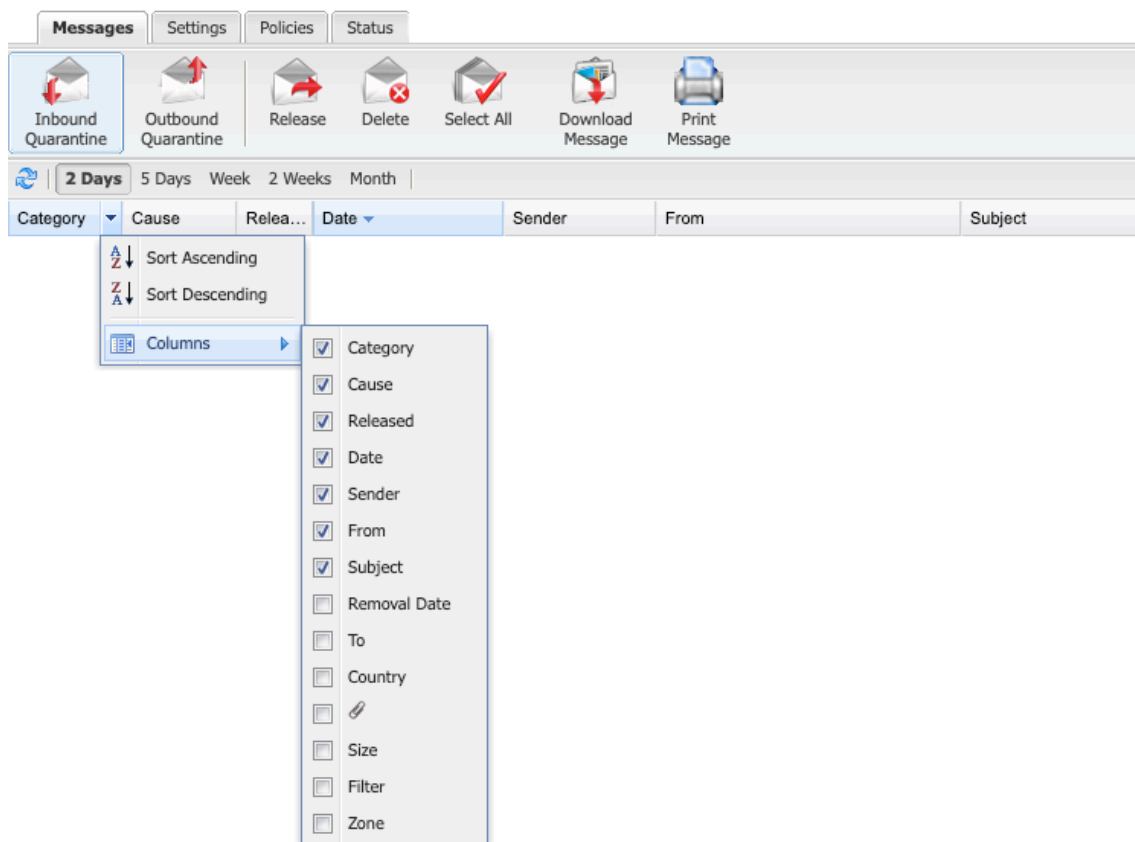
- **Add or Remove Columns.** Determine what information you want displayed by adding or deleting column headings. To access these settings, simply highlight a desired column heading and click on the black downward facing arrow.

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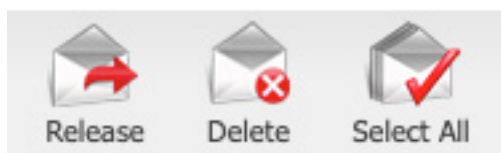
Setting up Your Personal Spam Digest. Click on the Settings tab to set up your Personal Spam Digest. The Digest, a summary email sent to you daily or weekly, provides you with:

- 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.

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.

