



VSA E-mail Security



User Guide

Modified 09/30/2009

ABOUT THE JENALY VSA E-MAIL SECURITY SERVICE

Jenaly has partnered with Reflexion Networks to deliver a state of the art e-mail security service for our VSA clients. Reflexion Networks, Inc., based in Woburn, MA, is a leader in the e-mail security services market and has been fully vetted by Jenaly and selected as our sole partner in the delivery of these services.

We are on a first name basis with corporate management and enjoy a highly interactive and mutually supportive working partnership with the team at Reflexion. Through this close working partnership, Jenaly has been able to directly influence the evolution of the service and provide input on features, functionality and the development of enhanced services that we are able to bring to our clients.

Most importantly, the reliability and ease of use of the service are second to none, as is the back end support and response to issues. These are the primary reasons we have partnered with Reflexion for the delivery of the Jenaly VSA E-mail Security service.

This User Guide is meant to help get you acquainted with the service and comfortable using the many features that are available to you.

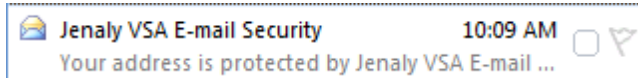
Please take the time to read this guide thoroughly and if you have any questions about the service, please don't hesitate to send your question to help@jenaly.com and we will be glad to spend some time with you familiarizing you with the service.

We hope this service will provide you with productive and secure e-mail, without the nuisance of spam or other e-mail borne threats.

Thank you for being a Jenaly VSA client.

WELCOME MESSAGE

When you are first setup with the Jenaly VSA E-mail Security service, you will receive a welcome message in your Inbox. The image below is how this message will appear:



When you open this message, you will see the following:



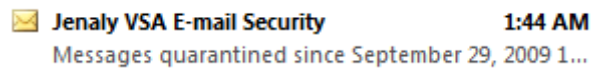
Please take a moment to record your username & password here for future reference if you like:

Your User Name: _____

Your Password: _____

DAILY QUARANTINE MESSAGE

Each day, when messages are trapped by the Jenaly VSA E-mail Security service, you will receive a quarantine message. The message will appear in your Inbox as follows:



When you open the message, you will see a message similar to the following:

From: Jenaly VSA E-mail Security [vsaemailsecurity@jenaly.com] Sent: Wed 9/30/2009 1:44 AM
To: MJ Shoer
Cc:
Subject: Messages quarantined since September 29, 2009 12:00 AM for mshoer@jenaly.com

 **JENALY**
TECHNOLOGY GROUP, INC.

Messages quarantined since September 29, 2009 12:00 AM for mshoer@jenaly.com 24 message(s) [Enter Quarantine](#)
50 blatant spam messages (>90) omitted but remain in the quarantine

From	Subject	Time	Action
listadmin4@partner.beliefnet.com	Learn to Fill Up On Happiness	2:19 AM	Release & Whitelist
compare_mshoer_jenaly.com@mail.software-executive.com	Hosted PBX Buyer's Guide for Small and Midsize Businesses	7:55 AM	Release & Whitelist
atmcard.center@att.net	Our ref: ATM/13470/IDR	8:17 AM	Release & Whitelist
info@adaptivedaedalus.com	Sales Tip: Dealing with Price Objections	10:14 AM	Release & Whitelist
v-cdmebi_cjnekmeco_jhimbmm_jhimbmm_a@bounce.mkt070.com	Finch Club Update - October 2009 ViewSonic launches a new product line!	10:28 AM	Release & Whitelist
v-eamano_bcafadehf_iebiiee_iebiiee_a@bounce.mkt746.com	Two Day Sale-Take 40% Off!	10:52 AM	Release & Whitelist
profilesinternational@en25.com	Last Chance to Download: Aspiring to the Standards of America's Most	11:08 AM	Release & Whitelist

This message will show you all of the messages that have been quarantined over the last 24 hours. You will notice in the right hand column, that you may Release & Whitelist each message. In the event that a valid e-mail is captured in this quarantine, the best way to retrieve the message is to click this option, which will deliver the message through to your Inbox as well as Whitelist the sending address to ensure that future messages will not be captured.

