

# ***ModusMail Software Instructions.***

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## Quarantine Reports

WebMail can be configured to email you Quarantine Reports at regular intervals (typically, once per day). The Quarantine Report is delivered to your Inbox. You will only receive a Quarantine Report if you have messages in Quarantine at the time the system generates the reports.

# modus Quarantine Report

Created on Wednesday, April 22, 2009 1:57:33 PM for user@domain.com

[Delete All Contents](#)

These messages need your attention					
Category	Subject	From	Date	Action	
Health	<a href="#">Protect your Pets this Summer</a>	esc@escriptions.fastestonline	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Health	<a href="#">Ha1f Off All Perscription Med</a>	pickrad@aol.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Money	<a href="#">fountain of youth!a new body!</a>	your-health@mightyvinnies.us	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Money	<a href="#">weight loss while you sleep,</a>	health4u@wittymickeys.us	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Miscellaneous	<a href="#">?????? ??</a>	test@pouat.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>

High probability of spam					
Category	Subject	From	Date	Action	
Adult	<a href="#">[None]</a>	lodovico9656kelwin@yahoo.com	4/22/2009 1:57 PM	<a href="#">Release</a>	<a href="#">Block</a>
Miscellaneous	<a href="#">Refinance Without Perfect Cra</a>	returns-chignennlnclgh@grRdl	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Money	<a href="#">We Make the Lenders Compete f</a>	momdadunit@aol.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Health	<a href="#">mckenna Lose Weight Without D</a>	Peleo@yahoo.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Miscellaneous	<a href="#">Fwd: You may want to reboot y</a>	marvin_cerver_ss@athina.neage	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Money	<a href="#">Reuters U.S. Top News Early E</a>	newsmail@reuters.us.ed10.net	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>

Potentially harmful content					
Category	Subject	From	Date	Action	
Virus	<a href="#">Possible Virus Fw: Hey, dude</a>	manofthelord@vircom.com	4/22/2009 1:57 PM	N/A	<a href="#">Block</a>
Virus	<a href="#">Warning This is a virus attac</a>	defish@vircom.net	4/22/2009 1:57 PM	N/A	<a href="#">Block</a>
Virus	<a href="#">ello! -}}</a>	recycle@loa.com	4/22/2009 1:57 PM	N/A	<a href="#">Block</a>
Attachment	<a href="#">Attachement, fichier COM</a>	vir@vircom.com	4/22/2009 1:56 PM	N/A	<a href="#">Block</a>
Phishing	<a href="#">Hello</a>	princesbenita@rediffmail.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Phishing	<a href="#">attend to it, very important</a>	okupedo@yahoo.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>

[Delete All Contents](#)

**IMPORTANT NOTE:** The above listed messages have been quarantined under your account name. Click the **Subject** link to view the message contents. Click the **Release** link to release a message to your Inbox, report the message content as legitimate and/or add the sender to your Trusted Senders List. Click the **Block** link to add the sender to your Blocked Senders List.

Questions? Contact your System Administrator



## Releasing and Deleting Messages from the Quarantine Report

Quarantined messages are grouped (threats, spam, etc.) to facilitate email management.

- Open your Quarantine Report email view
- Click on **Release** in the report to either:
  - **Release** the email message to your Inbox
  - **Release** the email message to your Inbox and report the message to Vircom as a false positive (an email incorrectly identified as illegitimate mail)
- **Delete** the quarantined messages
- You can also **Block** specific senders and **Delete All Contents**

**NOTE:** There are settings from within WebMail that you can change regarding your Quarantine Report. You can choose which categories need to be filtered and how often you wish to receive reports. You can also view the files in your Quarantine from within WebMail.

# Starting a WebMail Session

WebMail requires you to login as a valid user, with an email address and password. From the Login page, you can also change the language in which WebMail (and the Quarantine Report) is presented.

## Logging In

To start a new mail session:

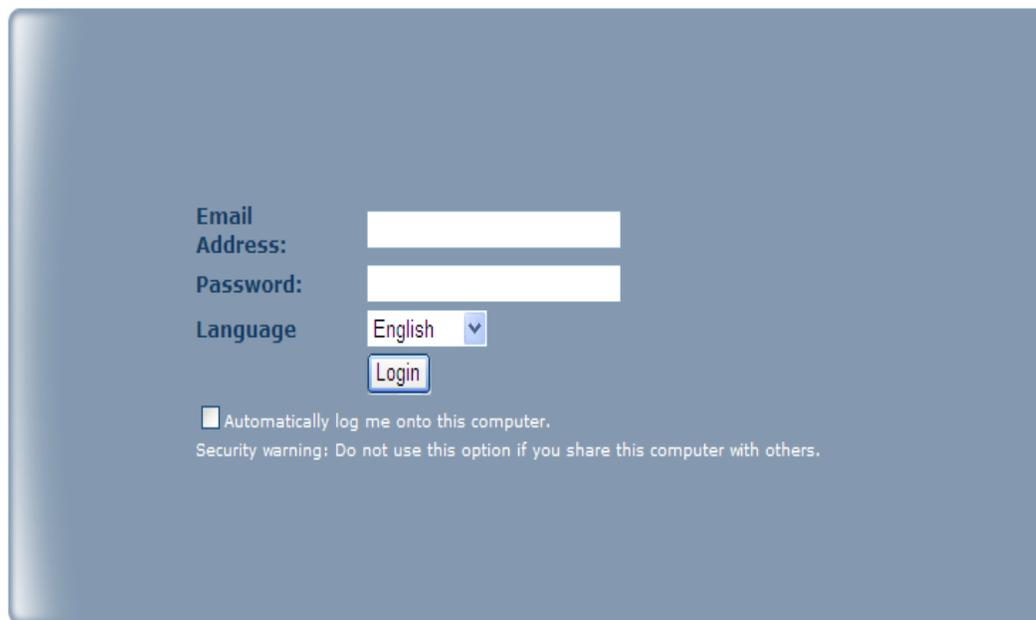
- Open your Internet browser and go to the WebMail login page URL, a link is located on our website or you can type in [webmail.hamiltoncom.net](http://webmail.hamiltoncom.net).
- Enter your email address and password
- Click on Login

 Hamilton County  
Communications, Inc.



Webmail

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A screenshot of the WebMail login interface. It features a blue background with white text and input fields. The fields are labeled 'Email Address:', 'Password:', and 'Language'. The 'Language' field is a dropdown menu currently set to 'English'. Below the fields is a 'Login' button. At the bottom, there is a checkbox for 'Automatically log me onto this computer.' and a security warning: 'Security warning: Do not use this option if you share this computer with others.'

