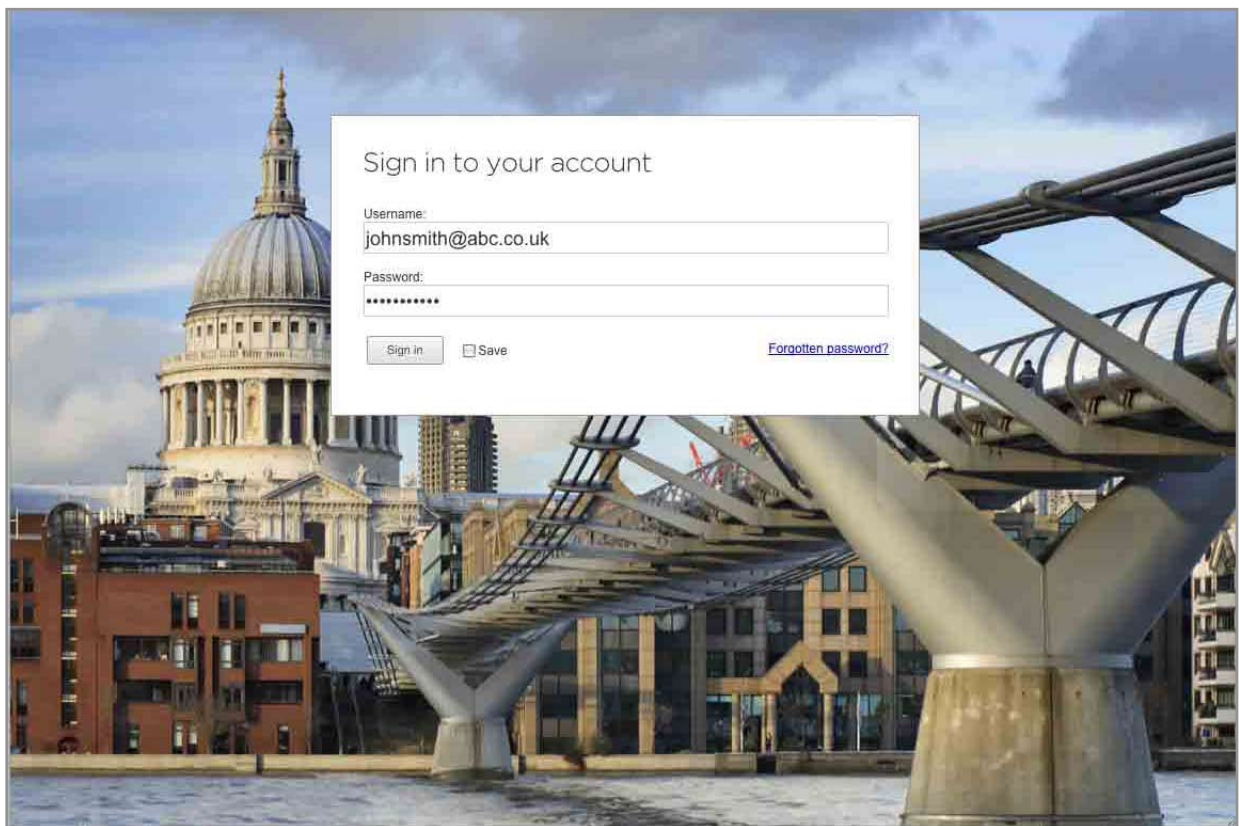# Advanced Security

Hosted Exchange

Advanced Security

Advanced Security in located within your own portal on the Hosting System. To access this please go to manage.messageexchange.com, use your main email address and password that you have used to access your Hosted Exchange account via Outlook Anywhere or Outlook Web Access. To send a reminder of the password please click the Forgotten Password link, then enter your main email address. The password will be emailed to this address.