MANAGING INDIVIDUAL MESSAGES

Each message that is delivered to your Inbox will have a Control Panel appended to the bottom. From this Control Panel, you will be able to see the Message Score, which determines whether the message is spam or not, but more importantly, you are able to block the sender or the domain from being delivered to your Inbox or company-wide, which is referred to as enterprise-wide. So to summarize, from the Control Panel if the message is truly spam, you may block future messages to you or to anyone in the company by clicking on the appropriate Block link. An example of the Control Panel follows:

Total Control Panel [Login](#)

To: mshoer@jenaly.com	Message Score: 50	High (60): Pass
From: srs0=37b1zt=fv=...com=reception@yourhostingaccount.com	My Spam Blocking Level: Medium	Medium (75): Pass
		Low (90): Pass

[Block](#) this sender / [Block](#) this sender enterprise-wide
[Block](#) yourhostingaccount.com / [Block](#) yourhostingaccount.com enterprise-wide

This message was delivered because the content filter score did not exceed your filter level.

LOGGING IN

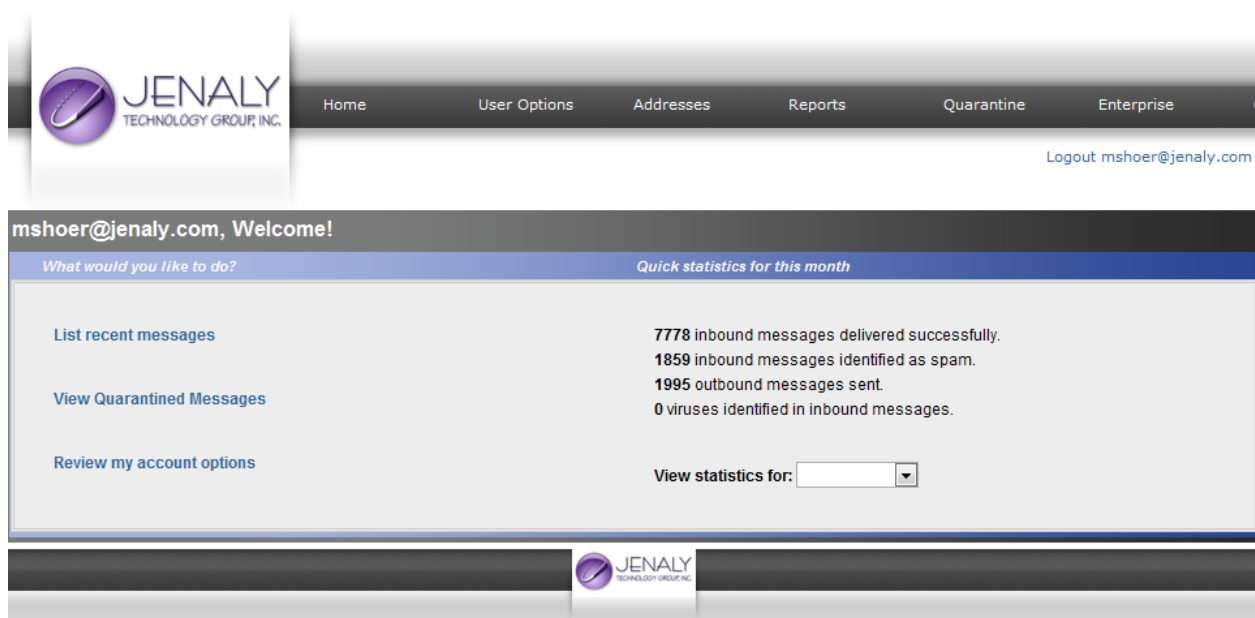
You may also login directly to the Jenaly VSA E-mail Security service by clicking the Login link in the Control Panel or by going directly to <https://asp-9.reflexion.net/login?domain=jenaly.com>. The login screen will appear as follows:

Your username will always be your e-mail address. When you first log in, please check “Remember me on this computer” so that you will not need to enter in your information unless you clear your cookies.

