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# Spam Manager Admin Guide

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## Boundary Defense for Email Spam Manager Administrator

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MailStreet Live Support: [866-461-0851](tel:866-461-0851)

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❖ **FEEDBACK:** If you note mistakes in this guide, or identify procedures that are incorrect, we encourage you to email your feedback to [userguidefeedback@hostaccount.com](mailto:userguidefeedback@hostaccount.com). We continually strive to improve our customer support resources and your feedback is invaluable in assisting us with our goal to provide exceptional customer service.

❖ **PLEASE NOTE:** This MailStreet Hosting Control Panel **Support Resources** section is updated periodically as new customer resources are added to assist customers with the use of their hosted services. You should occasionally check for updates to these support resources by logging into the Admin Control Panel and selecting the **Help & Support** menu option under the **Hosting** menu.

# 1. About the Guide

## Audience and scope

This guide is for Quarantine Administrators—those users of Spam Manager with extended privileges allowing them to perform some administrative functions. It describes the role of a Quarantine Administrator, and guides you through the administrative tasks.

# 2. Spam Quarantine Administration

Quarantine Administrators are users of Spam Manager who have extended privileges. These privileges allow them to perform some administrative functions, including:

- **Displaying details of Spam Manager accounts**—showing the identity, last access date, and status of accounts.
- **Creating accounts**—generating new user accounts and specifying whether to enable the sending of welcome messages and notifications.
- **Creating account groups**—consolidating the spam sent to a number of designated addresses into a single Spam Manager account. The settings for the individual accounts still apply and users can still access their individual accounts, if necessary.
- **Creating aliases**—consolidating multiple email addresses under a single email address—the owner address—so that spam sent to each of the aliased addresses is managed by and uses the settings of the ‘owner’ account. This is useful, for example, where an individual has several email addresses within your organization.
- **Accessing different accounts**—accessing the account of another user, and being able to work as if logged in as that user.
- **Deleting accounts**—deleting selected accounts.

You will be able to perform these tasks within the domains over which you have been granted control.

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**Note:** For full details of the user tasks in Spam Manager, see the [Spam Manager User Guide](#).

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## 2.1 Quarantine Administration Tasks

Quarantine Administrators’ tasks fall into two categories:

- **Initial Configuration of Spam Manager**—tasks that can be performed during deployment.
- **Ongoing Tasks of Spam Manager Administrator**—tasks that may need to be performed on an ongoing basis.

The role of the Quarantine Administrator within your organization depends on how Spam Manager is being deployed. The main deployment policies are as follows:

- **Direct management**—all users are able to register with and log in to Spam Manager, and they receive periodic notifications of their spam messages so that they can manage this spam themselves. The notifications either request the user to log into Spam Manager to view or release the emails, or, in active notifications, contain a **Release** link for users to release them without needing to continually log into Spam Manager. Users may also be able to define and manage their own approved and blocked senders lists.
- **Silent deployment**—users are not asked to register with and log in to Spam Manager, and they do not receive notifications. A Quarantine Administrator can access and manage users’ Spam Manager accounts on their behalf. Depending on the way the Anti-Spam service is set up, users may still be able to receive active notifications to release emails—no links to Spam Manager will appear in the notifications. **Targeted deployment**—some targeted users (for example, key personnel) are given access to their Spam Manager accounts, while silent deployment is used for others.

The table below shows the tasks that may need to be performed by a Quarantine Administrator under different deployment policies.

Role of Quarantine Administrator		
Deployment policy	Initial Configuration of Spam Manager	Ongoing Tasks of Spam Manager Admin
<b>Direct management</b>	May set up account groups and aliases to direct the spam of multiple users or an individual with multiple email addresses to a single account.	May access users' accounts, e.g. if the user is away from the office. View users' personal approved and blocked senders lists (if these are defined)
<b>Silent deployment for all users</b>		Access users' accounts to search for specific messages (if the user suspects that a non-spam message may have been redirected to Spam Manager). Search for specific messages (if a user suspects that a non-spam message may have been redirected to Spam Manager).
<b>Targeted deployment</b>	To create accounts that override the default notification setting (usually to give access to targeted users when the default is silent deployment).	For 'silent' users: Access a user's account to search for specific messages (if a user suspects that a non-spam message may have been redirected to Spam Manager). For 'targeted' users: May access a user's account, e.g. if the user is away from the office. May view a user's personal approved and blocked senders lists (if these are defined)

### 2.1.1 Initial Configuration of Spam Manager

The tasks that a Quarantine Administrator may want to perform during the initial configuration of Spam Manager are:

- If required, create Spam Manager accounts that override the default notification setting (usually to give access to targeted users when the default is silent deployment)
- Set up account groups and aliases (see [Section 5. Managing Aliases and Account Groups](#)):
  - To direct the spam of any email address to a nominated owner
  - To consolidate the spam of a user with multiple email addresses into a single owner account (alias).

These tasks can be completed *during* the activation of Spam Manager. This is especially important where new accounts need to be created that override the default notification setting for users within a domain.

If, after activation of Spam Manager, the creation of a new account is triggered by the arrival of spam (that is, an account is created implicitly rather than explicitly) it may not be possible to override the notification default for that account. The notification default can be overridden only if **Users control notifications** has been selected during the configuration of Spam Manager in the service portal.

### 2.1.2 Ongoing Tasks of Spam Manager Admin

Quarantine administration tasks that may need to be carried out as ongoing tasks after the activation of Spam Manager are:

- **Maintaining the list of accounts**—creating new accounts and deleting unwanted accounts. Also, it may sometimes be necessary to delete an account in order to recreate it with settings that override the current defaults for notifications.
- **Updating account groups and aliases**—adding new email addresses to an account group.
- **Accessing the account of another user**—in order to:
  - **Managing their spam** (for example, if the owner is away from the office, or where Spam Manager is being deployed silently)
  - **Changing the notification setting** (for example, turning on notifications for a targeted user in a silent deployment setting)
- **Managing approved and blocked senders' lists**—If users are enabled to maintain personal approved and blocked senders lists, Quarantine Administrators may be required to add or remove entries from the lists.

