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your outsourced insider

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End User Guide

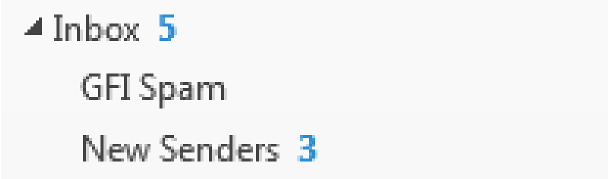
GFI Mail Essentials 2015 (Anti-Spam)

> “GFI Mail Essentials is an anti-spam solution which places spam-management firmly in the hands of the end user. The intuitive filtering deflects suspicious emails away from the user’s inbox, and safely into a sub folder - enabling a more controlled method of spam management.”

Summary

GFI is an intuitive ‘filtering service’ which deflects any suspicious email away from the users Inbox, and into a separate sub-folder beneath the inbox.

The sub-folders of your INBOX will resemble the following:



◢ Inbox 5
GFI Spam
New Senders 3

(note. some users may only see one of the above sub folders. This is normal, and just implies that GFI has not yet needed to create this sub folder for that particular user).

By delivering emails into these sub folders (instead of your inbox), each user has the opportunity to do the following:

a) Deflect Spam from hitting the Inbox
b) Mass delete Spam items
c) Create your own Whitelist and Blacklist

Viewing your Emails

All emails are scanned by GFI the moment they arrive into the building. The first thing GFI does is determine who the email is for. The second is to decide which folder each email is most ‘fitting’ between the following 3 folders:

> INBOX
GFI SPAM (sub folder of inbox)
NEW SENDERS (sub folder of inbox)

Tip. Click the ARROW to the left of INBOX in order to expand and collapse these sub folders.

Where does my Spam go now?

GFI will determine which of the three folders to deliver each email too, based on the following rules:-

INBOX = trusted / whitelisted emails only
SPAM = untrusted / blocklisted emails and any other content GFI suspects is spam
NEWSENDERS = items not in whitelist or blocklist, and not likely to be spam

By default, GFI does not delete spam automatically (though this can be configured very quickly if so desired – please contact Serendipiti to arrange this).

Whitelisted items (arrive in Inbox)

If you send an email, GFI will see this as a whitelist item. When that person replies, GFI will automatically present the item to your inbox. You can also manually create your own whitelist (instructions below).

Blocklist items (arrive in GFI Spam)

GFI is already configured to recognize some of the most common spam items based on keywords, like “Viagra”. If an email is received that GFI knows is traditional spam, it will be placed in your GFI SPAM folder. From time to time however, GFI may get it wrong – so if you find an email that you trust, you can simply DRAG it to your inbox. If desired, you could manually add this sender to your whitelist.

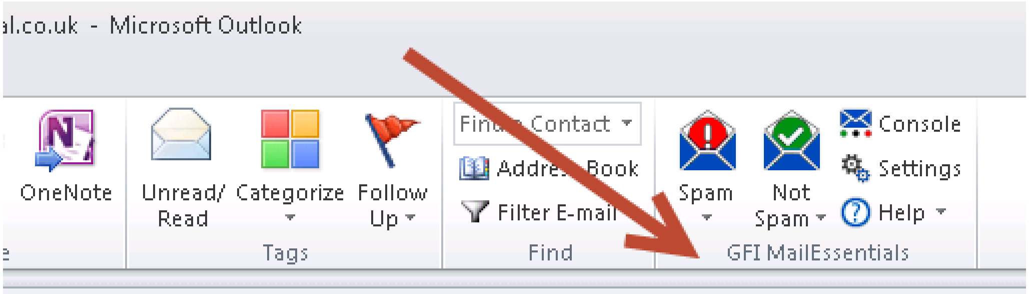
You can also manually create your own blacklist (instructions below).