### WebMail Login Panel

*If you receive a browser compatibility error, your Internet browser may not be the correct version or you may be using an unsupported browser. Please contact your administrator.*

*Cookies must be enabled before you can access WebMail.*

# The WebMail Interface

Use the navigation bar to move through the various windows in WebMail.



## Navigation Bar

Check Mail: Click on Check Mail to display your Inbox check if new mail has arrived.

**Used Space**  
1 MB for 23 messages

**My Folders**

- Inbox
- Quarantine
- Drafts
- Outbox
- Sent Items
- Junk E-mail
- Miscellaneous
- Reports
- To Do

**Inbox: 22 Message(s)** Search:

From	Subject	Date	Size
Joe Strummer	Re: Minutes for Project Phoenix Kickstarting Session #2	Mar 09	17.3 KB
John Lydon	RE: [REDACTED] in monitoring	Mar 08	29.4 KB
Paul Weller	[REDACTED] Requirements and other documents	Mar 02	241.1 KB
Peter Murphy		Mar 01	6.6 KB
Robert Smith	Troubleshooting [REDACTED]?	Feb 22	5.5 KB
Steven P. Morrissey	RE:	Feb 19	25.2 KB
Robert Smith		Feb 18	4 KB
Robert Smith	Broken download [REDACTED] in progress for article	Feb 15	5.3 KB
Robert Smith	RE: Info: Configuring [REDACTED] Security for [REDACTED] A...	Jan 23	16.5 KB
Joe Strummer		Jan 09	17.4 KB
Robert Smith	RE: New To: [REDACTED] instead of the [REDACTED] datab...	11/28/2006	214.6 KB
Robert Smith	RE: Info: [REDACTED] script for [REDACTED] Database	11/28/2006	34.2 KB
Robert Smith	RE: [REDACTED] upgrading [REDACTED] and modifications ...	11/28/2006	53.9 KB
Robert Smith	RE: New To: [REDACTED] for the Monitoring Database	11/20/2006	26.9 KB
Robert Smith	New [REDACTED] [REDACTED] [REDACTED] filtering	11/17/2006	29.7 KB
Robert Smith	[REDACTED] upgrading [REDACTED] and modifications to d...	11/16/2006	40.4 KB
Robert Smith	[REDACTED] [REDACTED] [REDACTED] scanning sequence	11/15/2006	100.2 KB
Robert Smith	Re: New To: [REDACTED] from [REDACTED] to the Extende...	11/6/2006	187.8 KB
Robert Smith	RE: [REDACTED] user guide	10/27/2006	25.7 KB
Robert Smith	[REDACTED]	10/25/2006	5.4 KB
Joe Strummer	Spam Trigger	6/9/2006	15.4 KB

## WebMail Inbox

Contacts: Create and manage contacts to facilitate addressing email messages. In addition to name and email address, contact information also includes home address and phone numbers.

**Used Space**  
3% of 5 MB

**My Folders**

- Inbox
- Quarantine
- Drafts
- Outbox
- Sent Items
- Reports
- To Do

**Address Book: 6 Contact(s)**

Add Contact | Delete Contact | Import Contacts | Export Contacts

Name	Email Address	Phone (home)	Phone (work)
Joe Strummer	JoeS@clash.com		
John Lydon	JohnL@pil.com		
Paul Weller	PaulW@jam.com		
Peter Murphy	PeterM@bauhaus.com		
Robert Smith	RobertS@cure.com		
Steven P. Morrissey	StevenPM@smiths.com		

## Contact List

**Settings:** The Settings menu provides access to the WebMail configuration options. These options allow you to manage your account and include personal settings ( signature, etc.), email filtering and creating external accounts access and aliases for your account.

### Account Statistics

**Statistics:** This page displays the statistics for your email account's activity.

### Mailbox Scanning Statistics

# Email

**Viewing a Message** Click once on an message to open it. Once in the message, you can perform additional actions such as Print, Delete, Reply and Forward etc..



## Your Trusted and Blocked Senders Lists

Once in an email message, you can easily add email addresses to your Trusted or Blocked Senders List.

### *Adding Addresses to Your Trusted List*

- Click on the message to open it
- Click on Trusted Senders to add the sender's address to your Trusted List (this sender's email messages will always be sent to your Inbox)

### *Adding Addresses to Your Blocked List*

- Click on the message to open it
- Click on Block to add the email address to your Blocked List (email from this address will be automatically quarantined or deleted, depending on the settings you or the administrator has chosen)

## Composing Email Messages

Composing email messages in WebMail is easily accomplished thanks to the simple and intuitive features available.



## Compose Message

## Creating a New Message

- From your Inbox, click on Compose
- Type the recipient's email address(es) in the To: field or use your list of contacts
- You may also add names to the Cc: and Bcc: fields
- Type a subject in the Subject field
- Type the content of your message
- Click on Send to send your message

### Adding Recipients from Your Contact List

Your contact list is found to the right of the recipient fields of a new message.

To add a contact:

- Click in the To:, Cc: or Bcc: field
- Click on the contact name in your list
  - The contact will automatically be added to the field

*The email messages you send are stored in the **Sent Items** folder. Messages can be deleted or moved from this folder to any of the folders you have created. Your outgoing messages are temporarily stored in the **Outbox** folder until the delivery process begins. Messages that remain in this folder could indicate a problem with your email account or mail server. Should this occur, please contact your email administrator.*

### Adding Attachments

- Click on Attachments
- Click on Browse to locate and select the file you want to attach to the message
- Click on Attach

## Additional Features

The new message window offers additional features when creating your email message.

### Message Priority

- By default, the priority is Normal but you may change this to Low or High
- From the drop-down menu, select the priority of your message

### Spell Check

- Before sending your email message, click on SpellCheck to scan the message body for spelling errors
- Use the drop-down menu to select additional languages available for spell check

### Draft Messages

- Messages can be save to a draft folder by clicking on Save to Draft
- Click on the Draft folder to access the message once saved

### Rich Text Formatting

By default, a new message is available in Plain Text. Click on Switch to Rich Text to take advantage of rich text formatting.



# Managing Your Email

## Deleting and Purging Messages

Deleted messages remain in your Inbox or folder view (and appear as strikethrough text) until they are purged. Deleted messages can be easily retrieved but only if they have not been purged.

