

Everyone wants an Inbox free from spam and other sensitive or undesirable material, but keeping junk out without stopping legitimate mail can be a real challenge. To ensure that legitimate e-mail reaches you without compromising on anti-spam effectiveness, SurfControl has developed Personal E-mail Manager (PEM) to block possible junk e-mails.

Using PEM, you can check whether your blocked e-mails are acceptable or if they contain spam or other unwanted material. Your inbox remains free of junk mail without the worry that important material has been stopped by mistake.

HOW IT WORKS

This guide gives you information for:

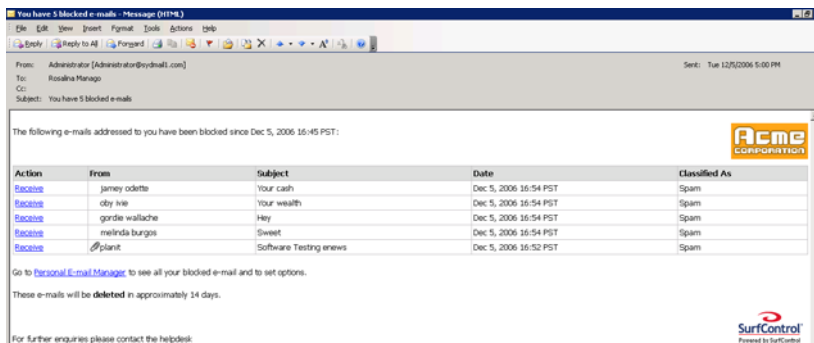
- **Inbound notification e-mails** – These tell you that PEM has blocked one or more e-mails that have been sent to you. You can review these e-mails and decide what to do with them.
- **Outbound notification e-mails** – These tell you that PEM has blocked an e-mail that you have tried to send. You can review the e-mail and decide what to do with it. Please note that your organization might not use this function.
- **Always Allowed and Always Deleted lists** – Within your personal page in PEM, you can add e-mail addresses that you want PEM to always allow e-mails from, or that you want PEM to always delete e-mails from.

Inbound Notification E-mails

At regular intervals or as soon as an e-mail sent to you has been blocked, PEM will send a notification e-mail telling you that you have blocked e-mails. The interval is set by your e-mail administrator.

To review your blocked e-mails:

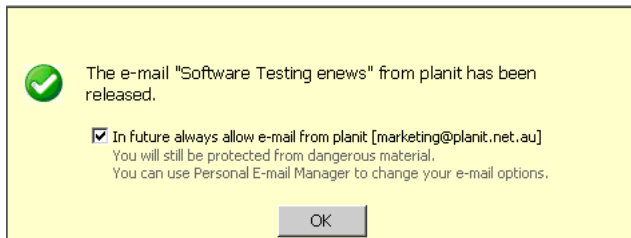
- 1 Open the notification e-mail. The e-mails that have been blocked since your last notification are listed, together with a link to PEM.



- 2 If you think that an e-mail is legitimate, click **Receive**. The e-mail can either be:
 - Released immediately for delivery to your Inbox, or
 - Sent to an authority in your organization to be reviewed.

Immediate Release

If your administrator has enabled you to automatically allow e-mails from your trusted senders, a confirmation pop-up is shown.



To ensure that e-mails from this address are not blocked in future, make sure that the check box is selected, and then click **OK**.

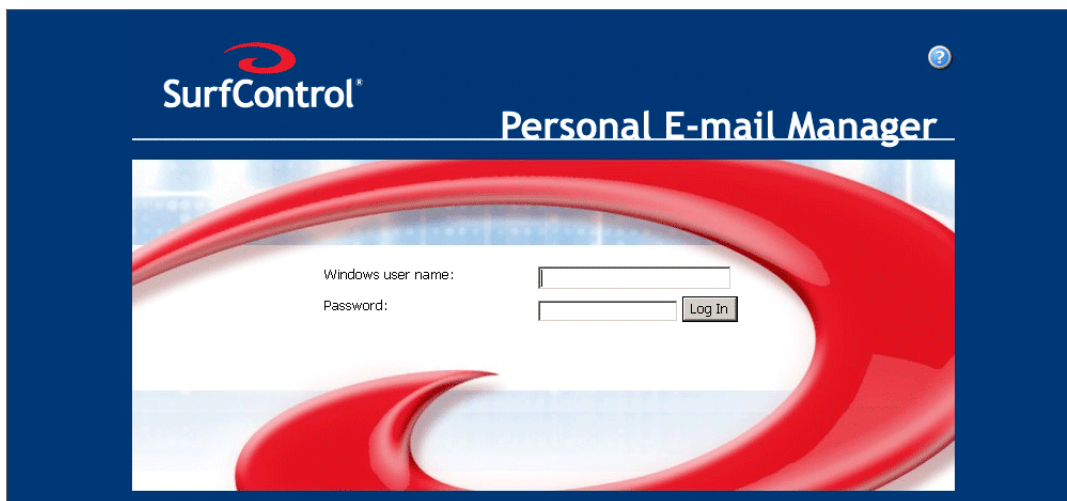
Request Review

If your inbound e-mails need to be reviewed by an authority in your organization before you can receive them, the Request Review confirmation pop-up is shown.