New Sender Items (Arrive in New Senders)

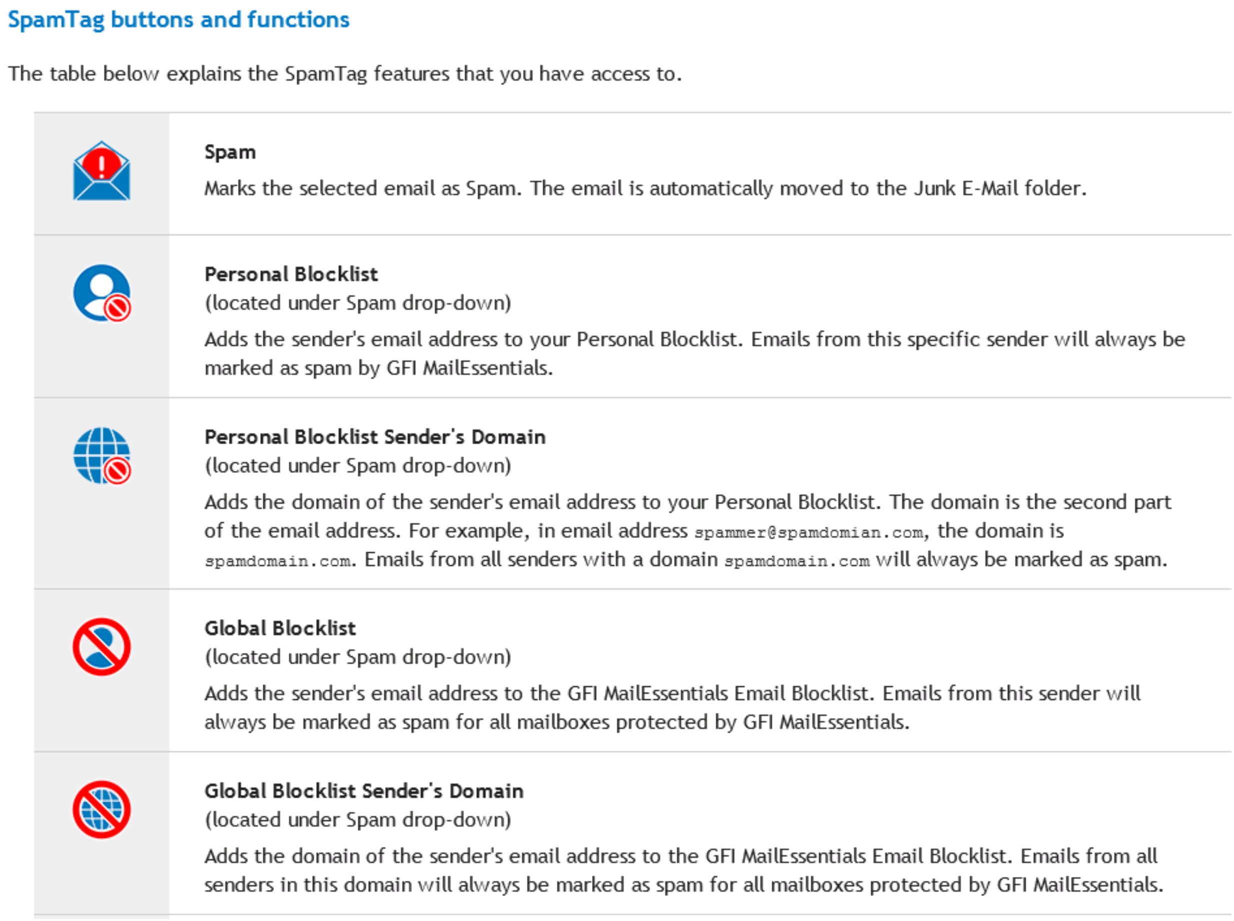
If an email is received that does not appear to be spam, but the user has never emailed this sender nor added that sender to the blocklist of whitelist, then GFI will drop the email into “new senders”. The idea is to make you – the recipient, aware that this item should be examined a little more closely before trusting it, or its contents.

Spamtag Button

On the HOME Tab of Outlook, you will see a new Toolbar called “GFI Mail Essentials”:-



Use the SPAM and NOT SPAM buttons to “train” GFI on what is and isn’t spam.



SpamTag buttons and functions

The table below explains the SpamTag features that you have access to.