### Deleting Messages

- If you are in the message, click on Delete
- If you are in your Inbox or folder view, click the check mark box of the message(s) you want to delete and click on Delete/Undelete

### Restoring Deleted Messages

- If you are in the message, click on Undelete
- If you are in your Inbox or folder view, click the check mark box of the message(s) you want to delete and click on Delete/Undelete

### Purging Messages

Purging messages permanently removes them from your email account. Once purged, they can never be retrieved.

- From your Inbox or folder view, click the check mark box of the message(s) you want to delete and click on Purge Deleted

From	Subject	Date	Size
mojo@phoenix.com	New employee	8:10 AM	757 B
terry@redac-ddp.vircom.com	New sales leads	8:06 AM	1.3 KB
mojo@phoenix.com	RE: Quarterly actions	8:08 AM	1.2 KB
jet@phoenix.com	Strategic planning minutes	8:04 AM	772 B
morrissey@nike.com	Meeting follow-up	8:00 AM	773 B
mojo@phoenix.com	Quarterly actions	7:58 AM	765 B
postmaster@redac-ddp.vircom.com	System Overview for 6/16/2008	Jun 17	122.9 KB
postmaster@redac-ddp.vircom.com	Disk Usage Statistics for the week of 6/8/2008	Jun 15	14.9 KB
postmaster@redac-ddp.vircom.com	Disk Usage Statistics for the week of 6/1/2008	Jun 08	14.9 KB

### Deleted Messages

# Quarantined Mail

The Quarantine feature filters incoming email messages to determine if they are spam or if they contain forbidden attachments or viruses. Quarantined messages are stored in the Quarantine folder, located under My Folders. You can open an email message in Quarantine and view its contents but you cannot view attachments. Messages in Quarantine can be released to your Inbox or deleted and purged from the system. You can also use the one-click Empty feature to delete all messages from your Quarantine.

Category	From	Subject	Date	Size
Goods	Kalie Cox	Did you hear the news?	7/10/2003	5.6 KB
Money	Auto Insurance	You are Paying Too Much.	7/10/2003	4.4 KB
Miscellaneous	FreeGiftCentral	Get A DVD Player At No Cost	9:33 AM	13.3 KB
Miscellaneous	Free Long Distance	Stop Paying for Long Distance	7/10/2003	3.9 KB
Goods	Lauren G.	Free Tic Tacs(R) from The Savings R...	7/10/2003	7.7 KB
Miscellaneous	Gale Green	Want the full story?	7/10/2003	3.8 KB
Goods	Jimmy M. Belcher	Devine fzeu9z2	7/10/2003	2.5 KB
Goods	Hasenberg Shubin	new job options with a prosperous p...	7/8/2003	4 KB
Miscellaneous	Ross Jefferson	Re: no secret its the biggest ever	7/10/2003	9.3 KB
Miscellaneous	Silas Buckley	Bad Credit is OK Gold Visa Card Appr...	7/10/2003	3.7 KB
Health	Lenard Darling	Guys, feel eighteen again.....	7/10/2003	6 KB
Health	Ashley Reyes	1/2 Off V1agra!!! [ i	7/10/2003	6.5 KB
Goods	Darius Platt	re:Cash4U ahpyubwpamtboibf u	7/11/2003	3.4 KB
Goods	Helga Webster	Bigguy,ULTIMATE DIGITAL CABLE FIL...	1/23/2002	4.2 KB
Adult	Demetria Dewar	All you can handle!	7/10/2003	4.1 KB

## Quarantine Contents

### Quarantine Categories

Quarantined spam messages can be filtered into 8 categories which makes identifying their content easier:

- Blocked by Rules
- Adult
- Newsletters
- Money
- Goods
- Health
- Miscellaneous
- Spam Links

Additional categories for spam messages sent to Quarantine are Virus, Phishing and Forbidden Attachment. A forbidden attachment is a type of file that your system administrator has identified as a possible threat.

### False Positives

A false positive message is one that has been incorrectly identified by one of the category filters. These messages can be released to your Inbox and the email address and domain added to your

Trusted Senders List so that future messages from this source will not be Quarantined (unless the system detects a virus).

## Releasing Email from Quarantine

- Select the messages you want to release
- Click on Select Action and:
  - Release Message to release the message to your Inbox
  - or
  - Release and Report Messages as Legitimate mail to release the message to your Inbox and report is as false positive

## Quarantine Reports

WebMail can be configured to email you Quarantine Reports at regular intervals (typically, once per day). The Quarantine Report is delivered to your Inbox. You will only receive a Quarantine Report if you have messages in Quarantine at the time the system generates the reports.



# Quarantine Report

Created on Wednesday, April 22, 2009 1:57:33 PM for user@domain.com

[Delete All Contents](#)

These messages need your attention					
Category	Subject	From	Date	Action	
Health	<a href="#">Protect your Pets this Summer</a>	esc@escriptions.fastestonline	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Health	<a href="#">Ha1f Off All Perscription Med</a>	pickrad@aol.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Money	<a href="#">fountain of youth a new body!</a>	your-health@mightyvinnies.us	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Money	<a href="#">weight loss while you sleep,</a>	health4u@wittymickeys.us	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Miscellaneous	<a href="#">?????? ??</a>	test@pouat.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>

High probability of spam					
Category	Subject	From	Date	Action	
Adult	<a href="#">[None]</a>	lodovico9656kelwin@yahoo.com	4/22/2009 1:57 PM	<a href="#">Release</a>	<a href="#">Block</a>
Miscellaneous	<a href="#">Refinance Without Perfect Cra</a>	returns-chignennlnclgh@grRdl	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Money	<a href="#">We Make the Lenders Compete f</a>	momdadunit@aol.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Health	<a href="#">mckenna Lose Weight Without D</a>	Peleo@yahoo.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Miscellaneous	<a href="#">Fwd: You may want to reboot y</a>	marvin_carver_ss@athina.neage	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Money	<a href="#">Reuters U.S. Top News Early E</a>	newsml@reuters.us.ed10.net	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>

Potentially harmful content					
Category	Subject	From	Date	Action	
Virus	<a href="#">Possible Virus Fw: Hey, dude</a>	evan@redmail@vircom.com	4/22/2009 1:57 PM	N/A	<a href="#">Block</a>
Virus	<a href="#">Warning This is a virus attac</a>	defish@redmail.net	4/22/2009 1:57 PM	N/A	<a href="#">Block</a>
Virus	<a href="#">ello! -))</a>	recycle@loa.com	4/22/2009 1:57 PM	N/A	<a href="#">Block</a>
Attachment	<a href="#">Attachement, fichier COM</a>	vir@redmail.vircom.com	4/22/2009 1:56 PM	N/A	<a href="#">Block</a>
Phishing	<a href="#">Hello</a>	princessbenita@rediffmail.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>
Phishing	<a href="#">attend to it, very important</a>	okupedo@yahoo.com	4/22/2009 1:56 PM	<a href="#">Release</a>	<a href="#">Block</a>

[Delete All Contents](#)

**IMPORTANT NOTE:** The above listed messages have been quarantined under your account name. Click the **Subject** link to view the message contents. Click the **Release** link to release a message to your Inbox, report the message content as legitimate and/or add the sender to your Trusted Senders List. Click the **Block** link to add the sender to your Blocked Senders List.