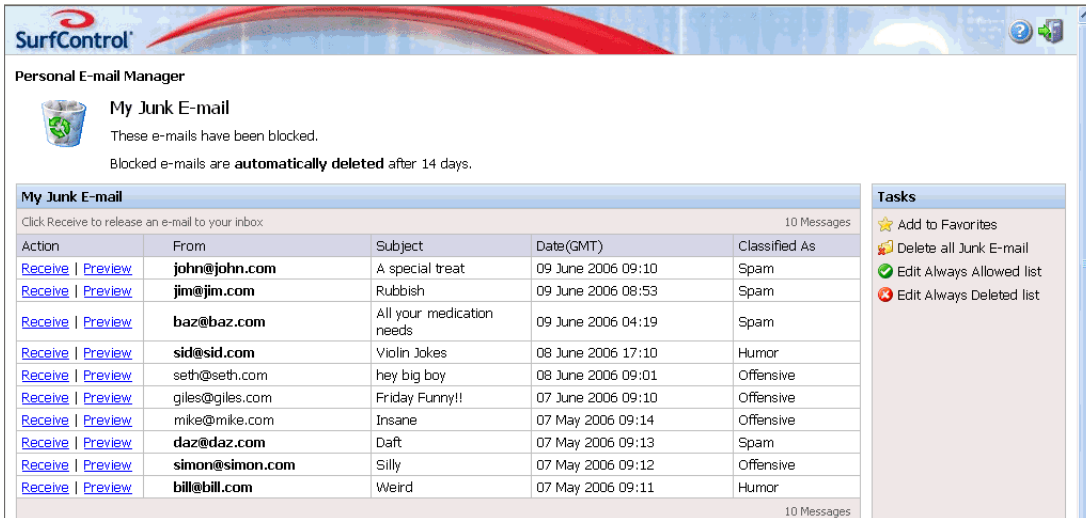


One or more reviewers in your organization will review your e-mail and decide if you should receive it. You can select to send a confirmation of the request to your Inbox.

- 3 To see all of your blocked inbound e-mails, click the **Personal E-mail Manager** link in the inbound notification e-mail, and then log in to PEM.



- 4 Your PEM My Junk E-mail list opens.



- 5 You can **Receive** any e-mails that you think are legitimate. The actions are the same as clicking **Receive** in the notification e-mail. If allowed, you can also **Preview** the e-mails.

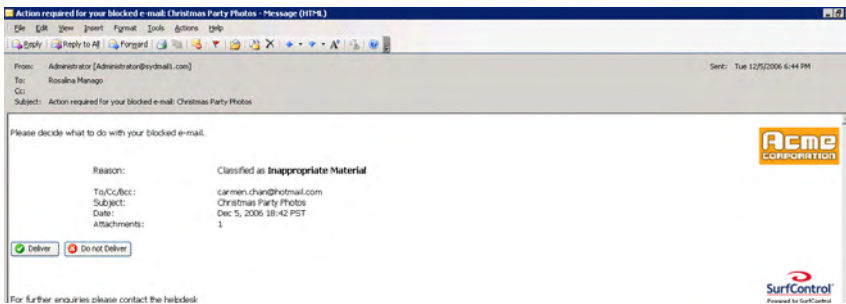
If you think that all of the e-mails in the list are unwanted, click **Delete all Junk E-mail**.

Outbound Notifications

If an e-mail that you sent is blocked, PEM sends a notification e-mail to you immediately. You can select to deliver your e-mail or not deliver it.

To see the details of your blocked outbound e-mail:

- 1 Open the notification e-mail. The details of your outbound e-mail are shown.



- 2 You can select to deliver or not deliver the e-mail. A confirmation pop-up is shown in both instances and you can select to receive an e-mail that confirms the action.

However, if you select to deliver the e-mail and it needs to be reviewed by an authority in your organization before it can be sent, the Request Review confirmation pop-up is shown.

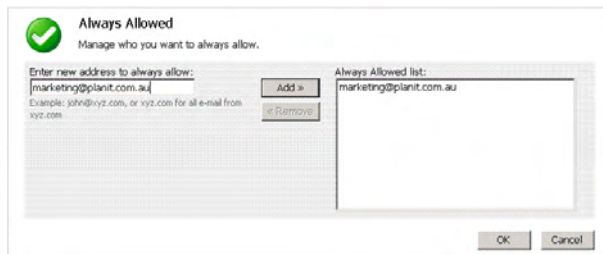


One or more reviewers in your organization will review your e-mail and decide if it can be sent. You can select to send a confirmation of the request to your Inbox.

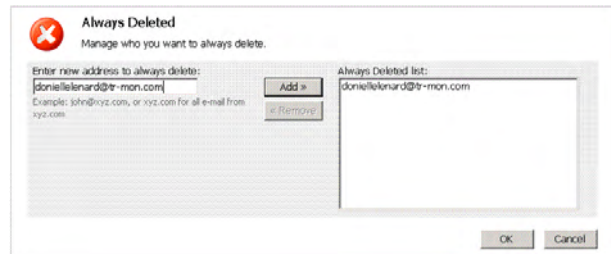
Using Your Always Allowed and Always Deleted Lists

When you are logged in to PEM, there are two links on the My Junk E-mail page that enable you to set up lists of e-mail addresses. PEM uses these lists to automatically allow or delete inbound e-mails from those addresses:

- **Edit Always Allowed list** – Addresses from which e-mails should never be blocked.
- **Edit Always Deleted list** – Addresses from which e-mails should always be deleted.



Always Allowed list



Always Deleted list

You can add individual addresses or domains. For example, john@xyz.com for an individual address, or xyz.com for all e-mails from the xyz organization.

Adding Addresses to the Lists

To add an address to either list:

- 1 Type the e-mail address or domain in the text box, and then click **Add**.
- 2 Click **OK** to save the list.