	Spam Marks the selected email as Spam. The email is automatically moved to the Junk E-Mail folder.
	Personal Blocklist (located under Spam drop-down) Adds the sender's email address to your Personal Blocklist. Emails from this specific sender will always be marked as spam by GFI MailEssentials.
	Personal Blocklist Sender's Domain (located under Spam drop-down) Adds the domain of the sender's email address to your Personal Blocklist. The domain is the second part of the email address. For example, in email address `spammer@spamdomian.com`, the domain is `spamdomain.com`. Emails from all senders with a domain `spamdomain.com` will always be marked as spam.
	Global Blocklist (located under Spam drop-down) Adds the sender's email address to the GFI MailEssentials Email Blocklist. Emails from this sender will always be marked as spam for all mailboxes protected by GFI MailEssentials.
	Global Blocklist Sender's Domain (located under Spam drop-down) Adds the domain of the sender's email address to the GFI MailEssentials Email Blocklist. Emails from all senders in this domain will always be marked as spam for all mailboxes protected by GFI MailEssentials.

Not Spam

Marks the selected email as Safe. If the email is in the Junk or other spam folder, it is automatically moved to the Inbox.

Personal Whitelist

(located under Not Spam drop-down)

Adds the sender's email address to your Personal Whitelist and you will always receive emails from this sender.

Personal Whitelist Sender's Domain

(located under Not Spam drop-down)

Adds the domain of the sender's email address to your Personal Whitelist. The domain is the second part of the email address. For example, in email address `sender@safedomian.com`, the domain is `safedomain.com`. You will always receive all emails from all senders with a domain `safedomain.com`.

Global Whitelist

(located under Not Spam drop-down)

Adds the sender's email address to the GFI MailEssentials Whitelist. Emails from this sender will always be marked as safe for all mailboxes protected by GFI MailEssentials.

Global Whitelist Sender's Domain

(located under Not Spam drop-down)

Adds the domain of the sender's email address to the GFI MailEssentials Whitelist. Emails from all senders in this domain will always be marked as safe for all mailboxes protected by GFI MailEssentials.

Discussion List

(located under Not Spam drop-down)

The selected email is marked as a discussion list\newsletter.

Other Options

Console

From the GFI MailEssentials console you can review:

- **Quarantined emails:** in some cases the administrator configures GFI MailEssentials to store spam emails in a quarantine database. You can review quarantined emails from the User Console.
- **Personal Whitelist:** open your personal list of safe email addresses and domains.
- **Personal Blocklist:** open your personal list of email addresses and domains that are always marked as spam.

Settings

In the **Login** tab configure the following options:

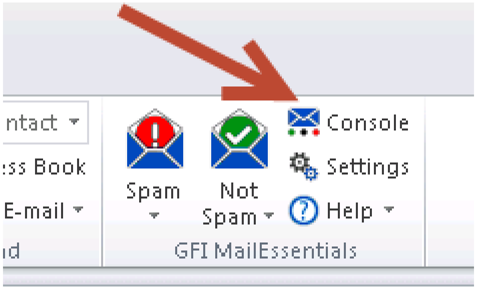
- **My login credentials:** Key in your account credentials. Typically, these are the same credentials used to access your mailbox.
- **GFI MailEssentials URL:** The URL to access GFI MailEssentials. Consult with your administrator to determine your network's GFI MailEssentials URL.

In the **Language** tab you can change the language of SpamTag.

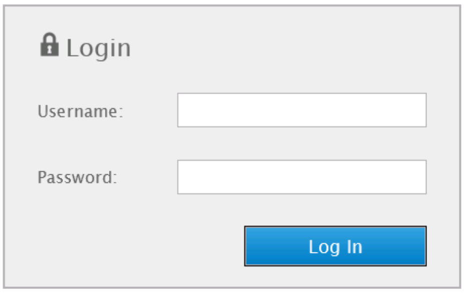
Managing your own Whitelist & Blocklist

It is not crucial that you manage your own lists, as GFI will do it all for you. However, if you find GFI has treated something as trusted, when it should be blacklisted (or vice-versa) then you should enter that address in your own list to avoid GFI making this mistake twice.