## 3 Registering and Logging In

Quarantine Administrators are able to access Spam Manager before it has been activated for all regular users. Once your IT Administrator has created your Quarantine Administrator's account, you are given the Spam Manager URL so that you can register.

### 3.1 Registering With Spam Manager

Once you have been given the Spam Manager URL, you can register with Spam Manager and request a password.

#### To Register With Spam Manager:

1. Click on the Spam Manager URL, <https://spammanager-3.messagelabs.com/> .  
The Spam Manager login page is displayed:
2. Enter your email address.  
The **New Account** page is displayed.



The screenshot shows the 'Spam Manager New Account' page. At the top, there is a dark blue header with the 'Spam Manager' title and the 'MessageLabs' logo. Below the header, there is a language dropdown menu set to 'English (US)' and a 'Need Help?' link. The main content area contains the text 'Click below to have a new password emailed to you.' and a button labeled 'Send me a password'. At the bottom, it says 'Powered by MessageLabs'.

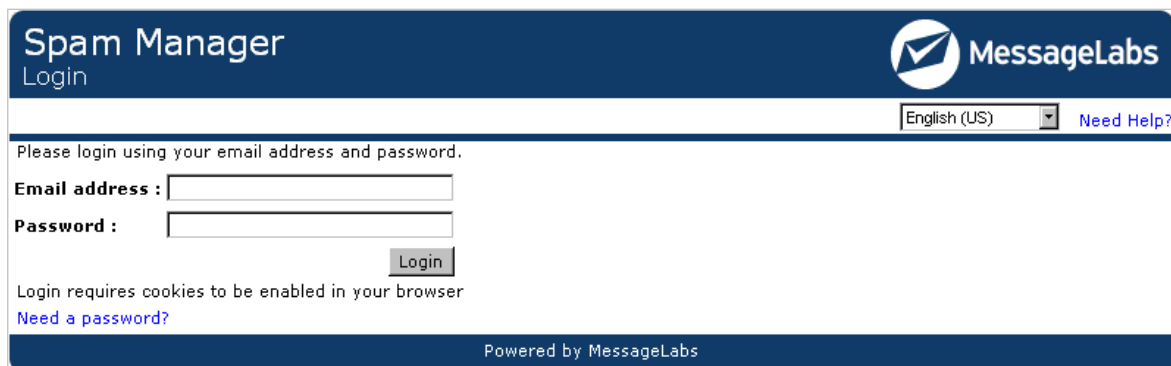
3. Click the **Send me a password** button.  
A confirmation message containing your password and a link to the login page are sent to your usual email inbox.

### 3.2 Logging In to Spam Manager

Once you have received a confirmation message containing your password, you can log in:

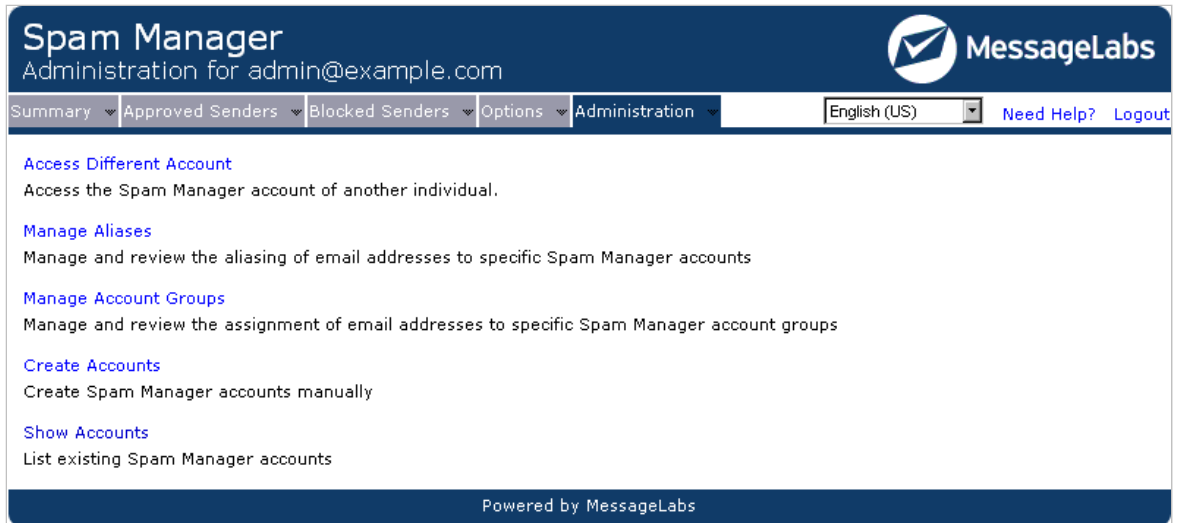
#### To Log In:

1. Click on the URL in your confirmation message.  
The Spam Manager login page is displayed:



The screenshot shows the 'Spam Manager Login' page. At the top, there is a dark blue header with the 'Spam Manager' title and the 'MessageLabs' logo. Below the header, there is a language dropdown menu set to 'English (US)' and a 'Need Help?' link. The main content area contains the text 'Please login using your email address and password.' and two input fields labeled 'Email address' and 'Password'. Below the input fields is a 'Login' button. At the bottom, it says 'Login requires cookies to be enabled in your browser' and a link 'Need a password?'. At the very bottom, it says 'Powered by MessageLabs'.