You can access your **"Advanced Security"** section by clicking on the link shown below.
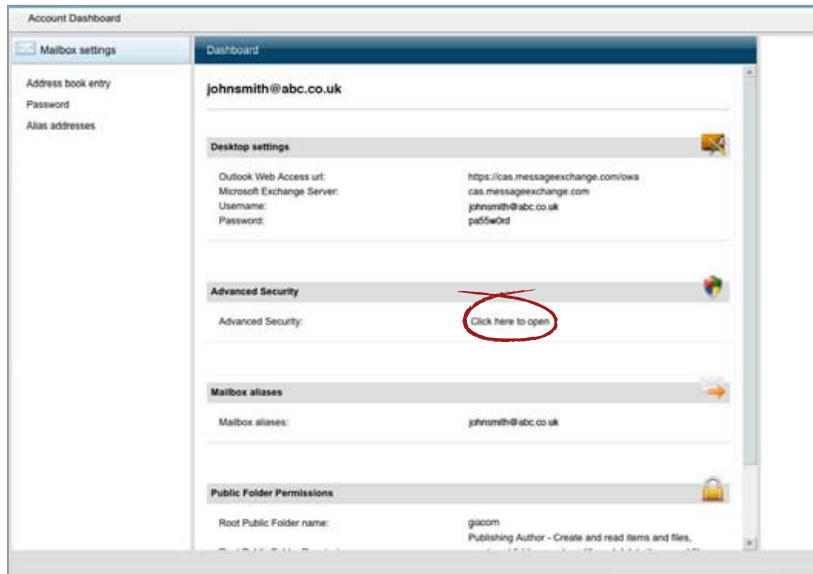
From this window you have access to the various components of Advanced Security including **Settings**, **Email Recovery** and **Reporting**. There are also four tabs which allow you access to All Mail Received, Spam held in the 14 day Quarantine Zone, Deleted Viruses and All Mail sent. These relate to your primary email address and associated aliases.
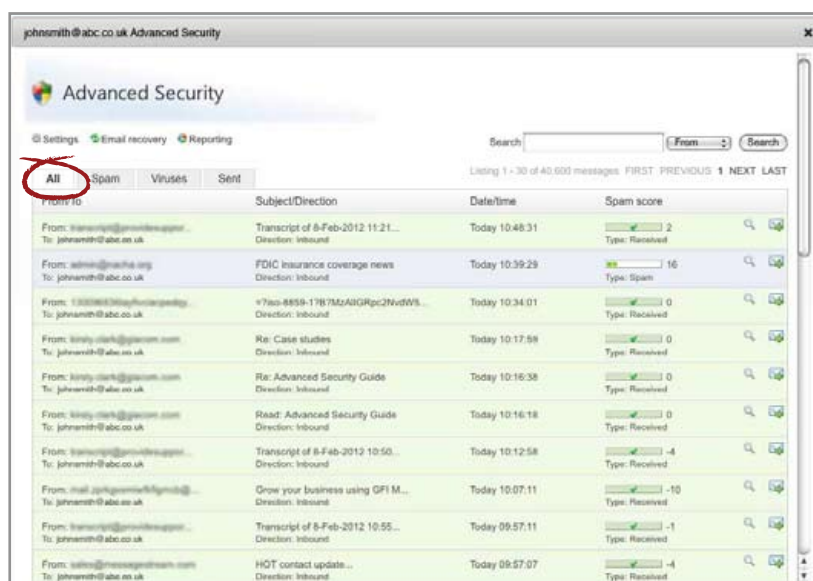
A search of the archive can be performed here using the **From**, **To** & **Subject** line as the searchable criteria.
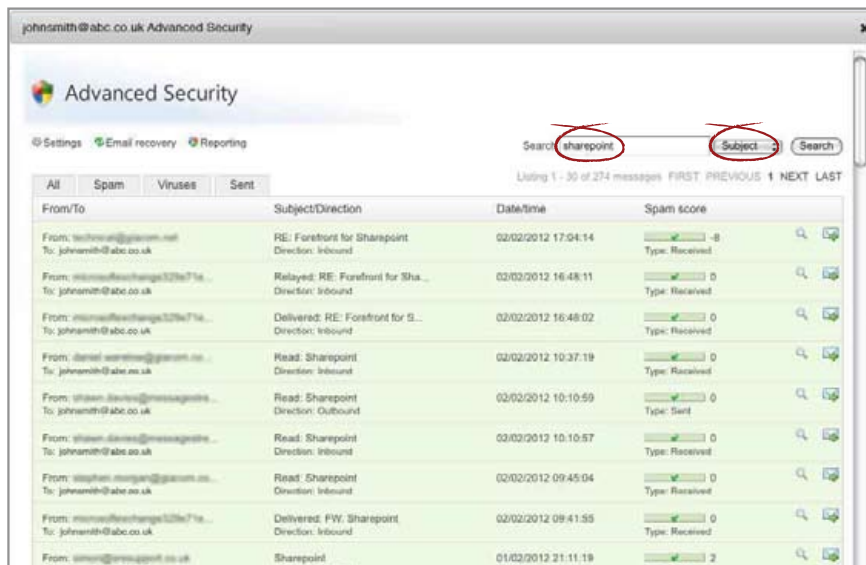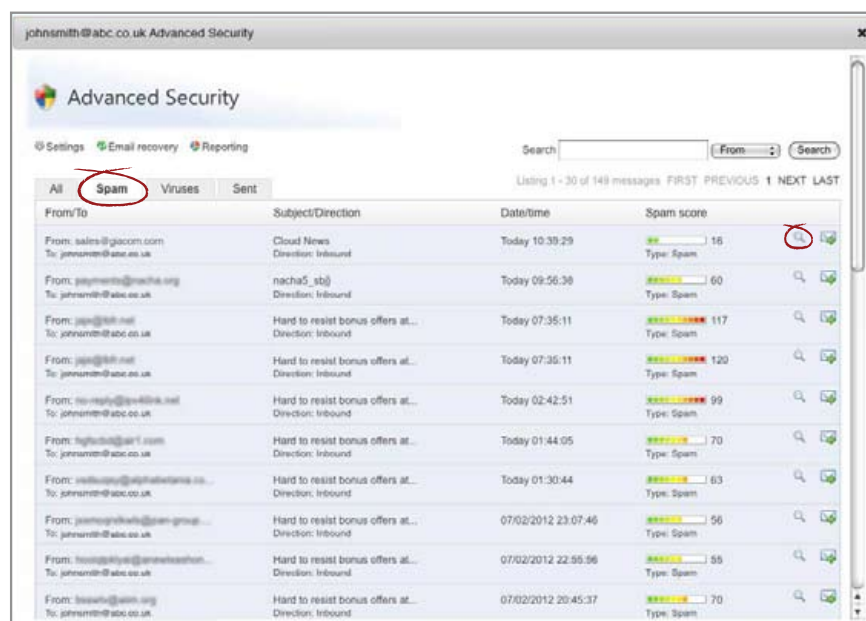