To access the Console, click the CONSOLE button on the Outlook toolbar:



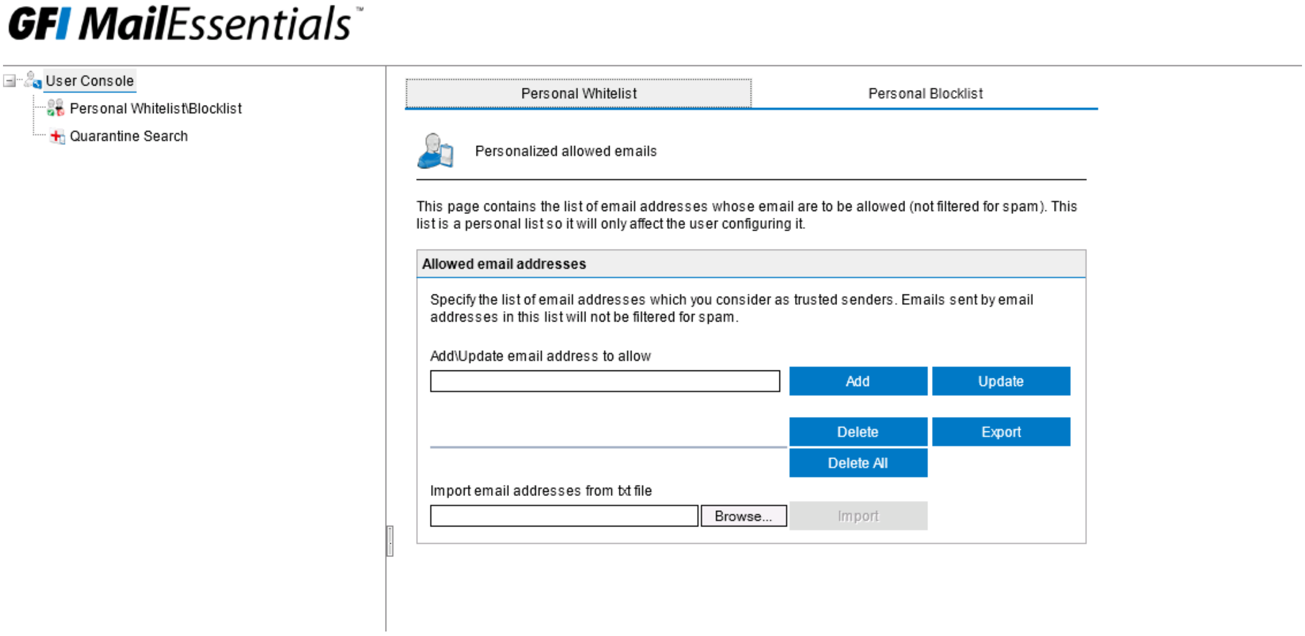
The following login screen will appear:



Enter your network username & password (ie. The same username & password you log into your PC or laptop with).

Click LOGIN

You will now see your USER CONSOLE:



This page contains the list of email addresses whose email are to be allowed (not filtered for spam). This list is a personal list so it will only affect the user configuring it.

Allowed email addresses

Specify the list of email addresses which you consider as trusted senders. Emails sent by email addresses in this list will not be filtered for spam.

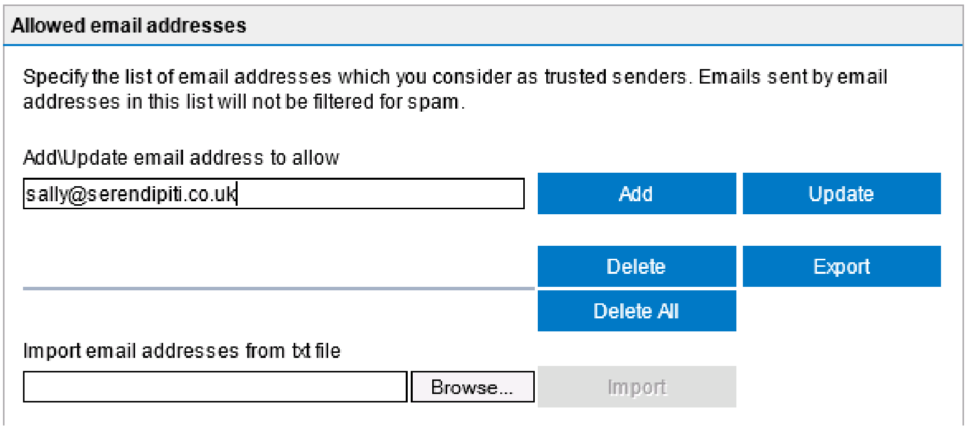
Add\Update email address to allow

Import email addresses from txt file

From the LEFT-HAND column, click the + next to “user console”