2. Enter your password and click on **Login**.  
Quarantine Administrators' tasks are performed from the **Administration** tab.



The screenshot shows the Spam Manager Administration interface for admin@example.com. The interface has a dark blue header with the MailStreet logo and MessageLabs logo. Below the header is a navigation menu with tabs: Summary, Approved Senders, Blocked Senders, Options, and Administration (selected). There is also a language dropdown set to English (US) and links for Need Help? and Logout. The main content area lists several administrative tasks:

- [Access Different Account](#)  
Access the Spam Manager account of another individual.
- [Manage Aliases](#)  
Manage and review the aliasing of email addresses to specific Spam Manager accounts
- [Manage Account Groups](#)  
Manage and review the assignment of email addresses to specific Spam Manager account groups
- [Create Accounts](#)  
Create Spam Manager accounts manually
- [Show Accounts](#)  
List existing Spam Manager accounts

At the bottom of the interface, it says "Powered by MessageLabs".

**Note:** Once you have logged in, you should change your password to something unique and memorable. (Refer to the [Spam Manager User Guide](#) for details of how to change your password.) Depending on your organization's security policy, Spam Manager may enforce this password change, and may apply certain requirements for your new password, such as the use of numeric and non-alphabetic characters, and it may prevent the use of dictionary words or certain other character sequences—see your organization's password policy or security policy for details.

## 4. Managing Accounts

This section describes the tasks that a Quarantine Administrator may perform in order to maintain Spam Manager accounts.

It is important to understand how accounts are created in Spam Manager, because under certain circumstances accounts are created automatically and you may not be able to override the default settings for welcome messages and notifications. New Spam Manager accounts may be created in two ways:

- **Manually** when a Quarantine Administrator creates a new account. The Quarantine Administrator may override the default settings for welcome messages and notifications.
- **Automatically** in the following circumstances:
  - When a user responds to a welcome message from Spam Manager by requesting a password. (If the generation of welcome messages is enabled as a default, then, following activation of Spam Manager, a welcome message will be issued when spam is sent to an email address for which an account does not yet exist.)
  - When a Quarantine Administrator sets up an account group and the email address of the owner does not yet exist.
  - When a Quarantine Administrator accesses an account that does not yet exist

When a user receives an active summary notification allowing them to release an email directly from the notification

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**Important:** When new accounts are created within the MailStreet on Demand Control Panel, they are automatically created within Boundary Defense's Spam Manager.

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If you want new accounts to override the default Spam Manager settings, you should create the accounts manually.

### 4.1 Viewing Details of Spam Manager Accounts

You may view details of the Spam Manager accounts within the domains that you administer. The details include:

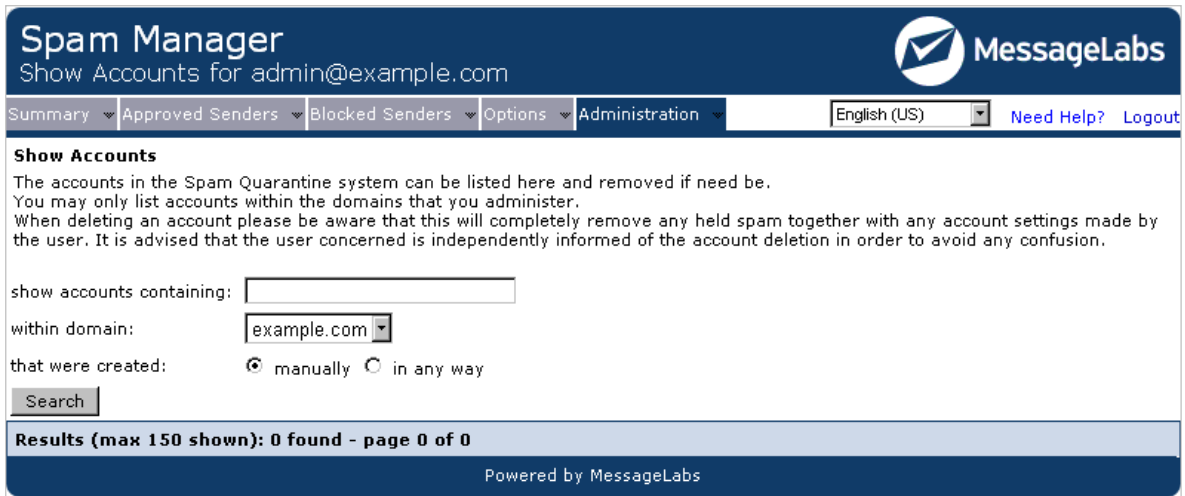
- The email address that identifies the account
- The account creation method (i.e. whether it was created manually or automatically)
- The account type (i.e. whether it is a Quarantine Administrator account or not)
- The date of last login
- Whether the account has spam

The most likely reason for needing to view account details is to check whether an account exists for a specific email address. Some situations in which you may need to do this include:

- Before setting up an account group or alias
- Before accessing another user's account
- If a user asks whether they have an account

## To View Details of Accounts:

1. In the **Administration** tab, click on **Show Accounts**.



**Spam Manager**  
Show Accounts for admin@example.com

Summary | Approved Senders | Blocked Senders | Options | Administration | English (US) | Need Help? | Logout

**Show Accounts**

The accounts in the Spam Quarantine system can be listed here and removed if need be. You may only list accounts within the domains that you administer. When deleting an account please be aware that this will completely remove any held spam together with any account settings made by the user. It is advised that the user concerned is independently informed of the account deletion in order to avoid any confusion.

show accounts containing:

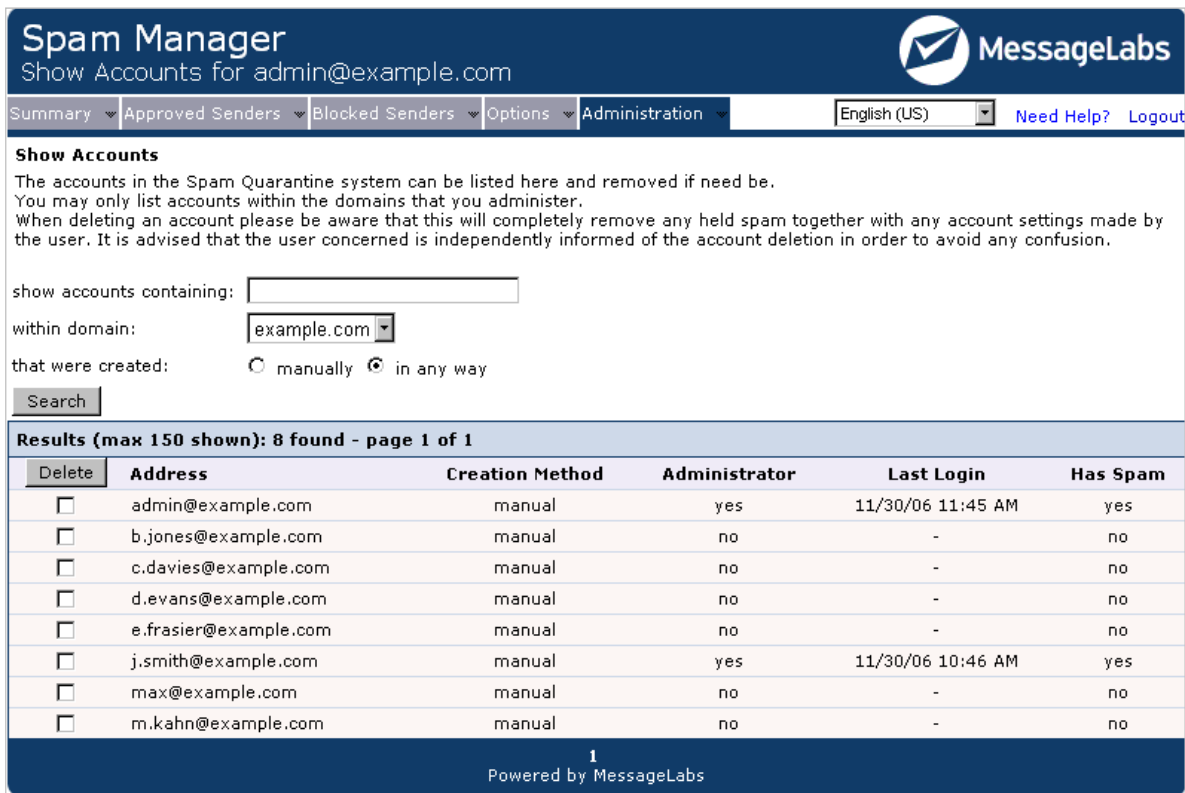
within domain:

that were created:  manually  in any way

**Results (max 150 shown): 0 found - page 0 of 0**

Powered by MessageLabs

2. To locate the accounts to view, enter appropriate search text in the **show accounts containing** box. (Leave this box blank to display all accounts within a domain.)
3. Select a domain from the **within domain** drop-down list.
4. To display accounts created both manually and automatically, check the **in any way** option button.
5. Click **Search**.  
The search results are displayed. If a large number of accounts are displayed, you can view a page at a time. Use the markers at the bottom of the screen to move between pages.



**Spam Manager**  
Show Accounts for admin@example.com

Summary | Approved Senders | Blocked Senders | Options | Administration | English (US) | Need Help? | Logout

**Show Accounts**

The accounts in the Spam Quarantine system can be listed here and removed if need be. You may only list accounts within the domains that you administer. When deleting an account please be aware that this will completely remove any held spam together with any account settings made by the user. It is advised that the user concerned is independently informed of the account deletion in order to avoid any confusion.

show accounts containing:

within domain:

that were created:  manually  in any way

**Results (max 150 shown): 8 found - page 1 of 1**

Delete	Address	Creation Method	Administrator	Last Login	Has Spam
<input type="checkbox"/>	admin@example.com	manual	yes	11/30/06 11:45 AM	yes
<input type="checkbox"/>	b.jones@example.com	manual	no	-	no
<input type="checkbox"/>	c.davies@example.com	manual	no	-	no
<input type="checkbox"/>	d.evans@example.com	manual	no	-	no
<input type="checkbox"/>	e.frasier@example.com	manual	no	-	no
<input type="checkbox"/>	j.smith@example.com	manual	yes	11/30/06 10:46 AM	yes
<input type="checkbox"/>	max@example.com	manual	no	-	no
<input type="checkbox"/>	m.kahn@example.com	manual	no	-	no

