

SEG Cloud Spam Quarantine Management Quick Reference

This Web site lets you manage email messages that have been blocked by the Trustwave SEG Cloud gateway. You can see the subjects and other information about blocked email that is addressed to you. You can unblock any email that you want. You can adjust some settings that affect spam blocking.

Getting to the site:

Open your Internet browser and navigate to the SQM site. The URL varies by region – consult your company email administrator.

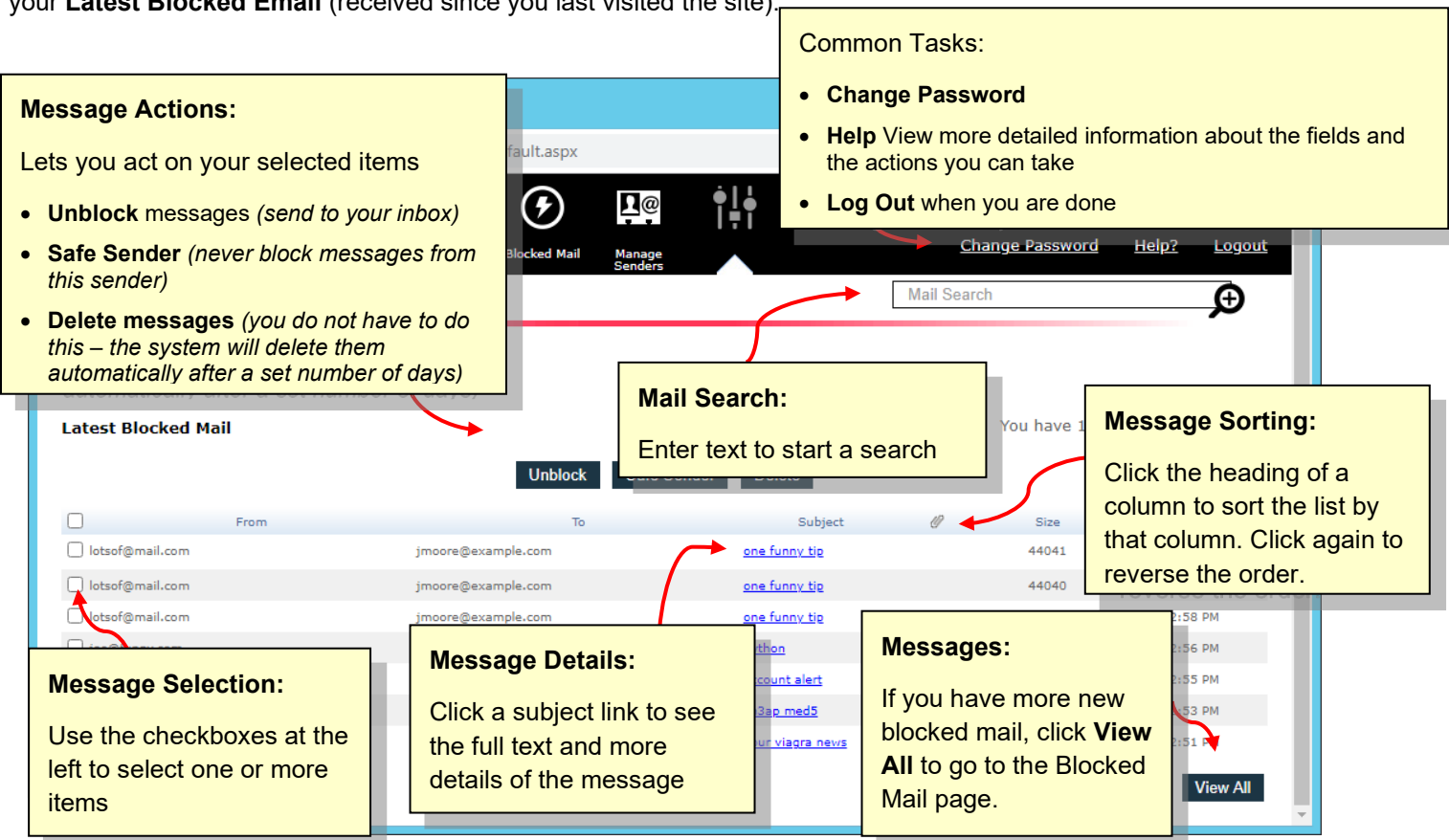
- If SEG Cloud sends you “digest” messages listing blocked mail, they will include a link to this site. Simply click the link.

Logging in:

To start, use an email address to log in. Your administrator may provide you with details, or you may need to register by clicking the link on the login page. If you need to **get a password**, the information will be sent to the email address you specify.

Using the site:

The home page of the site gives a quick graphical summary of blocked messages (if enabled), and allows you to review your **Latest Blocked Email** (received since you last visited the site).