Click PERSONAL WHITELIST\BLOCKLIST.

Enter the desired email address of the sender you trust (example below):



Allowed email addresses

Specify the list of email addresses which you consider as trusted senders. Emails sent by email addresses in this list will not be filtered for spam.

Add\Update email address to allow

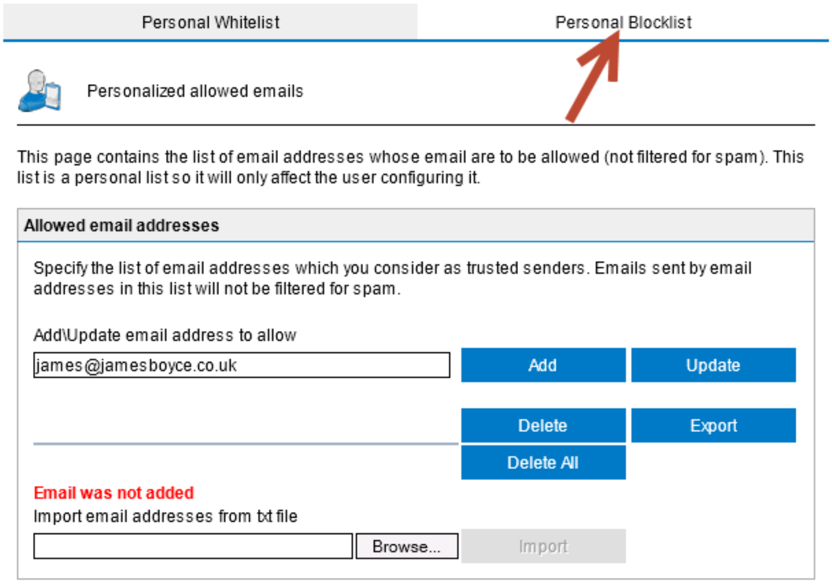
sally@serendipiti.co.uk

Import email addresses from txt file

CLICK ADD

Repeat these steps for all other email addresses you wish to add.

To switch to the PERSONAL BLOCKLIST, click the tab shown below:



This page contains the list of email addresses whose email are to be allowed (not filtered for spam). This list is a personal list so it will only affect the user configuring it.

Allowed email addresses

Specify the list of email addresses which you consider as trusted senders. Emails sent by email addresses in this list will not be filtered for spam.

Add\Update email address to allow

james@jamesboyce.co.uk

Email was not added

Import email addresses from txt file

You will see "blocked email addresses".

Enter the desired email address of the sender you wish to blocklist

Click ADD

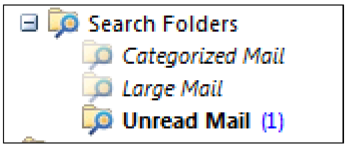
Repeat these steps for all other email addresses you wish to add.

Recommended Outlook Feature for use with GFI

The simplest way to monitor all the entire contents of your inbox and sub spam folders is to use "**unread mail**" feature of Outlook (2003, 2007, 2010 & 2013). This feature monitors ALL unread messages, including those in your Inbox and all spam folders.

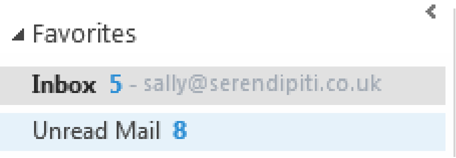
This is not a GFI feature, but a feature provided with Outlook.
However, we have included it here as this feature is particularly useful when managing multiple sub-folders of an inbox.