1  
Powered by MessageLabs

## 4.2 Creating New Spam Manager Accounts

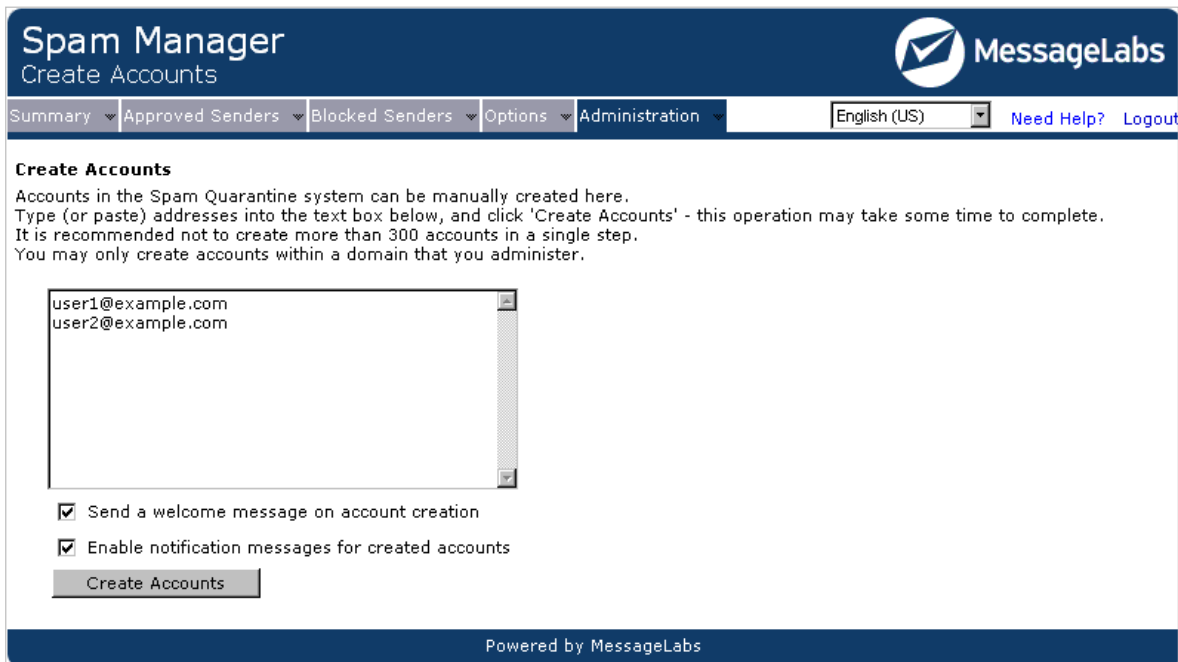
You may create new Spam Manager accounts for any domains that you administer. Creating an account manually enables you to override the default settings for welcome messages and notifications.

Accounts can be created in batches with the same settings for welcome messages and notifications.

**Note:** User Spam Manager accounts will be automatically created by the system when a user receives their first message that is deemed as Spam from the system.

### To Create a New Spam Manager Account or Batch of Accounts:

1. In the **Administration** tab, click **Create Accounts**.
2. Enter or copy and paste the email addresses in the blank text box.
3. To enable the sending of welcome messages and notifications, check the associated checkboxes. Notifications are email messages, generated automatically and at preset intervals, listing new spam held in the user's Spam Manager account. Welcome messages are email messages, sent automatically by Spam Manager to the email addresses of users for whom either a new Spam Manager account has been created explicitly, or spam has been received for the first time (i.e. an account is being created implicitly). The message invites the user to visit their Spam Manager account and review their spam.



4. Click on **Create Accounts**.  
A message is displayed, informing you whether the accounts have been created successfully.

## 4.3 Deleting Spam Manager Accounts

You can delete accounts within the domains that you administer. You may need to delete a Spam Manager account in the following circumstances:

- To change the notification settings (i.e. delete the existing account and create a new account with different notification setting).

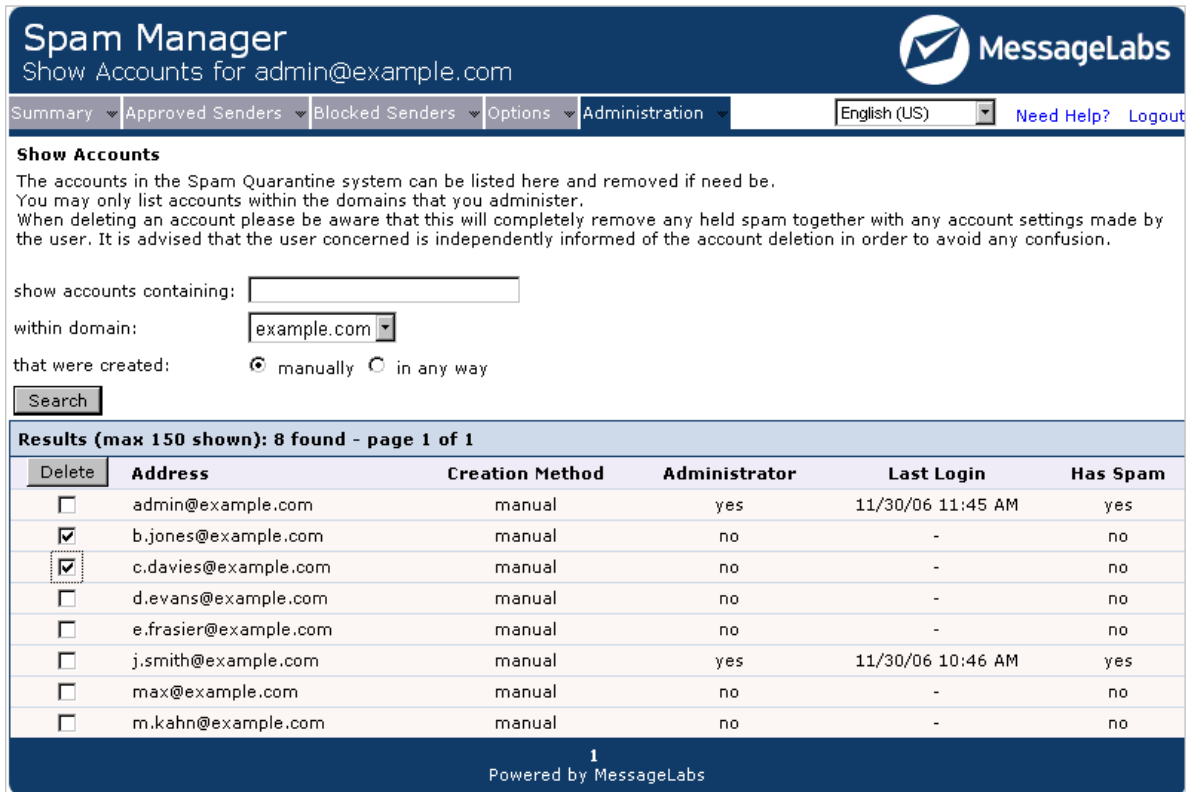
**Note:** If Spam Manager has been configured with **Users control notifications** selected, a Quarantine Administrator can also change the notification setting by accessing the account directly, without having to delete and then recreate the account.

