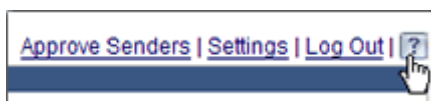




## Welcome to FPB's Email Protection Service

**Use this document to get started.** This *Quick Start* provides an overview of how your email protection service works, as well as information on logging in to Message Center, an overview of what you can do there, and tips for using Message Center.

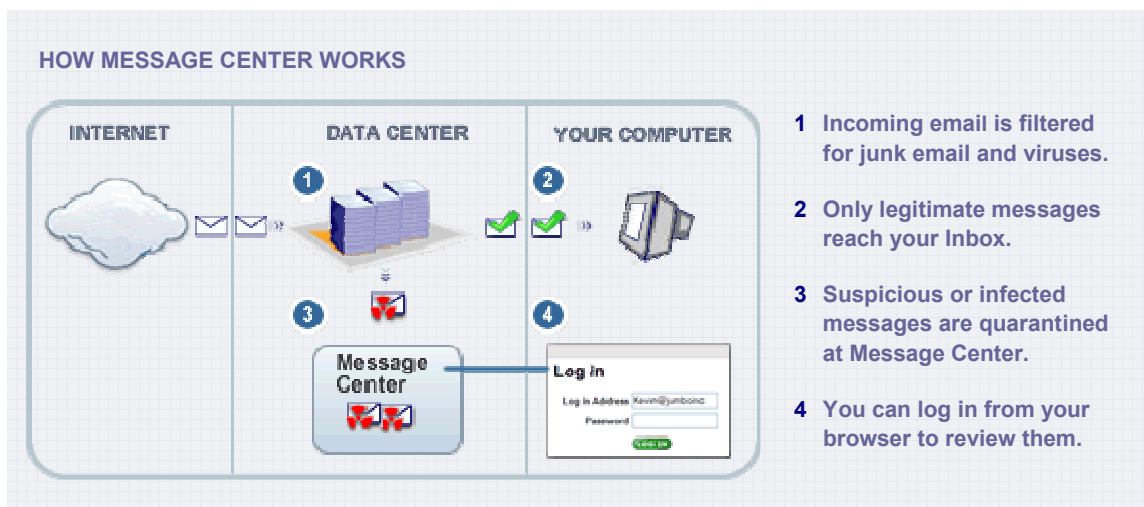
**See the online help for details.** For specific details on using particular settings or controls, log in to Message Center and click the Help button next to the control, or at the top right of the page.



## What Is Message Center?

To prevent unwanted messages from reaching your email inbox, your email protection service filters all incoming email for junk and virus-infected messages, before they reach your inbox. Legitimate messages are delivered to your inbox as usual, but unwanted and potentially harmful messages are diverted and quarantined at your Message Center.

Message Center is located outside our network at the protection service's secure data center. You can visit Message Center to review and retrieve quarantined messages by logging in from any standard Web browser. You will also receive a weekly Quarantine Summary email that lists recently quarantined messages and has a convenient link to Message Center.



## Logging In to Message Center


- 1 In any Web browser, go to <http://login.postini.com>.

Place a bookmark to this location in your Web browser. Or click the link to Message Center in your Quarantine Summary email notification ([see below](#)).

- 2 Log in using your email address, and the password supplied by your administrator. These are both contained in the Welcome email message you received, announcing your new email protection service. (You'll be prompted to change this password the first time you log in.)

USE EXACT CAPITALIZATION  
FOR YOUR PASSWORD

**pup52** does not work if your  
password is really **PUP52**.

 **Remember my Address and Password** To avoid having to log the next time you visit Message Center, check this option in the Message Center login window. Then, when you're done using Message Center, don't click the Log Out link. Just close the browser window. Upon your return, you'll skip the login screen and go straight to your Junk Quarantine.



## What Can I Do Here?

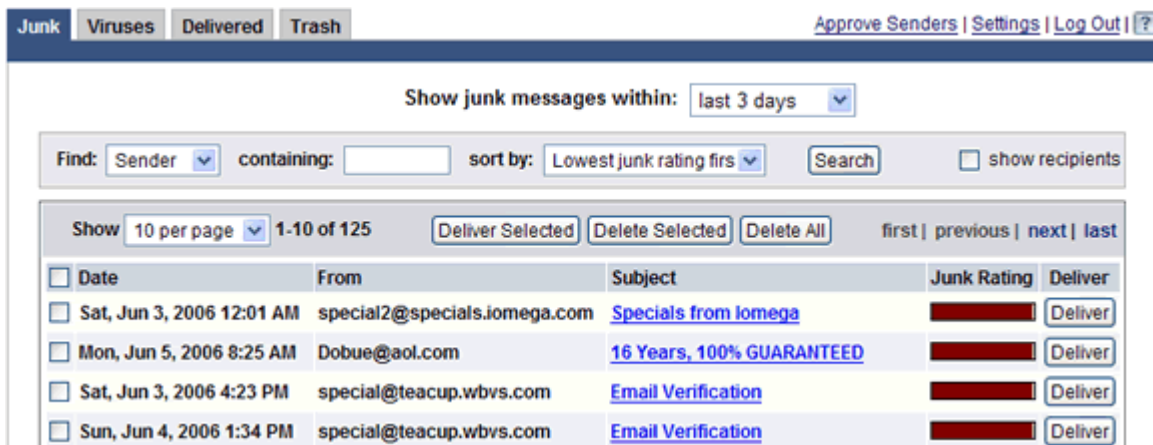
At Message Center, you can review messages quarantined as junk mail, quickly find specific messages, and deliver any valid messages that were falsely quarantined to your inbox.