Questions? Contact your System Administrator



## Releasing and Deleting Messages from the Quarantine Report

Quarantined messages are grouped (threats, spam, etc.) to facilitate email management.

- Open your Quarantine Report email view

- Click on **Release** in the report to either:
- **Release** the email message to your Inbox
- **Release** the email message to your Inbox and report the message to Vircom as a false positive (an email incorrectly identified as illegitimate mail)
- **Delete** the quarantined messages
- You can also **Block** specific senders and **Delete All Contents**

# Contacts

## Managing Your Contacts

In addition to facilitating email addressing, the Contact list, also known as an address book, can be used to manage your contacts.

- To access your contact list, from the navigation bar, click on Contacts

## Contact Editor

Contact information is entered and managed from the Contact Editor.

### Adding Contacts

- From **Contacts**, click on **Add Contact** to open the **Contact Editor**
- Enter the **Name** and **Email** address for your contact
- You may also enter additional contact information
- Click on **Save and Close** to save the information and exit the **Contact Editor**
- Click on **Save and New** to save the information and create another contact

The screenshot displays the Modus web interface. At the top, there is an orange navigation bar with the following items: **modus** (with an envelope icon), **Check Mail**, **Contacts**, **Folders**, **Settings**, **Statistics**, and **Logoff**. Below the navigation bar, on the left side, there is a sidebar with a **Used Space** indicator showing 62% of 5 MB and a **My Folders** list containing: **Inbox**, **Quarantine**, **Drafts**, **Outbox**, **Sent Items**, **Miscellaneous**, **Temp**, and **Personal**. The main content area is titled **Edit Contact** and features a toolbar with buttons for **Save And Close**, **Save and New**, **Delete**, and **Cancel**. Below the toolbar is the **Contact Editor** form, which includes the following fields: **Name:**, **Email:**, **Street Address:** (with a vertical scrollbar), **City:**, **State/Province:**, **Zip/Postal code:**, **Phone (home):**, **Phone (work):**, **Pager:**, **Cell phone:**, **Fax:**, **Website:**, and **Comments:** (with a vertical scrollbar).

Contact Editor

## Editing Contacts

- From **Contacts**, click on a contact to open the **Contact Editor**
- Make the necessary changes to your contact information
- Click on **Save and Close**

## Deleting Contacts

- From **Contacts**, click on a contact to open the **Contact Editor**
- Click on Delete Contact

OR

- From **Contacts**, click the check mark box for the contact(s) you want to delete
- Click on **Delete Contact**

# Settings

The Settings feature allows you to set your preferences for the manner in which WebMail is used.

The screenshot shows the Modus WebMail interface. At the top is an orange navigation bar with the Modus logo and menu items: Check Mail, Contacts, Folders, Settings, Statistics, and Logoff. On the left is a sidebar with 'Used Space' (62% of 5 MB) and 'My Folders' (Inbox, Quarantine, Drafts, Outbox, Sent Items, Miscellaneous, Temp, Personal). The main content area is titled 'Settings' and contains several menu items, each with a description:

- Options**: Change your account information such as name, password, signature, reply format, mail forwarding preferences and messages per page.
- Email Filtering**: Change your preferences for **Spam, Phishing, Virus, Forbidden Attachments, Language Filter, Blocked Senders, Trusted Senders, and Quarantine Reports.**
- User Contact Information**: Edit your personal home and business profile information.
- Rules**: Create rules to automatically sort your incoming mail.
- Auto-reply**: Create an auto-reply message for incoming mail.
- External Accounts**: Check mail from other accounts.
- Aliases**: Create aliases for your account.

## Settings Menu

## Setting your Preferences

From the navigation bar, click on **Settings** to set the preferences for your WebMail account.

### Options

- Go to **Settings > Options** to set preferences for your email account

**modus** Check Mail Contacts Folders Settings Statistics Logoff

Used Space  
62% of 5 MB

**My Folders**

- Inbox
- Quarantine
- Drafts
- Outbox
- Sent Items
- Miscellaneous
- Temp
- Personal

### Options

Save Close

#### Account Information

Full Name:

Old Password:

New Password:  Strength:

New Password (confirm):

Enter 8 or more characters  
Combine: numbers, upper & lowercase letters and special characters (!,@,#,\$,%, etc.)

#### Mail Forwarding

Forward mail to:

Do not leave a copy of a forwarded message in this mailbox.

#### Preferences

Language:

Time Zone:

- Use server time zone.
- Use local PC time zone.
- Manually specify the time zone:  :

Number of messages displayed per page:

Number of contacts displayed per page:

Replying to messages:

- '>'
- None

Your name:

Reply to:

Signature:

### Options Settings

## Changing Your Account Name and Password

You can modify your account name and change your account password:

- You must first call Hamilton Co Communications (736-2242) to request your new account name/password.
- You cannot change your account name or password within WebMail.