- To remove the account of someone who has left the organization.

**Note:** When a Spam Manager account is deleted and recreated with a different notification setting, any spam that was held for the original account is forwarded to the new account.

### To Delete an Account:

- In the **Administration** tab, click on **Show Accounts**.
- Locate the account to delete, and select the checkbox to the left of the account address.



**Spam Manager**  
Show Accounts for admin@example.com

Summary | Approved Senders | Blocked Senders | Options | Administration | English (US) | Need Help? | Logout

**Show Accounts**  
The accounts in the Spam Quarantine system can be listed here and removed if need be. You may only list accounts within the domains that you administer. When deleting an account please be aware that this will completely remove any held spam together with any account settings made by the user. It is advised that the user concerned is independently informed of the account deletion in order to avoid any confusion.

show accounts containing:   
within domain:   
that were created:  manually  in any way

**Results (max 150 shown): 8 found - page 1 of 1**

Delete	Address	Creation Method	Administrator	Last Login	Has Spam
<input type="checkbox"/>	admin@example.com	manual	yes	11/30/06 11:45 AM	yes
<input checked="" type="checkbox"/>	b.jones@example.com	manual	no	-	no
<input checked="" type="checkbox"/>	c.davies@example.com	manual	no	-	no
<input type="checkbox"/>	d.evans@example.com	manual	no	-	no
<input type="checkbox"/>	e.frasier@example.com	manual	no	-	no
<input type="checkbox"/>	j.smith@example.com	manual	yes	11/30/06 10:46 AM	yes
<input type="checkbox"/>	max@example.com	manual	no	-	no
<input type="checkbox"/>	m.kahn@example.com	manual	no	-	no

1  
Powered by MessageLabs

- Click the **Delete** button.

## 5. Managing Aliases and Account Groups

There are two kinds of Spam Manager accounts that can be used for grouping multiple email addresses into a single Spam Manager account.

- **Aliases**—an email address that is designated to be managed by the account of another email address (the owner address) so that spam sent to each of the aliased addresses is managed by and uses the settings of the owner account.
- **Account groups**—a single account to manage the spam sent to a number of designated addresses. The settings for the individual accounts still apply and group members can still access their individual accounts, if necessary.

The benefits of each account type are as follows:

- **Aliases**—set up an alias if the aliased email addresses do not need their own individual Spam Manager account and settings. For example, use aliases where an individual has several email addresses within your organization.
- **Account groups**—set up an account group if the group members should still be able to access their individual accounts and retain their particular settings. For example, use an account group for managing spam to distribution lists and for an Administrator to manage spam for several other users.

It is likely that the Quarantine Administrator will need to establish aliases and account groups before Spam Manager is activated. Further aliases and account groups may need to be created after the activation of Spam Manager.

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**Note:** Only email addresses within your organization's domains can be used as aliases and assigned to account groups.

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### 5.1 Managing Aliases

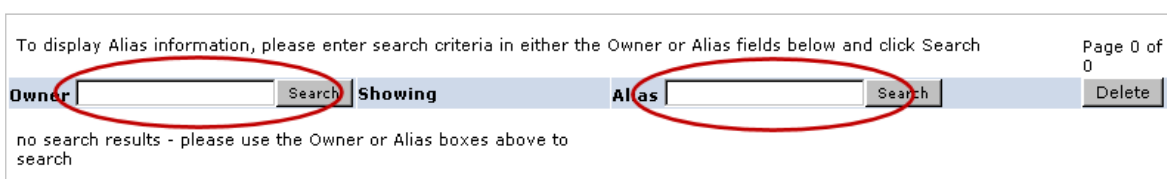
An alias is an email address that is designated to be managed by the account of another email address (the owner address) so that spam sent to each of the aliased addresses is managed by and uses the settings of the 'owner' account.

#### 5.1.1 Viewing Aliases

You may review current aliases, for example, to see which email addresses are aliased to a specified Spam Manager account or to check whether a specified email address is aliased to another account.

##### To View Aliases:

1. In the **Administration** tab, click **Manage Aliases**.
2. In the **Owner** and **Alias** search boxes, enter at least the first few characters of the email address to search for, as required.



To display Alias information, please enter search criteria in either the Owner or Alias fields below and click Search Page 0 of 0

Owner	<input type="text"/>	Search	Showing	Alias	<input type="text"/>	Search	Delete
-------	----------------------	--------	---------	-------	----------------------	--------	--------

no search results - please use the Owner or Alias boxes above to search

- Click the **Search** button next to the completed search box.  
The search results are displayed. If there is more than a single page, use the markers at the bottom of the screen to move between pages.

To display Alias information, please enter search criteria in either the Owner or Alias fields below and click Search		Page 1 of 1
<b>Owner</b> <input type="text"/>	<input type="button" value="Search"/>	<b>Showing</b> <b>Alias</b> <input type="text"/>
<input type="button" value="Delete"/>		
admin@example.com	1- 3 of 3	d.evans@example.com <input type="checkbox"/>
		e.frasier@example.com <input type="checkbox"/>
		max@example.com <input type="checkbox"/>

## 5.1.2 Creating Aliases

### To Create an Alias:

- In the **Administration** tab, click **Manage Aliases**.