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:
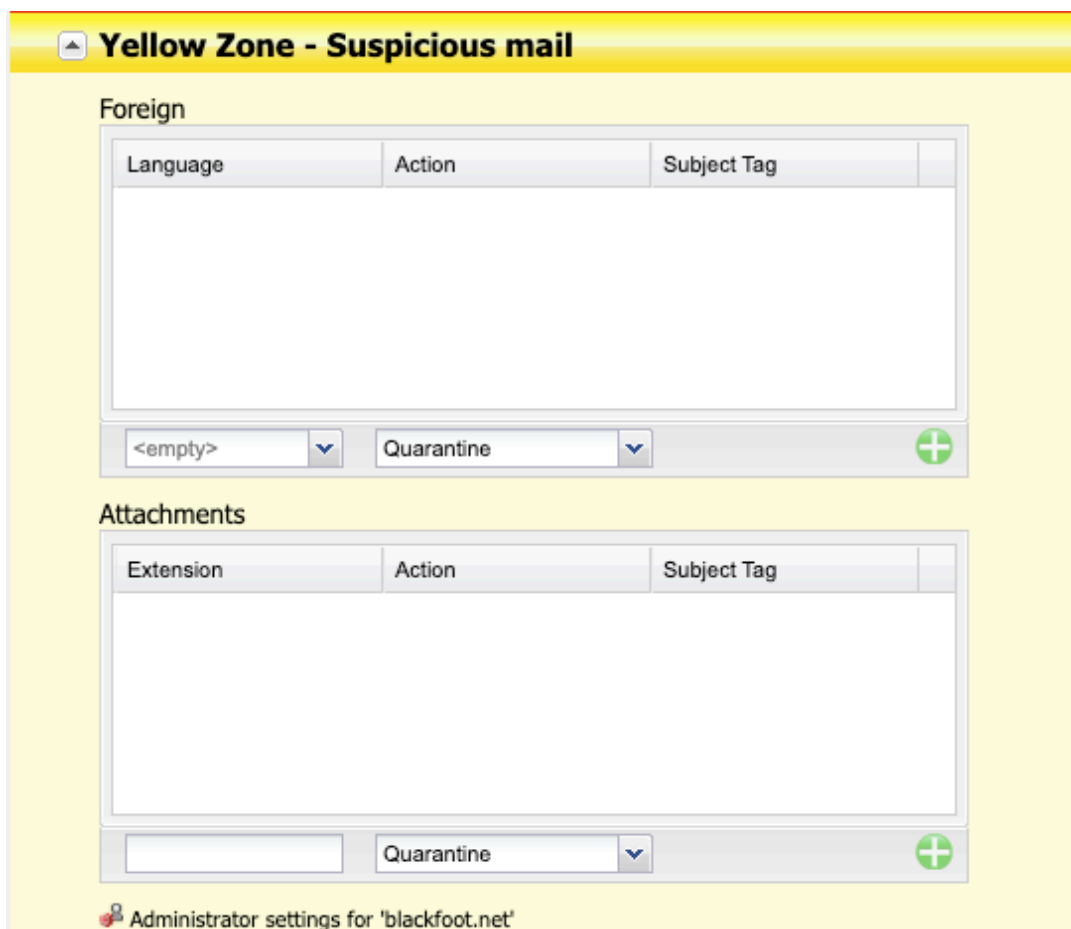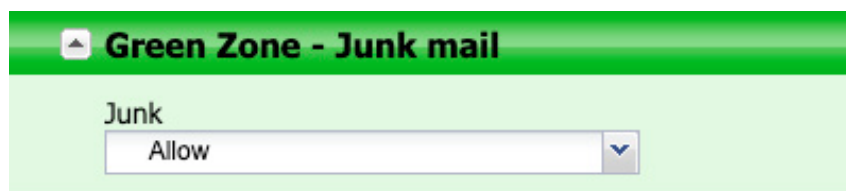
- **Red Zone.** This zone contains potentially dangerous emails and obvious spam.
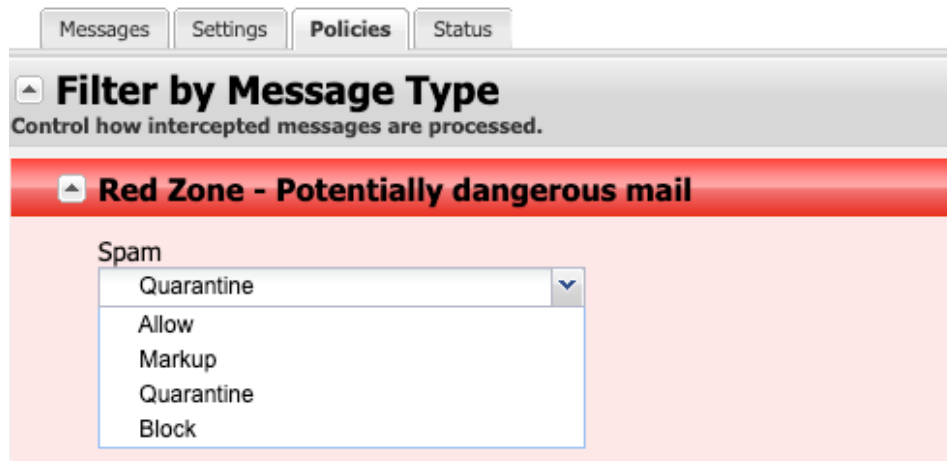
- **Yellow Zone.** This zone contains suspicious emails that are likely spam.