To access the "unread messages" option, click "**search folders**" from within your Outlook Mailbox:

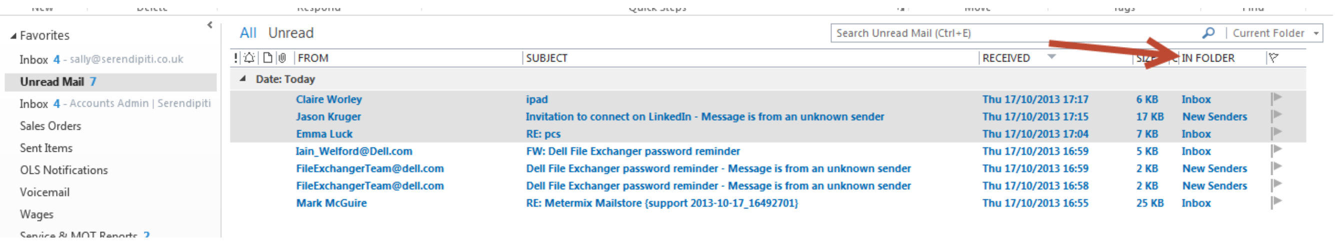


Right Click on "**Unread Mail**" and select "**Add to Favourites**"

This folder will then appear in your FAVOURITES window (top left of Outlook):-



Note. The 'unread mail' feature is not a physical folder – it is simply a filter that displays all unread email no matter what folder the emails are located in.   To determine WHERE each unread email is actually located when browsing the unread email folder, use the "in folder" column:



FROM	SUBJECT	RECEIVED	SIZE	IN FOLDER
Date: Today				
Claire Worley	ipad	Thu 17/10/2013 17:17	6 KB	Inbox
Jason Kruger	Invitation to connect on LinkedIn - Message is from an unknown sender	Thu 17/10/2013 17:15	17 KB	New Senders
Emma Luck	RE: pcs	Thu 17/10/2013 17:04	7 KB	Inbox
Iain_Welford@Dell.com	FW: Dell File Exchanger password reminder	Thu 17/10/2013 16:59	5 KB	Inbox
FileExchangerTeam@dell.com	Dell File Exchanger password reminder - Message is from an unknown sender	Thu 17/10/2013 16:59	2 KB	New Senders
FileExchangerTeam@dell.com	Dell File Exchanger password reminder - Message is from an unknown sender	Thu 17/10/2013 16:58	2 KB	New Senders
Mark McGuire	RE: Metermix Mailstore {support 2013-10-17_16492701}	Thu 17/10/2013 16:55	25 KB	Inbox

Mass-deletion of Spam

Delete emails from the Spam folders is the same way as you would delete emails from any folder. The delete routine can be performed in any manner of ways:

a) Whilst browsing your “unread mail” – delete any messages you recognize as spam

b) Examine each spam folder separately. If all are spam, use CNTRL+A to select them all, then press DELETE on the keyboard.

Transferring Spam to your Inbox

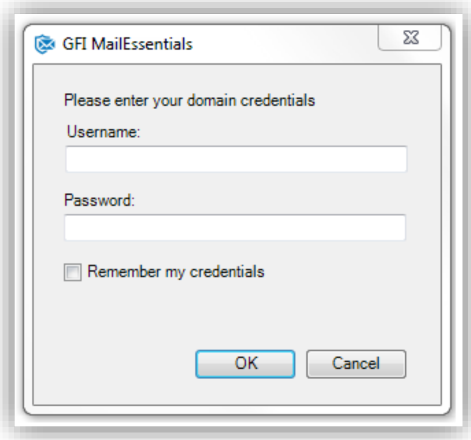
If an email has arrived in a spam folder that you wish to have in your inbox - you may relocate it directly to your inbox in one of two ways:

From your Inbox, right-click the email, click MOVE TO FOLDER and select your INBOX from the list.

From your INBOX, left-click on the email, and DRAG to your Inbox

Troubleshooting

Issue: GFI prompts for a username & Password when launching Outlook, or Spam/NotSpam buttons are greyed out.