Spam Manager
MessageLabs

Summary Approved Senders Blocked Senders Options Administration English (US) Need Help? Logout

### Manage Aliases

**Aliasing:** A user may have multiple email addresses within the organization. These can be managed under one owner account and are called aliases. All spam for these email addresses is viewed within the owner account and is controlled by the settings of the owner account.

Owner :

Aliases :

Notify :

To display Alias information, please enter search criteria in either the Owner or Alias fields below and click Search Page 0 of 0

<b>Owner</b> <input type="text"/>	<input type="button" value="Search"/>	<b>Showing</b>	<b>Alias</b> <input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Delete"/>
-----------------------------------	---------------------------------------	----------------	-----------------------------------	---------------------------------------	---------------------------------------

no search results - please use the Owner or Alias boxes above to search

Powered by MessageLabs

- In the **Owner** box, enter the email address of the Spam Manager account to which all spam will be directed.
  - In the **Aliases** box, enter the email addresses of the account that is to be managed by the owner.
  - If you want the owner of the email address to be notified that the alias has been set up, select the **Notify** checkbox.  
**Note:** If this checkbox is not shown, Spam Manager has been configured with a default to notify owners of aliases.
  - Either:
    - To add the aliases to those already established for the owner, click the **Add** button
    - To replace all of the owner's existing aliases, click the **Replace** button, and then the **Confirm Replace** button.
- To display the new or edited aliases, search for the owner or alias using the search boxes. The updated list is displayed.

### 5.1.3 Deleting Aliases

You can remove an alias to enable the owner of the previously aliased email address to manage their own spam. After an alias has been deleted, any spam received for that email address will no longer be directed to the alias' owner, but will instead be directed to a new Spam Manager account for that email address. If Spam Manager has been configured to send welcome messages, when spam is received, a message inviting the user to register with Spam Manager is sent to the previously aliased email address. The user will then be able to request a password and manage their own Spam Manager account.

#### To Delete an Aliased Email Address:

1. In the **Administration** tab, click **Manage Aliases**.
2. In the lower section of the page, use the **Alias** search box to locate the email address of the alias to remove.
3. Select the checkbox to the right of the selected email address.
4. Click the **Delete** button.

To display Alias information, please enter search criteria in either the Owner or Alias fields below and click Search Page 1 of 1

Owner	Showing	Alias	Delete
admin@example.com	1- 5 of 5	d.evans@example.com	<input type="checkbox"/>
		e.frasier@example.com	<input type="checkbox"/>
		max@example.com	<input type="checkbox"/>
		user1@example.com	<input checked="" type="checkbox"/>
		user2@example.com	<input checked="" type="checkbox"/>

## 5.2 Managing Account Groups

Setting up an account group enables spam for several email addresses to be viewable through one Spam Manager account. The settings for the individual accounts still apply to those individual's email and the users in the group can still access their accounts, if necessary.

### 5.2.1 Viewing Account Groups

You can view current account groups, for example, to see which email addresses are under the management of an account group owner, or to check whether a specified email address belongs to a certain account group.

#### To View Account Groups:

1. In the **Administration** tab, click **Manage Account groups**.
2. In the **Owner** and **Account** search boxes, enter at least the first few characters of the email address to search for, as required.

Owner	Showing	Account	Delete
admin@	1- 3 of 3	j.smith@example.com	<input type="checkbox"/>
		e.frasier@example.com	<input type="checkbox"/>
		f.blogs@example.com	<input type="checkbox"/>

3. Click the **Search** button next to the completed search box.  
The search results are displayed. If there is more than a single page, use the markers at the bottom of the screen to move between pages.

### 5.2.2 Creating Account Groups

#### To Create an Account Group:

1. In the **Administration** tab, click **Manage Account Groups**.

Spam Manager
MessageLabs

Manage Accounts Groups for admin@example.com

Summary Approved Senders Blocked Senders Options Administration English (US) Need Help? Logout

#### Manage Account Groups

**Account Groups:** Grouping one or more Spam Manager accounts together enables the owner of the account group with to manage the spam for a set of users, but not to have control over their account settings. The original owner of each Spam Manager account can still view their account and, where applicable, configure their approved and blocked senders lists.

Owner :

Accounts in Group :

Owner  Search Showing Account  Search Delete

no search results - please use the Owner or Alias boxes above to search

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2. In the **Owner** box, enter the email address of the Spam Manager account to which the spam for the member accounts will be directed.
3. In the **Accounts in group** box, enter the email address of the account to add to the group. This can be the address of a single distribution list, or a number of email addresses.
4. To add the member account to those already established for the owner, click the **Add** button
5. To display the new or edited member accounts, search for the owner or member accounts using the search boxes. The updated list is displayed.

### 5.2.3 Deleting Account Groups

You can remove an account from an account group. After the account has been removed, any spam received for that email address will no longer be directed to the owner of the account group. Removing an account from an account group does not affect the user to whom the email address belongs, because with account groups, the group members manage their own spam ordinarily.

#### To Delete an Account from an Account Group:

1. In the **Administration** tab, click **Manage Account Groups**.
2. In the lower section of the page, use the **Account** search box to locate the email address of the account to remove.
3. Select the checkbox to the right of the selected email address.
4. Click the **Delete** button.

Owner	Account	Showing	Account	Search	Delete
admin		1- 3 of 3	j.smith@example.com		<input type="checkbox"/>
			e.frasier@example.com		<input type="checkbox"/>
			f.blogs@example.com		<input checked="" type="checkbox"/>

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## 6. Accessing Other Spam Manager Accounts

As a Quarantine Administrator, you can log in to the accounts of other users within the domains you administer. You can then view and manage the spam of those users. You can release or delete messages and change certain user settings, but you cannot change the user's password. You can also view and edit a user's Approved Senders and Blocked Senders lists, if these have been configured for your users.