The screenshot shows the user interface of the SEG Cloud Spam Quarantine Management site. It includes a navigation bar with links for 'Blocked Mail', 'Manage Senders', 'Change Password', 'Help?', and 'Logout'. A search bar is located below the navigation. The main content area displays a table of 'Latest Blocked Mail' with columns for 'From', 'To', 'Subject', and 'Size'. A 'View All' button is at the bottom right of the table. Several callout boxes provide instructions on how to use the site's features.

Message Actions:
Lets you act on your selected items

- **Unblock** messages (*send to your inbox*)
- **Safe Sender** (*never block messages from this sender*)
- **Delete messages** (*you do not have to do this – the system will delete them automatically after a set number of days*)

Common Tasks:

- **Change Password**
- **Help** View more detailed information about the fields and the actions you can take
- **Log Out** when you are done

Mail Search:
Enter text to start a search

Message Sorting:
Click the heading of a column to sort the list by that column. Click again to reverse the order.

Message Selection:
Use the checkboxes at the left to select one or more items

Message Details:
Click a subject link to see the full text and more details of the message

Messages:
If you have more new blocked mail, click **View All** to go to the Blocked Mail page.

Blocked Mail:

This page lists all blocked messages

User:
If you are reviewing mail for other users, select a user from this menu

Classification:
Select a classification of blocked message from this menu

Delete all:
If you want to delete all messages in the current view, click the Recycle icon

More Messages:

- Use the [Prev](#), [Next](#), and number links to move between pages of the list (if there is more than one page)
- Sort the list by clicking any column heading

The screenshot shows the 'Blocked Mail' interface with a navigation bar, a search bar, a user selection dropdown (jmoore@example.com), a classification dropdown (All Classifications), and a list of blocked messages. The list includes columns for checkboxes, From, To, Subject, Size, and Date. The first message is from 'lotsof@mail.com' with subject 'one funny tip'. The second message is from 'jmoore@example.com' with subject 'one funny tip'. The third message is from 'jmoore@example.com' with subject 'python'. Navigation links for 'Prev', '1', '2', and 'Next' are visible at the bottom.

Mail Search:

This page allows you to search for messages by the date, subject, and first part of the message text.

User:
If you are reviewing mail for other users, select a user from this menu

Advanced Options:
Toggle this button in the search results to see more search options

Classification:
Select a classification of blocked message from this menu

Dates:
Select starting and ending dates for the search

The screenshot shows the 'Mail Search' interface with a search bar containing 'viagra', a user selection dropdown (jmoore@example.com), a classification dropdown (All Classifications), and date selection fields for 'From Date' and 'To Date'. A 'Search' button is visible. Below the search fields are 'Unblock', 'Safe Sender', and 'Delete' buttons. The search results table shows columns for checkboxes, To, Subject, and Date. The first result is from 'jmoore@example.com' with subject 'your viagra news' and date '2:51 PM'. A 'More' icon is visible in the top right corner of the search results area.

Additional Pages of the SQM Website

Navigate the website using the tabs at the top of any page, or the links at the bottom of any page.

For more information about any page, click **Help**.

Manage Senders:

This page allows you to edit a list of Safe Sender email addresses. SEG Cloud spam rules will never block mail from Safe Senders.

- You can enter an address, or a wildcard entry that matches all addresses in a domain (like `*@example.com`)
- To add an address to a list: enter the address, and then click **Add**.
- To remove an address from the list: select it and then click the **Recycle** icon.
- To edit an address: click the **Edit** icon, make changes, and then click the **Save** icon.

Note: It can take up to 15 minutes for changes to be applied to new email messages.

SEG Cloud keeps safe senders lists for each user. *If you are reviewing email for other users*, you can view and edit their lists by choosing the user from the menu at the top of the page.

User Settings:

This page allows you to customize site display settings, and manage email addresses that belong to you. To manage settings, click one of the tabs at the left:

General Settings:

- Set the site language
- Choose whether you want to view the homepage charts (if enabled for you)
- Choose the site theme (look and feel).
- Set the time zone used to display message times

Delegates:

- Manage a list of other users who can review blocked email addressed to you (if enabled).
- *If you have several email addresses* and you are the only person managing them, use the **Email addresses** feature.

Email Addresses:

- Manage a list of email addresses that belong to you. SEG Cloud will display blocked spam for all these addresses together in the SQM website. You can sort by email address.
- An address can only belong to one user.
- If you need to manage someone else's blocked email, use the **Delegates** feature.

Message Digests:

Digests are periodic lists of blocked messages, sent to you by email. This tab will only display if any digests are optional for you. There could be no digests, and some could be permanently subscribed.

- Subscribe or unsubscribe to digests

Note: The charts, Safe Senders, Delegates, and Digests features might not be available for your organization or for every user. Ask your administrator.