Spam

Mail that fails our 90+ spam tests will not be delivered to your mailbox and will be held in our Spam Quarantine area.

Access to these emails is via the Spam tab within Advanced Security.

To view a more details of a particular email click on the magnifying glass to the right of the panel.

This will give you more information on the email as to why it has been blocked.

You also have the ability to extract from the quarantine area to view the email.
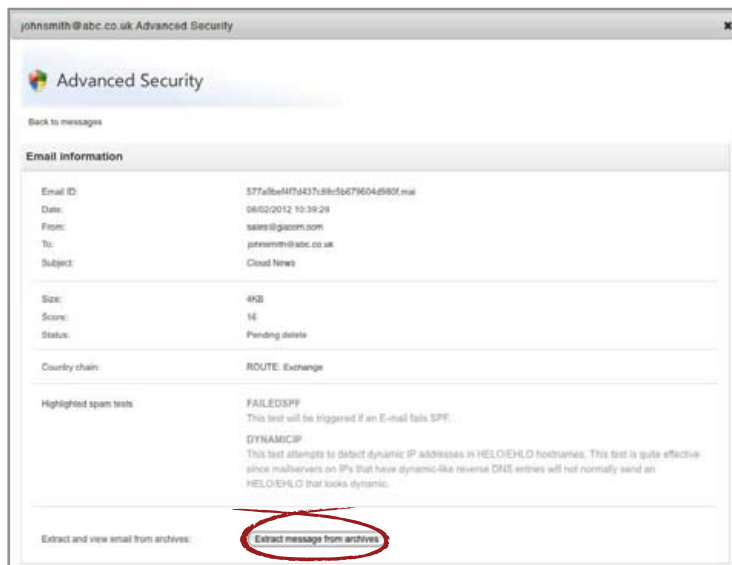

You now have the option to view the email in a text or **HTML** format or just the headers.