## Mail Forwarding

WebMail allows you to forward your email messages to another email account:

- At Forward mail to: enter the email address for the account which will receive your forwarded mail (e.g. *name@abc.com*)
- Select Don't leave a copy of a forwarded message in this mailbox if you do not want to keep copies of incoming email in your WebMail email account
- Click on Save

## To Disable Forwarding

- Delete the email address in the Forward mail to: field
- Remove the check mark from the Don't leave a copy of a forwarded message in this mailbox
- Click on Save

## Changing the Number of Messages Displayed per Page

- Enter the number of messages to be displayed per page
- Click on Save

## Changing the Number of Contacts Displayed per Page

- Enter the number of contacts to be displayed per page
- Click on Save

*Make sure that the email address in the **Forward mail to:** field is not your WebMail address. Using your WebMail email address will cause an email loop.*

## Reply Options

The following options are available when replying to email messages:

- Reply format:
  - ◇ You can select either HTML or Plain Text for your email replies
- Replying to messages:
  - ◇ By default, this option is set to None
  - ◇ If you select ">", each line of text in your replies will be preceded by a ">"
- Your name:
  - ◇ Enter your name as you want it to appear when replying to email messages
- Reply to:

- ◇ Use this option if you want to specify an email address different than that of your WebMail email address for replies (e.g. your alias or an external email account)
- ◇ If an email address is entered in this field (e.g. [Sales@abc.com](mailto:Sales@abc.com)), whenever someone replies to your email message, the To: field in the message will always be addressed to [Sales@abc.com](mailto:Sales@abc.com)

## Signature

You can enter your email signature (e.g. name, title, phone number, etc.) which will be used for all email messages.

## Email Filtering

You can turn the email filters on or off and modify the scanning levels used to check incoming email for spam, viruses and forbidden attachments.

- Go to **Settings > Email Filtering** to change your preferences

The screenshot shows the Modus webmail interface. At the top, there is a navigation bar with the following items: **modus**, **Check Mail**, **Contacts**, **Folders**, **Settings**, **Statistics**, and **Logoff**. Below the navigation bar, on the left side, there is a sidebar with the following elements: **Used Space** (62% of 5 MB), **My Folders** (Inbox, Quarantine, Drafts, Outbox, Sent Items, Miscellaneous, Temp, Personal). The main content area is titled **Email Filtering** and contains a **Close** button at the top. Below the **Close** button, there are several settings sections, each with a title and a description:

- Spam**: Specify how to process spam.
- Virus**: Specify how to process messages that contain a virus.
- Phishing**: Specify how you want to treat phishing email.
- Forbidden Attachments**: Specify how to process email containing forbidden attachments.
- Language Filter**: Specify foreign languages to block.
- Blocked Senders**: Manage your Blocked Senders List.
- Trusted Senders**: Manage your Trusted Senders List.
- Quarantine Reports**: Change your Quarantine Report delivery preferences.

## Spam

You can configure WebMail to handle email identified as spam according to your preferences.

### Modifying your Spam Filter Settings

- Choose from:
  - ◇ **Delete message immediately** (you will never be able to review messages identified as spam)
  - ◇ **Block message into Quarantine** (you will be able to view the content and, optionally, release the message to your Inbox)
  - ◇ **Tag and let message pass through** (you will receive quarantined email in your Inbox with a message in the subject line identifying it as possible spam)
- Click on **Save**

The screenshot shows the Modus WebMail interface. At the top, there is an orange navigation bar with links for "Check Mail", "Contacts", "Folders", "Settings", "Statistics", and "Logoff". On the left side, there is a sidebar with a "Used Space" indicator showing "62% of 5 MB" and a "My Folders" list including "Inbox", "Quarantine", "Drafts", "Outbox", "Sent Items", "Miscellaneous", "Temp", and "Personal". The main content area is titled "Spam" and contains a "Spam Filter Preferences" dialog box. The dialog box has "Save" and "Close" buttons at the top. It includes the following settings:

- When a message is filtered:**
  - Delete message immediately
  - Block message into Quarantine
  - Tag and let message pass through (SPAM)
- Spam Filter Level:** Extreme (selected in a dropdown menu)
- Filter these categories:**
  - Blocked by Rules
  - Adult
  - Newsletters
  - Money
  - Goods
  - Health
  - Miscellaneous
  - Spam Links

### Modifying the Spam Filtering Level

- Choose from:
  - ◇ **Disabled** (no spam filtering)
  - ◇ **Normal** (basic spam filtering)
  - ◇ **Strong** (advanced spam filtering)
  - ◇ **Extreme** (can occasionally result in false positives)
- Click on **Save**

## Virus

You can configure WebMail to handle email containing viruses according to your preferences.

### Turning Virus Filtering On or Off

- At **Virus Scanning Level**, select:
  - ◇ **Normal** to turn on virus filtering
  - ◇ **Disabled** to turn virus filtering off
- Click on **Save**

### Modifying Your Virus Filter Settings

Specify what you want to happen to email messages containing viruses:

- Choose from:
  - ◇ **Delete message immediately** (you will never be able to review messages that contain viruses)
  - ◇ **Block message into Quarantine** (you will be able to view the content but cannot open any attachments that contain a virus)
- Click on **Save**

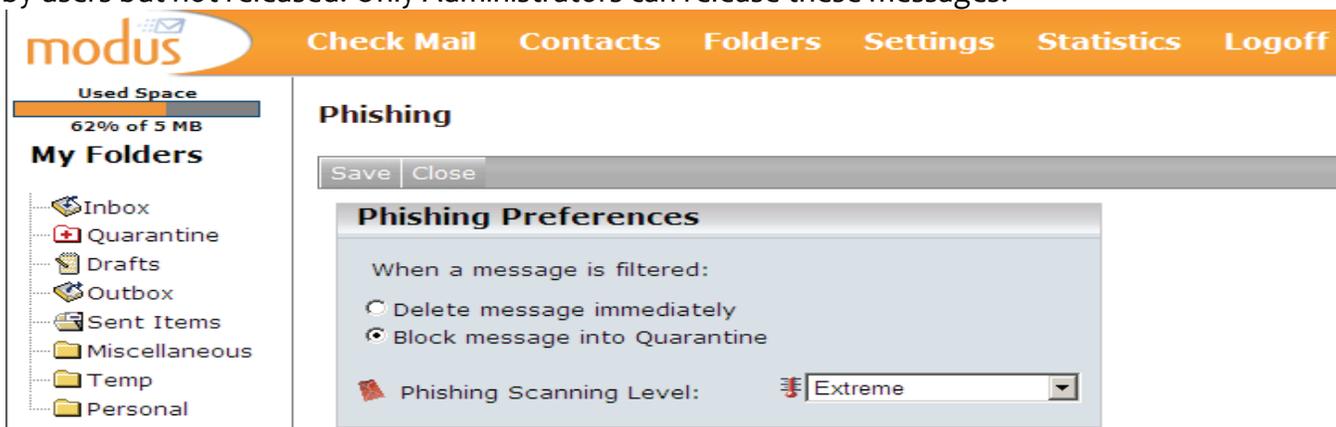
### Modifying Virus Notification Settings

This feature will send notification messages when email contains a virus. Use this feature with caution because viruses are spread by hijacking email addresses found in victims' address books. Therefore, the sender's address listed in the From: field may not be the actual sender of the message.