Please enter your domain credentials

If you receive the above when first opening Outlook, please action as follows:

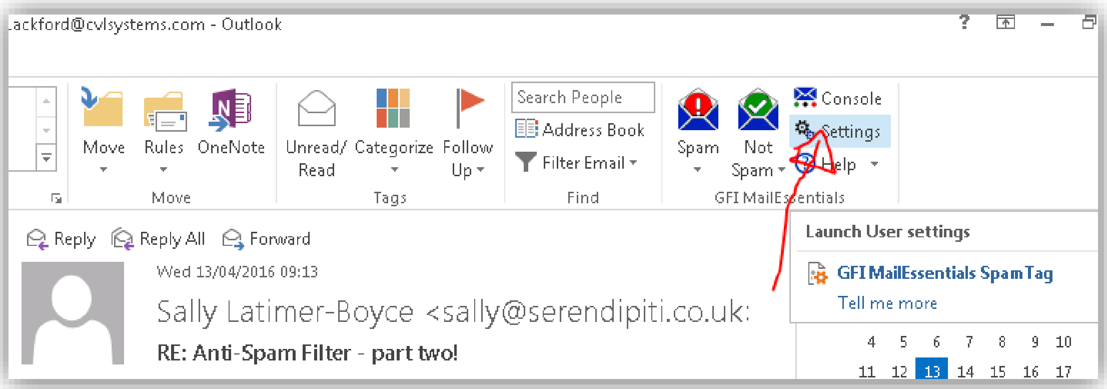
OPTION ONE:

- ➢ Enter the same username & password that you login to your computer with
- ➢ Click OKAY

If this does not work, try the following.

OPTION TWO:

- ➢ Cancel the password prompt box.
- ➢ Open Outlook, and select SETTINGS from the toolbar:

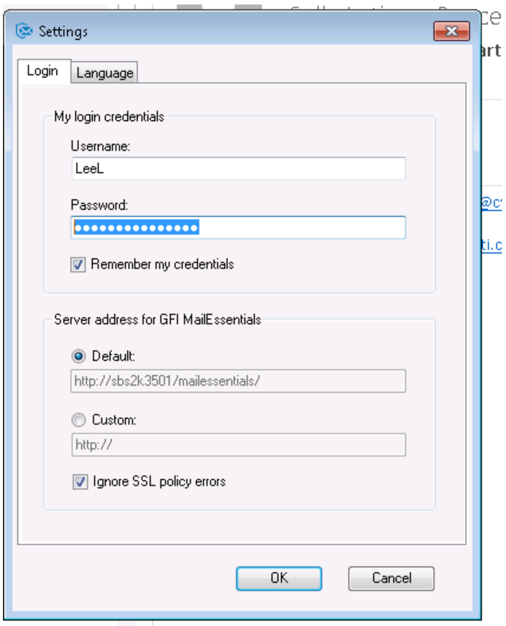


Wed 13/04/2016 09:13

Sally Latimer-Boyce <sally@serendipiti.co.uk:

RE: Anti-Spam Filter - part two!

- In this box, enter the username & password that you login to your computer with



Settings

Login | Language

My login credentials

Username: LeeL

Password: •••••••••••••••

☑ Remember my credentials

Server address for GFI MailEssentials

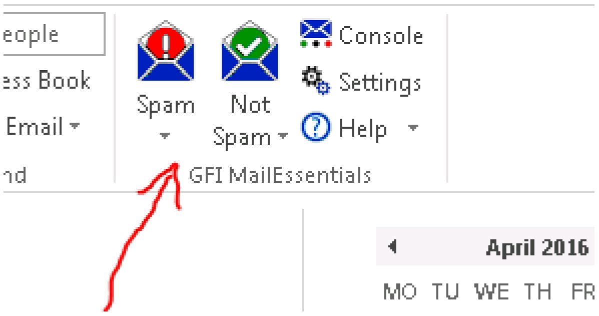
● Default: http://sbs2k3501/mailessentials/

○ Custom: http://

☑ Ignore SSL policy errors

Click OKAY.

This will bring the SPAM & NOT SPAM icons to life, and no further password prompts should appear.



For assistance in using this product, please call

01933 229133

or email sally@serendipiti.co.uk