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

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.
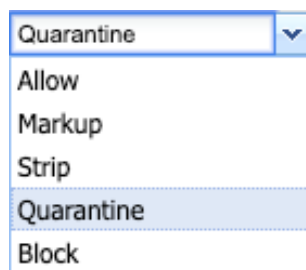

- **Allow.** Allows the message to pass through the filter to your inbox.
- **Mark Up.** Adds a subject tag to the subject line of the email message. Subject tags are short of text messages (up to twenty characters) appended to the subject line of the message to alert you that the message was flagged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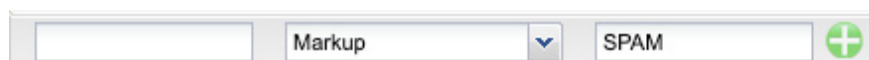

- **Quarantine.** Quarantines the message.
- **Block.** Automatically deletes the message. NOTE: Blocked messages are not recoverable.

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 quarantined.

- **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.
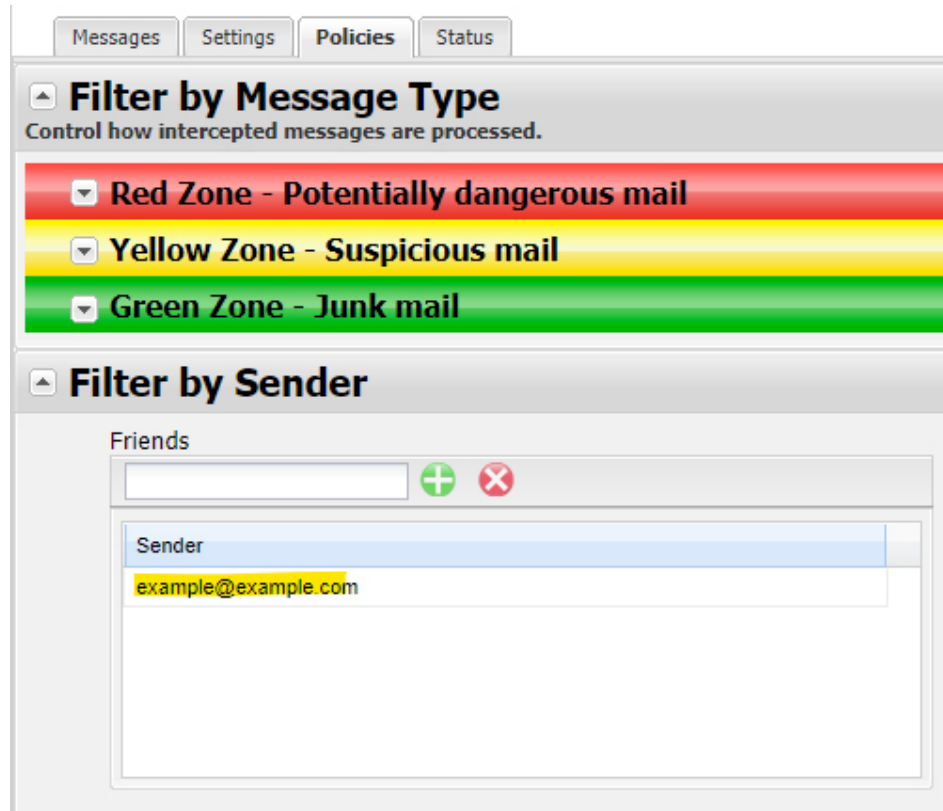
- **Blacklist Emails.** To add an email address to your blacklist, enter the email address, domain, or IP address in the Enemies text box, and click on the green plus symbol. To remove an address, click on the red X symbol next to the address, domain, or IP address.
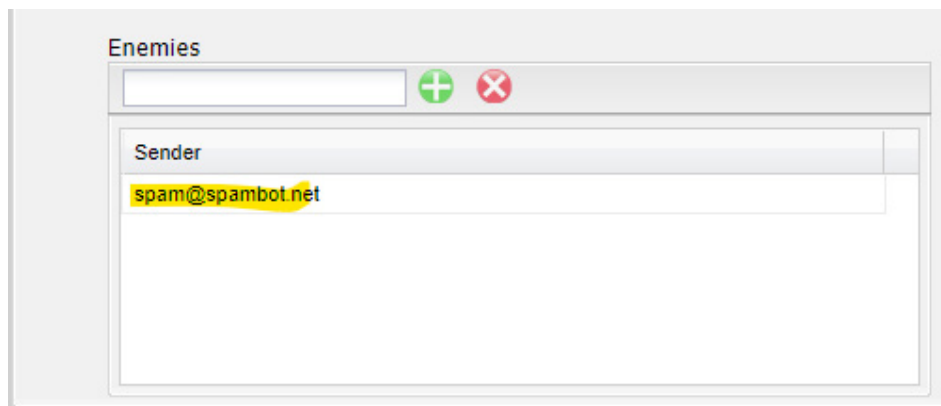
What to do with Spam Messages. If you do receive spam messages in your inbox that you feel should have been detected and filtered by the spam filter, you can forward them to us at spam@blackfoot.net. When forwarding a spam sample over to that email address, please be sure to include the email's full 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.