Depending on privileges granted with your particular service, you might also be able to:

- ◆ Review a list of recently quarantined virus-infected messages.
- ◆ Adjust filter sensitivities to determine how aggressively to filter your email for junk email.
- ◆ Maintain allowed and blocked sender lists for individual senders, domains, and mail lists.
- ◆ Change your password for logging in to Message Center.

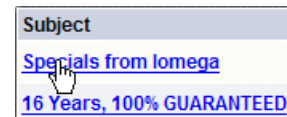
## What Should I Do First?

When you first log in to Message Center, you arrive at the Junk tab. This lists all messages that were recently identified as junk email and therefore quarantined at Message Center, instead of being delivered to your inbox.



## Review Quarantined Junk Email

When Message Center first begins to quarantine your suspicious messages, review messages on your Junk tab for a few days to be sure valid messages aren't falsely quarantined. Click a message's Subject to safely view its contents. In the unlikely event that you find a valid message you want to retrieve, click its corresponding Deliver button to deliver it to your inbox.



## Explore Your Personal Settings

Click the Settings link at the top right of any page to see what personal preferences are available.



## Review Each Page's Online Help

For complete details on using Message Center, click the Help button at the top right of each page for help on that page. Or click the button next to a set of controls, for details about just those controls.



## Tips for Using Message Center

### When to Visit Message Center

If you are just beginning to use the email protection service, or if your junk email filters were recently adjusted, check your Junk Quarantine daily to be sure valid messages aren't being falsely quarantined. Once you determine that filters are working properly, check your Quarantine only if you suspect a particular message might have been falsely sent here.

### If You Receive Too Much Junk Email

Your email protection service blocks 95% of unwanted mail, allowing only a few junk messages to reach your inbox. If more unwanted mail than that is getting through:

- ◆ Adjust your **junk email filters** to a more aggressive setting. (Then visit Message Center regularly for a few days to verify that valid messages aren't being quarantined.)
- ◆ If any other email addresses forward mail to your account, make sure these addresses are *not* on your **Approved Senders** list.

### If Valid Messages Are Quarantined

If too many valid messages are quarantined as junk mail:

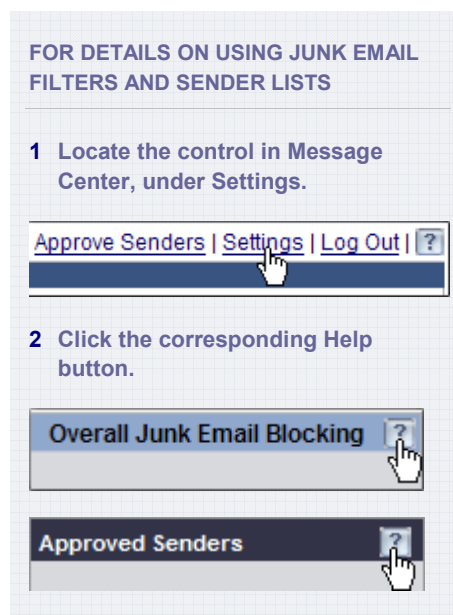
- ◆ Adjust your **junk email filters** to a more lenient setting.
- ◆ Add senders whose messages are regularly getting blocked, to your Approved Senders list.

### When to Use Sender Lists

Depending on your privileges, Message Center might provide sender lists for allowing or blocking messages from individual senders, mail lists, or entire domains. You don't normally need to add addresses to these lists, as your junk email filters are highly accurate without them. However, there are a few cases when sender lists are useful.

- ◆ Add senders to your Approved Senders list if messages from the sender resemble junk email and have been falsely quarantined.
- ◆ If you belong to a mailing list or newsgroup where different members email each other using the same TO address, you can put that TO address on your Approved Mail List.

**Warning:** Don't add your own address to the Approved Mail List. If you do, all messages sent to your address bypass junk filters, allowing all junk email to reach your inbox!



## Common Questions

### Can I safely view contents of quarantined messages?

Yes. Clicking a message's Subject link to read it does not transfer the message to your inbox, so you can safely view contents of junk email at Message Center without risking harm to your computer.

### How are messages identified as junk?

Before any message reaches your inbox, the email protection service evaluates it for junk-like content, and gives it a score indicating its probability for being junk mail. The service then compares this score with tolerance levels set by your junk filters, and messages exceeding this tolerance are quarantined in Message Center.

### Can anyone else read my quarantined email?

No. All scanning and filtering is done automatically, in a matter of milliseconds, so nobody actually *reads* your messages. Furthermore, Message Center stores your quarantined messages at the protection service's fully secure data center, where only you can access them via your unique log name and password.

### What kind of viruses does Message Center block?

Message Center blocks the following types of malicious file attachments, which are quarantined on the Viruses tab:

**Virus:** A self-replicating program or programming code that can damage data or programs on your computer.

**Worm:** A type of virus that resides in the active memory on your computer, where it self-replicates and typically consumes computing resources. Eventually, it can cause your computer to work very slowly, or not even work at all.

**Trojan horse:** A program that is either hidden inside another program or masquerades as an innocent program. A Trojan horse can damage data or programs on your computer, allow others to access your computer, or even retrieve your personal data.

**ActiveX control:** A program that enhances the functionality of Web pages. On the Web, these files are often harmless and even useful. However, some ActiveX controls are malicious, and when attached to email messages, it's best to block them from your computer.

**Java applet:** Another program that enhances the functionality of Web pages. Again, many of these files are safe when viewed on the Web, but when received as email attachments they should be treated as suspicious.