You may need to access other accounts in the domains you administer in the following circumstances:

- If the owner of the account is away from the office
- If Spam Manager is being deployed silently and users are not expected to manage their own accounts directly
- To change the notification setting for an account

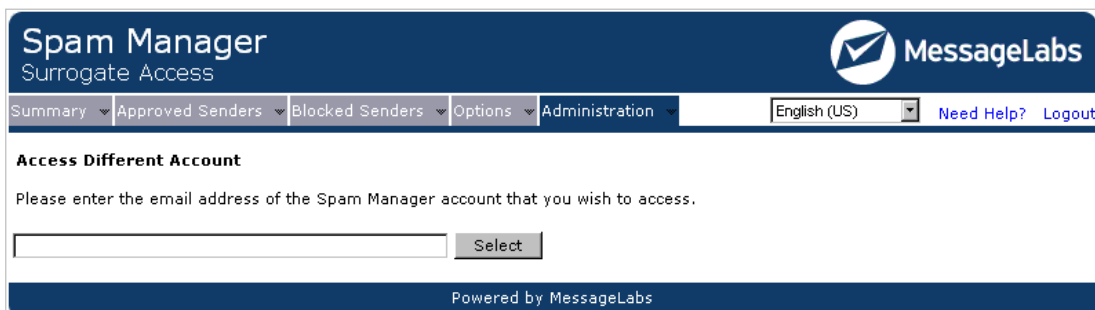
**Note:** Spam Manager must have been configured to allow users to control notifications.

- To view a user's Approved Senders and Blocked Senders lists.

**Note:** For full details of the user tasks in Spam Manager, see the [Spam Manager User Guide](#).

### To Access Another Account:

1. In the **Administration** tab, click on **Access Different Account**.



The screenshot shows the Spam Manager interface with the 'Administration' tab selected. The 'Access Different Account' section is active, displaying a form with a text input field and a 'Select' button. The page header includes 'Spam Manager Surrogate Access' and 'MessageLabs' logo. Navigation tabs include Summary, Approved Senders, Blocked Senders, Options, and Administration. A language dropdown is set to 'English (US)' and there are links for 'Need Help?' and 'Logout'.

2. Enter the email address of the account to access.
3. Click the **Select** button.  
Spam Manager displays the selected account with the email address of the selected account displayed against a colored background.



The screenshot shows the Spam Manager interface with the 'Options' tab selected. The message list for the selected account is displayed. The header shows 'admin@example.com working on behalf of f.blogs@example.com'. Below the header, there is a search bar and a 'Search' button. The message list includes columns for 'Sender', 'Subject', 'Date Received', and 'Size'. A row is visible with the sender 'Демид Лыткин' and subject 'ОТДЫХ от 99\$'. The interface also shows 'Messages per page: 10' and 'Displaying 21 - 30 of 45 messages'. Action buttons for 'Release', 'Delete', and 'Delete All' are present.

You can now perform the tasks that are available to the user within this account (except changing the password). For full details of the user tasks in Spam Manager, see the [Spam Manager User Guide](#).

### To Return to Your Own Account:

1. Click **Logout** and then **Confirm**.  
You are returned to your own account.

## 7. Glossary

Term	Definition
Account group	A single account to manage the spam sent to a number of designated addresses. The settings for the individual accounts still apply and member accounts can still access their individual accounts, if necessary.
Activation (of Spam Manager)	The final stage in the deployment process, after which spam is redirected to Spam Manager.
Alias	An email address that is designated to be managed by the account of another email address—the owner address—so that spam sent to each of the aliased addresses is managed by and uses the settings of the owner account.
Anti-Spam Service	The service that processes incoming email messages, directs suspected spam to Spam Manager, and lets other ‘clean’ messages through to users’ email inboxes.
ClientNet	The tool through which the Anti-Spam Service is configured.
Configuration (of Spam Manager)	The stage during the deployment of Spam Manager when the service is set up to operate in the chosen way. This is performed within ClientNet.
Default	An option that is used if no other option is supplied. (Defaults may sometimes be overridden.)
Domain	A name used to identify a collection of resources on the Internet, e.g. example.com.
Member account	An account that is assigned to an account group so that the spam sent to it can be managed by the account group owner. The settings for the member account still apply. The member account can still be accessed by its individual owner.
Notification	An email message, generated automatically, and at preset intervals, listing new spam held in the user’s Spam Manager account. Active summary notifications contain a <b>Release</b> link next to each spam message listed in the notification.
Quarantine Administrator	A user of Spam Manager with additional privileges, allowing them to perform some administrative functions.
Silent deployment	A method of deploying Spam Manager, in which accounts do not issue welcome messages or periodic notifications of spam. In this way an account can be created, but the presence of Spam Manager is not made visible to the user. The spam is viewed and managed by an Administrator.
Spam	Unwanted email, often sales literature, sent indiscriminately to many addresses.

Term	Definition
Targeted deployment	A method of deploying Spam Manager, in which most accounts are 'silent', but some 'targeted users' (key personnel) are given access to their accounts.
Welcome message	A message, sent automatically by Spam Manager to the email addresses of users for whom either: <ul style="list-style-type: none"><li data-bbox="467 516 1174 548">• New Spam Manager accounts have been created explicitly, or</li><li data-bbox="467 558 1409 590">• Spam has been received for the first time (i.e. an account is being created implicitly).</li></ul> The message invites the user to visit their Spam Manager account and review their spam.

**\*\*\*\*\* End of MailStreet Boundary Defense for Email: Spam Manager Administration Guide \*\*\*\*\***