- Choose from:
  - ◇ Sender receives notification to advise senders that they sent an email message containing viruses
  - ◇ Recipient receives notification to advise recipients that they have an email message containing a virus in their Quarantine
- Click on **Save**

## Phishing

WebMail manages mail with phishing content as it does viruses. Messages can be quarantined or deleted by users but not released. Only Administrators can release these messages.

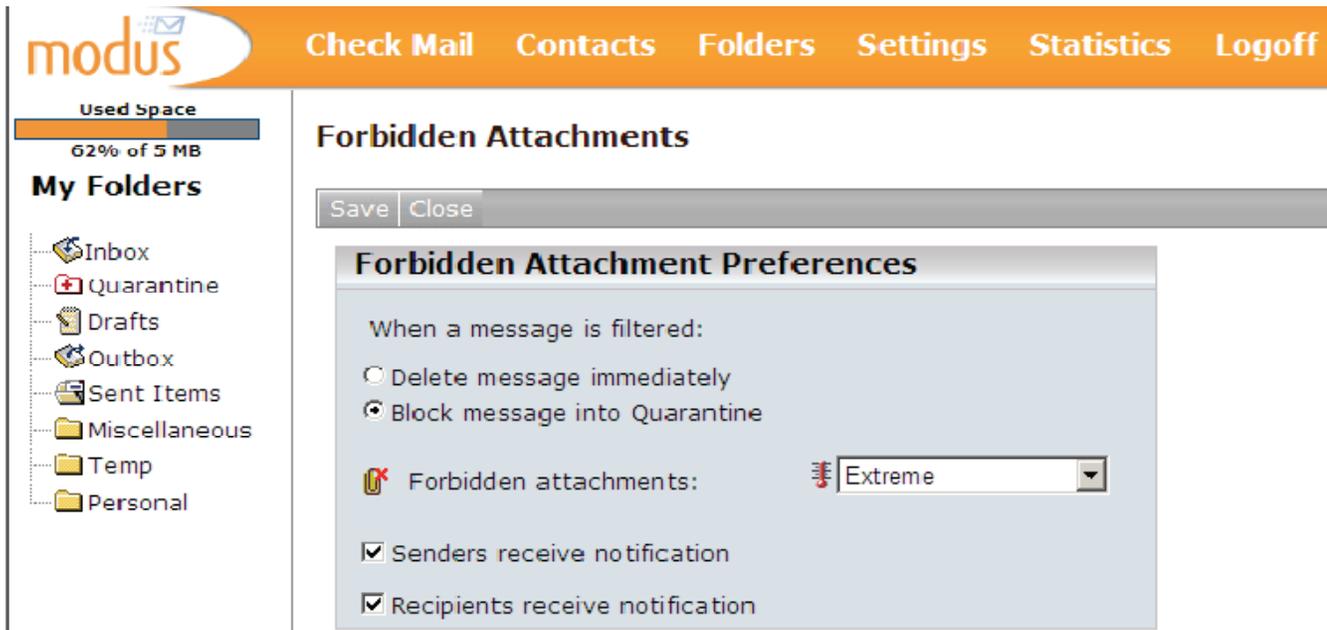


The screenshot shows the Modus WebMail interface. At the top, there is an orange navigation bar with the following links: **Check Mail**, **Contacts**, **Folders**, **Settings**, **Statistics**, and **Logoff**. On the left side, there is a sidebar with the **modus** logo and a **Used Space** indicator showing 62% of 5 MB. Below this is a **My Folders** list containing: **Inbox**, **Quarantine**, **Drafts**, **Outbox**, **Sent Items**, **Miscellaneous**, **Temp**, and **Personal**. The main content area is titled **Phishing** and contains a **Save** and **Close** button bar. Below this is a **Phishing Preferences** dialog box with the following options:

- When a message is filtered:
  - Delete message immediately
  - Block message into Quarantine
- Phishing Scanning Level: **Extreme** (selected from a dropdown menu)

## Forbidden Attachments

A forbidden attachment is a file type that could pose risks to the system. For example, a file with a “.vbs” extension is commonly used to spread computer viruses via email. Forbidden Attachments are defined by the email administrator.