If you forget your password, please click “Forgot Your Password?” and the screen will prompt you to enter your e-mail address, and it will be e-mailed to you.

To change your password, once you have logged in, under User Options, select the password option. You will be prompted to enter your old password, a new password and to confirm it. Select Save when complete.

Jenaly has taken the time to set up your account options. The next screen that you will see is your Home Screen:



From this screen you can view recent mail messages along with statistics for your account.

Before making changes to your account (User Options Tab), please be sure you are comfortable with what you are doing. We strongly encourage you to click the Help & Examples links located throughout the system, to learn more. You may also contact Jenaly for assistance at help@jenaly.com.

ALLOW LIST

Whitelisting allows you to communicate with your current contacts using your primary address. Adding these contacts to your allow list means that these are trusted contacts. Every e-mail address that you send a message to is automatically added to your Allow List. You may also add e-mail addresses to your Allow List by the Release & Whitelist command from your daily quarantine message or directly from the web interface by selecting User Options and then Allow List and New Entry. You may review your Allow List here as well.

PLEASE NOTE: You do NOT want to exempt domains such as AOL, Yahoo, Hotmail, Comcast, Verizon, etc... You only want to exempt the sender!

BLOCK LIST

Similar to the Allow List, the Block List allows you to block e-mail addresses or entire domains from being able to send e-mail to you. If a message reaches your Inbox that should not, you may use the block option within the message Control Panel to add the address to your Block List. You may also add new entries to your Block List by selecting User Options, Block List, New Entry from within the web interface.

PROTECTIVE ADDRESSES

Protective Addresses are based on the principal that two addresses are better than one; three are better than two, etc.

This option allows Jenaly VSA E-mail Security to create unique addresses for your new contacts, or you can use an alias for outbound communications for all new contacts.

ADDRESS ON THE FLY

The Address on the Fly feature allows you to create an address without having to enter it into the system. When giving out your address to someone on the phone or online, you can customize your address with no interaction with the service. Address on the Fly is explained further below.

The format is: user.**anythingyouwant**@domain.com

This is a unique feature of this product to help you give out e-mail addresses safely. For example, if you want to buy something on E-Bay, and it requires an e-mail address for you, you can submit: user.ebay@domain.com, which will always get through unless you block it. You can also do this when you are on the phone with someone such as a friend: user.friend@domain.com. This is a very unique feature that is also very useful. If unwanted e-mails result from disclosing that address, you can stop the original sender from sharing it as well as block the entire address completely.

What should Jenaly VSA E-mail Security do with the messages

This section outlines the User Options, Address & Security Settings that you have available and the default settings we have preconfigured for you in **bold type**.

Whitelisting

This option allows only allowed addresses to send e-mail to you.

Content Filtering

This option allows you to set and manage content levels for acceptable messages that are allowed to be delivered to your inbox.

Spoofing Prevention

This option prevents messages sent from you to you, or similarly formatted messages.

Flag the Subject line and deliver to the inbox:

This option allows for mail determined to be spam to be delivered to your inbox with the subject line modified with a ****Reflected****.

Flag the subject line and deliver to this inbox:

This option is created for an administrator to review the messages deemed as spam with a ****Reflected**** in the subject. The administrator can then release the message to the user's inbox if they believe it is legitimate.

Send a change-of-address request to the sender:

This option does not allow the message into your inbox, and sends a message to the sender with the correct address for that sender to use.

Quarantine and send a challenge/response:

This option is the same as above, allowing the sender an opportunity to have their message delivered, as well as a copy of the message does go into the quarantine folder.

Quarantine only

This option places the message into the quarantine folder.