Click on the link for the preferred option.
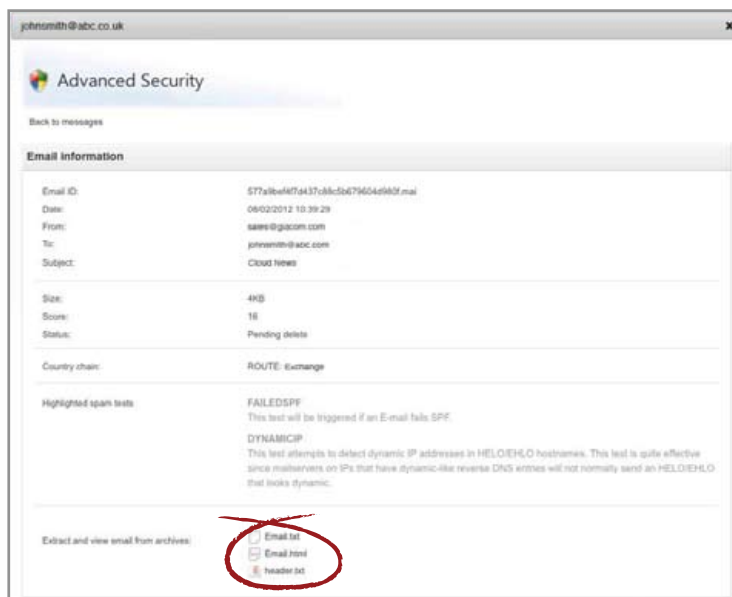
This is a HTML view of the email held in the archive. Once you have confirmed that this is a 'false positive' or a genuine email that requires to be delivered, close the browser/text box window and then scroll up and click on the **"Back to Messages"** link.
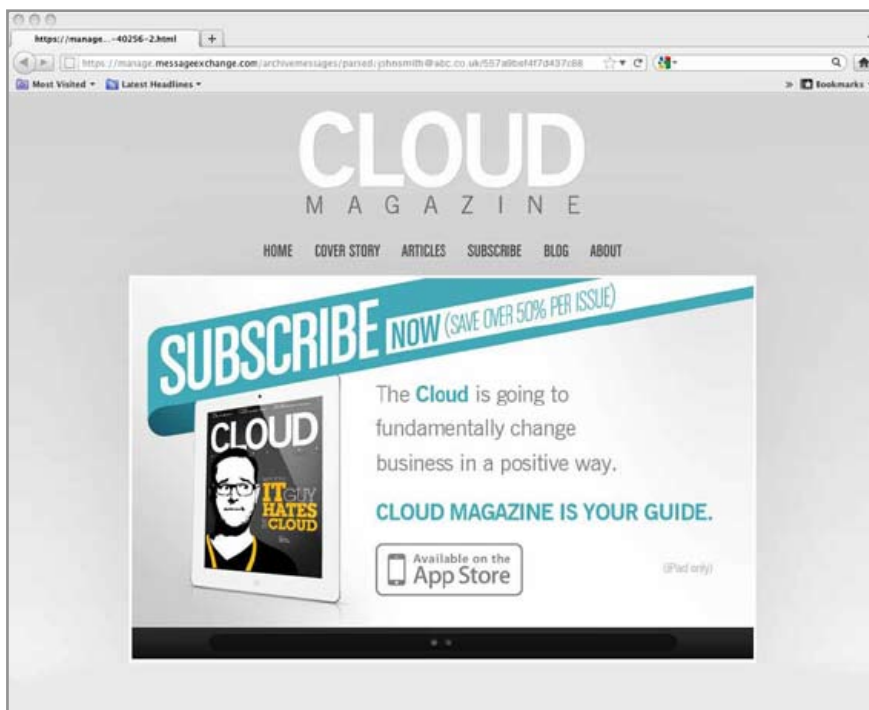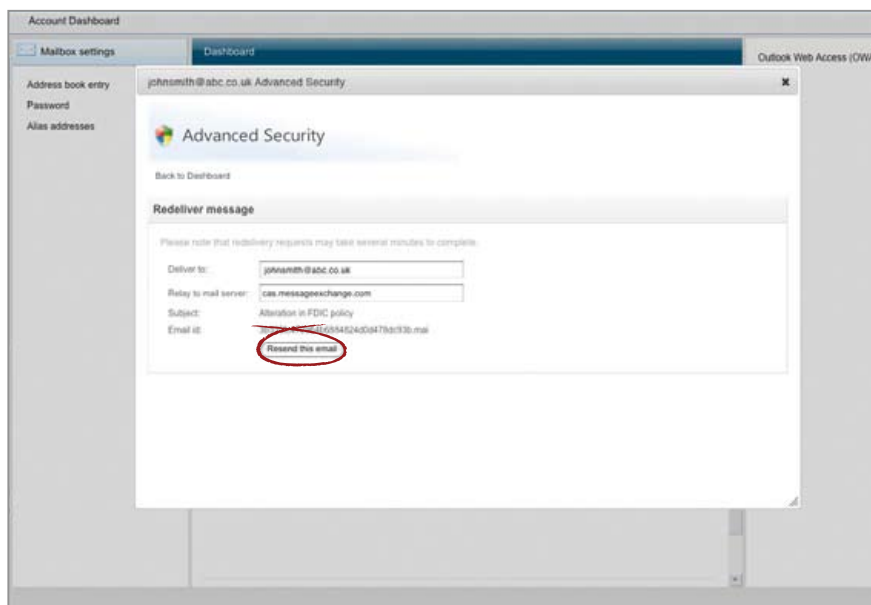
You can now have the email delivered by clicking on the envelope to the right of the panel.
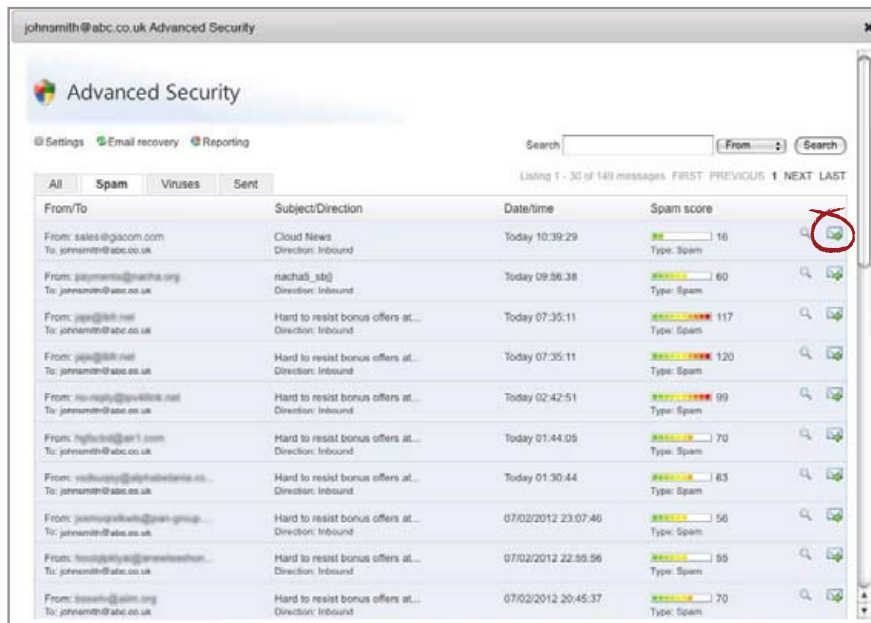
Then click on the button **"Resend this email"**