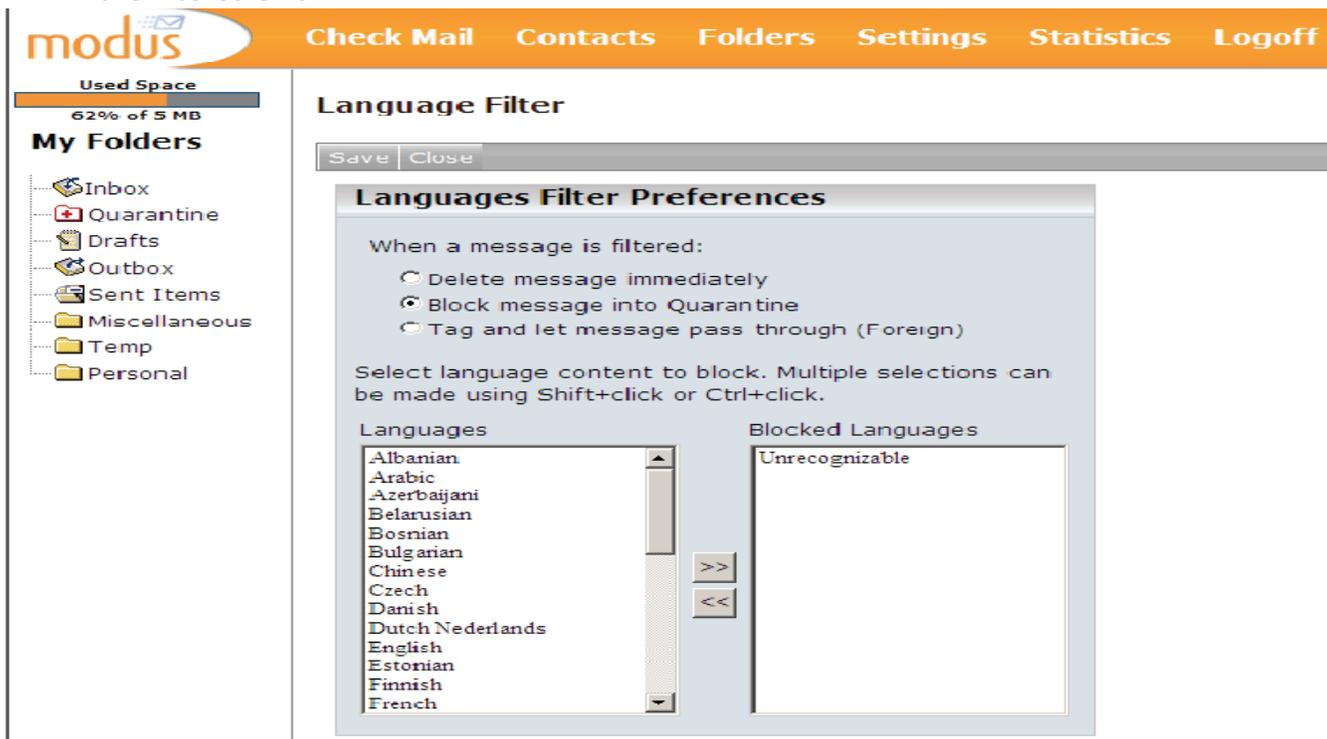


The screenshot shows the Modus web interface. At the top, there is a navigation bar with links: Check Mail, Contacts, Folders, Settings, Statistics, and Logoff. On the left side, there is a sidebar with a 'Used Space' indicator showing 62% of 5 MB and a 'My Folders' list including Inbox, Quarantine, Drafts, Outbox, Sent Items, Miscellaneous, Temp, and Personal. The main content area is titled 'Forbidden Attachments' and contains a 'Save' and 'Close' button. Below this is a 'Forbidden Attachment Preferences' dialog box. The dialog box has the following options:

- When a message is filtered:
  - Delete message immediately
  - Block message into Quarantine
- Forbidden attachments:
- Senders receive notification
- Recipients receive notification

## Language Filter

From the settings menu, select the foreign languages to block and configure what will happen to the filtered email.



The screenshot shows the Modus web interface. At the top, there is a navigation bar with links: Check Mail, Contacts, Folders, Settings, Statistics, and Logoff. On the left side, there is a sidebar with a 'Used Space' indicator showing 62% of 5 MB and a 'My Folders' list including Inbox, Quarantine, Drafts, Outbox, Sent Items, Miscellaneous, Temp, and Personal. The main content area is titled 'Language Filter' and contains a 'Save' and 'Close' button. Below this is a 'Languages Filter Preferences' dialog box. The dialog box has the following options:

- When a message is filtered:
  - Delete message immediately
  - Block message into Quarantine
  - Tag and let message pass through (Foreign)
- Select language content to block. Multiple selections can be made using Shift+click or Ctrl+click.
- Languages: A list box containing Albanian, Arabic, Azerbaijani, Belarusian, Bosnian, Bulgarian, Chinese, Czech, Danish, Dutch Netherlands, English, Estonian, Finnish, and French.
- Blocked Languages: A list box containing Unrecognizable.

## Modifying your Language Filter Settings

- Choose from:
  - ◇ Delete message immediately
  - ◇ Block message into Quarantine
  - ◇ Tag and let message pass through (delivered to your Inbox with a message in the subject line identifying it as possible foreign language spam)

## Selecting Language Content to Block

- Click on » to add a language to the Blocked Languages list
- Click on « to remove language from the Blocked list

## Trusted and Blocked Senders Lists

You can add and manage email addresses and domains in your **Trusted and Blocked Senders Address Lists**.

### Adding Addresses and Domains to Your Trusted List

- From **Email Filtering**, select **Trusted Senders**
- In the **Email:** field, enter an email address (e.g. *Jeff@abc.com*)
- In the **Domain:** field, enter a domain name (e.g. **abc.com**)
  - ◇ Email addresses from *abc.com* will always be delivered to your Inbox (unless you have specific email addresses from this domain in your Blocked Senders List)
- Click on **Add**
- To delete an entry, click the check mark box for the address and click on **Delete**

### Adding Addresses to Your Blocked List

- From **Email Filtering**, select **Blocked Senders**
- In the **Email:** field, enter an email address (e.g. *Jeff@abc.com*)
- In the **Domain:** field, enter a domain name (e.g. *abc.com*)
  - ◇ All email addresses from *abc.com* will always be blocked (unless you have specific email addresses from this domain in your Trusted Senders List)
- Click on **Block** to add the email address to your Blocked List (email from this address will be automatically Quarantined or deleted, depending on the settings you or the administrator has chosen)
- To delete an entry, click the check mark box for the address and click on **Delete**

## Managing Your Blocked Senders List

You can also set preferences for your Blocked Senders List and how WebMail handles mail from the list.

modus **Check Mail** **Contacts** **Folders** **Settings** **Statistics** **Logoff**

Used Space  
62% of 5 MB

**My Folders**

- Inbox
- Quarantine
- Drafts
- Outbox
- Sent Items
- Miscellaneous
- Temp
- Personal

### Blocked Senders

The e-mail address or domain name has been added.

Close

#### Preferences Save

When a message is received from a Blocked Sender:

- Delete message immediately
- Block message into Quarantine
- Tag and let message pass through (SPAM)

#### Add a sender Add

Email:

Domain:

Changes made to your Blocked Senders List may take a few minutes to take effect.

2 Blocked Senders

<input type="checkbox"/>	Blocked Senders List	<span>Delete</span>
<input type="checkbox"/>	name@domain.com	
<input type="checkbox"/>	*@domain.com	

- At **Preferences**, choose from:
  - ◇ **Delete message immediately**
  - ◇ **Delete message into Quarantine**
  - ◇ **Tag and let message pass through** (delivered to your Inbox with a message in the subject line identifying it as coming from a blocked sender)

## Quarantine Reports

You can modify the settings for your Quarantine Report or opt not to receive one.