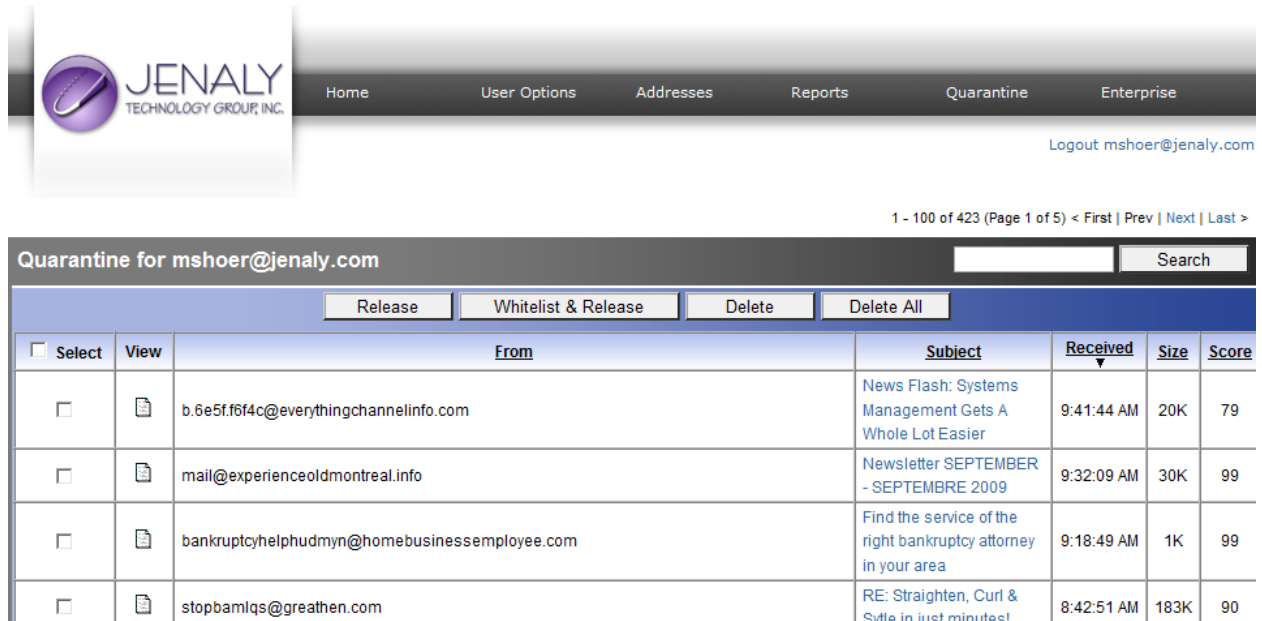
Ignore, no quarantine and no notice

Does just what it says, it deletes the messages that were sent to your primary address and were not on your Whitelist. The only way to see these messages is if you have options checked below to keep copies of blocked messages – you can find your messages that were blocked in your Quarantine Folder.

For the other sections and for further information about the above, please click the Help & Examples link next to each setting.

QUARANTINE FOLDER

To see any messages that have been blocked, as well as other information about your e-mail flow, log into the service as previously described. At the top of the page, you will see a menu bar. One option is **Quarantine**, click on that, and it will bring you to a page that looks similar to this:



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Quarantine for mshoer@jenaly.com

Release Whitelist & Release Delete Delete All

<input type="checkbox"/> Select	View	From	Subject	Received	Size	Score
<input type="checkbox"/>		b.6e5f.f6f4c@everythingchannelinfo.com	News Flash: Systems Management Gets A Whole Lot Easier	9:41:44 AM	20K	79
<input type="checkbox"/>		mail@experienceoldmontreal.info	Newsletter SEPTEMBER - SEPTEMBRE 2009	9:32:09 AM	30K	99
<input type="checkbox"/>		bankruptcyhelpudmyn@homebusinessemployee.com	Find the service of the right bankruptcy attorney in your area	9:18:49 AM	1K	99
<input type="checkbox"/>		stopbamlqs@greathen.com	RE: Straighten, Curl & Style in just minutes!	8:42:51 AM	183K	90

There are two ways to view the message:

1. Click on the subject line and the e-mail will open up in that window. From that page you can release the e-mail into your inbox, whitelist the sender & release the message, or delete one or all.
2. Check the box under select, and either release the messages to your inbox, whitelist & release the message to your inbox, or delete selected items.

Please note that if there is an attachment, you need to release the e-mail to view attachment.

Finally, if you have any questions about using the Jenaly VSA E-mail Security service, please submit your question to help@jenaly.com and we will be glad to assist you.

Thank you again for being our client.