**Quarantine Reports**

Save Close

**Quarantine Report Preferences**

Set Report Schedule: Generate Report Now

Never send report

Send every   on

From :  To

Select Report:

Select Report Contents:

All quarantined items  Only new items since last report

Select items to be reported:

Spam  Viruses

Phishing (Fraud)  Forbidden Attachments

Statistics

Spam probability levels:

Low = messages that need your attention

Medium = good probability of Spam

High = very high probability of Spam

Show these message details in report:

File Types (e.g. spam type, virus & attachment names)

Date  From  Size  Expiry

### Modifying your Quarantine Report Settings

The following settings can be modified:

- Set Report Schedule
  - ◇ Never send report
  - ◇ Send every and use the pull-down menu to select the frequency of the report (in days)
- Select Reports:
  - ◇ If your email administrator has created Quarantine Report themes, you can select them with this setting
- Set Report Content:
  - ◇ Select to receive All quarantine items or Only new items since last report
- Select items to be reported:
  - ◇ Spam, Phishing, Statistics, Viruses, Forbidden Attachments
  - ◇ Statistics provide mail totals for the previous 7 days

- Spam probability levels (display messages that may likely be considered False Positives):
  - ◊ Low = messages need your attention
  - ◊ Probably spam but may contain false positives
  - ◊ Medium = good probability of spam
  - ◊ Good probability of spam
  - ◊ High = very high probability of spam
  - ◊ Most likely spam
- Show these message details in report (as column headings):
  - ◊ Select from:
  - ◊ File Types (e.g. spam types, phish, virus, attachment types), Date, From, Size and Expiry

## Auto-Reply

You can create an email message that will automatically be sent in response to any message you receive. This can be useful when you are unable to check your messages for an extended period of time (e.g. vacation). You can also restrict the auto-reply message to particular situations.

The screenshot displays the Modus web interface. At the top, there is an orange navigation bar with the following links: **Check Mail**, **Contacts**, **Folders**, **Settings**, **Statistics**, and **Logoff**. The Modus logo is on the left. Below the navigation bar, a sidebar shows 'Used Space' as 62% of 5 MB and 'My Folders' with icons for: Inbox, Quarantine, Drafts, Outbox, Sent Items, Miscellaneous, Temp, and Personal. The main content area is titled 'Auto-Reply' and features a 'Save' and 'Close' button. Below this is the 'Auto-Reply Settings' section, which includes the following options:

- Enable Auto-Reply
- Enable Trusted mode in auto-reply message
- Reply only if original message is sent to me
- Reply only once to each sender
- Include original message in auto-reply

Under the heading 'Do not reply to', there are two input fields:

- email addresses: [input field]
- mailing list addresses: [input field]

Below these is another input field for 'Reply sent from:'. At the bottom, there is a text area for the 'Message:' with the following text: 'I am currently out of the office but will return tomorrow.'

## Enabling Auto-Reply

Click the check mark box to enable (or disable) the auto-reply feature and click on Save.

## Creating an Auto-Reply

You can specify if an auto-reply message is to be sent once to each email address and if the auto-reply message is to include the text of the original message or not. You can also enter the email address that should be used to send the auto-reply.

- Reply only if original message is sent to me
  - ◇ Use this option if you want to use auto-reply only when your email address appears in the To: field of the original message
  - ◇ Use this option if you do not want an auto-reply sent from an alias you created for your primary email address
- Reply only once to each sender
  - ◇ Use this option if you want the auto-reply to be sent to each address once only
  - ◇ This option is highly recommended. Include original message in auto-reply
  - ◇ Use this option if you want the sender's original message to be included in your auto-reply
- Do not reply to
  - ◇ At Email addresses, enter the email addresses to whom an auto-reply message will never be sent
  - ◇ At Mailing lists, enter the name of the mailing lists to which an auto-reply message will never be sent
  - ◇ It is recommended that you use this if you are a member of a mailing list
- Reply sent from
  - ◇ Enter the email address you want to use to send the auto-reply (e.g. an alias)
  - ◇ Leave this field blank if you want to use your WebMail address
  - ◇ Do not use an external email account address in this field as mail may not be delivered
- Message
  - ◇ Enter the message that will be used for every auto-reply
  - ◇ E.g. *I am currently away from the office but will return on Monday.*
  - ◇ This message will always appear in plain text format

## Glossary

- Alias - An alternative name for a mailbox (not a forwarding address). Example: mail can be sent to John.Smith@abc.com or the alias Johnny@abc.com.
- Auto-Reply - An email message that is automatically sent in response to email received.
- BCC – Blind Carbon Copy. Recipient(s) in this list on an email are not displayed and are not visible to the direct or carbon-copied recipient(s) of an email.
- Blacklists - See *Blocked List*
- Blocked List - List of email addresses or domains from which messages are not accepted.
- Browser - Application that allows you to access the World Wide Web. Examples are Microsoft Internet Explorer, Netscape Navigator, Mozilla Firefox, Opera and Safari.
- CC - (Carbon Copy or Courtesy Copy) Carbon Copy. CCd recipients of an email message are not the main recipients of the message and their involvement is usually for informational purposes only.
- Catch Rate - Measures the efficiency of a Spam solution. The calculation used is:  $(\# \text{ of Spam messages caught} \div \# \text{ of total Spam messages}) \times 100$
- Content Filtering - Email scanning of plain text for key phrases and the percent of HTML, images and other indications that the message is spam.
- Domain - A group of computers on a network that share a common address (e.g. abc.com).
- False Negative - Spam that has not been detected by a spam solution and is delivered to your Inbox as legitimate email.
- False Positive - Occurs when legitimate mail is incorrectly identified by a spam solution and is not delivered to a mail inbox.
- Header - Can be thought of as the envelope of a message, containing the address of the sender and recipient, subject, date sent, etc. Essentially, it contains information about the path the email message took to get to your Inbox.
- ISP - Internet Service Provider. A company that provides access to the Internet.
- Phishing - A scam that uses spam to deceive people into disclosing their credit card numbers, bank account information, passwords and other sensitive information. Phishers often masquerade as trustworthy or well-known businesses.
- Quarantine - Mail that has been blocked because of suspicious content, viruses or forbidden attachments.
- Quarantine Report - A report of the email messages that have been quarantined because of suspicious content, viruses or forbidden attachments.
- Server - A computer that provides services to other computers. Examples include mail servers (access to email software) and Web servers (access to Internet).
- Spam - Unsolicited, bulk email. Also known as junk mail.
- Spoof - In the context of network security, a spoofing attack is a situation in which a person or program successfully masquerades as another by falsifying data. An example is phishing, where phishers spoof legitimate Web pages (such as a bank's).
- Trusted Sender List - List of email addresses or domains from which all messages are accepted, unless the message contains a virus threat.
- Virus - Any piece of code that replicates and executes itself. Viruses usually deliver a piece of malicious code that carries out a destructive operation on the host machine.
- Whitelists - See *Trusted List*