This will then be queued for delivery within the next 10-15 minutes.

Spam Filter Level

Within the Settings page you will be able to set your individual spam filter level with options of Ultra Light, Light, Normal & Severe. These settings relate to the spam score each email is given according to the tests we run. The upper threshold scores are as follows;
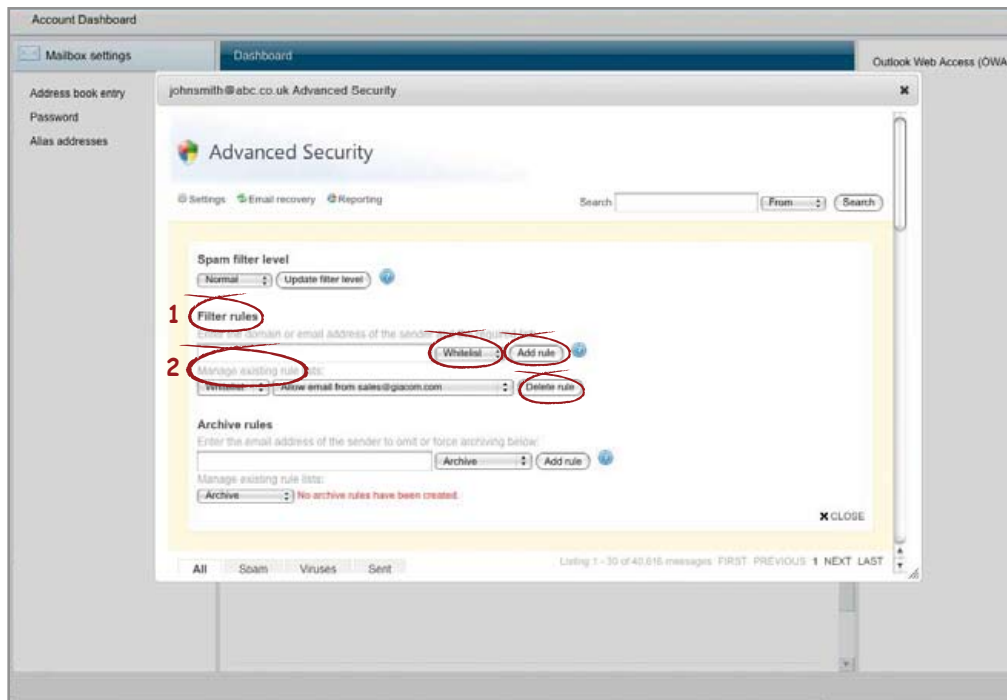
Ultra Light – **35**   Light – **20**   Normal – **10**   Severe – **5**

In most circumstances the appropriate level will be Normal, but this can be changed higher or lower depending on whether you need to restrict or allow more email through to your mailbox.
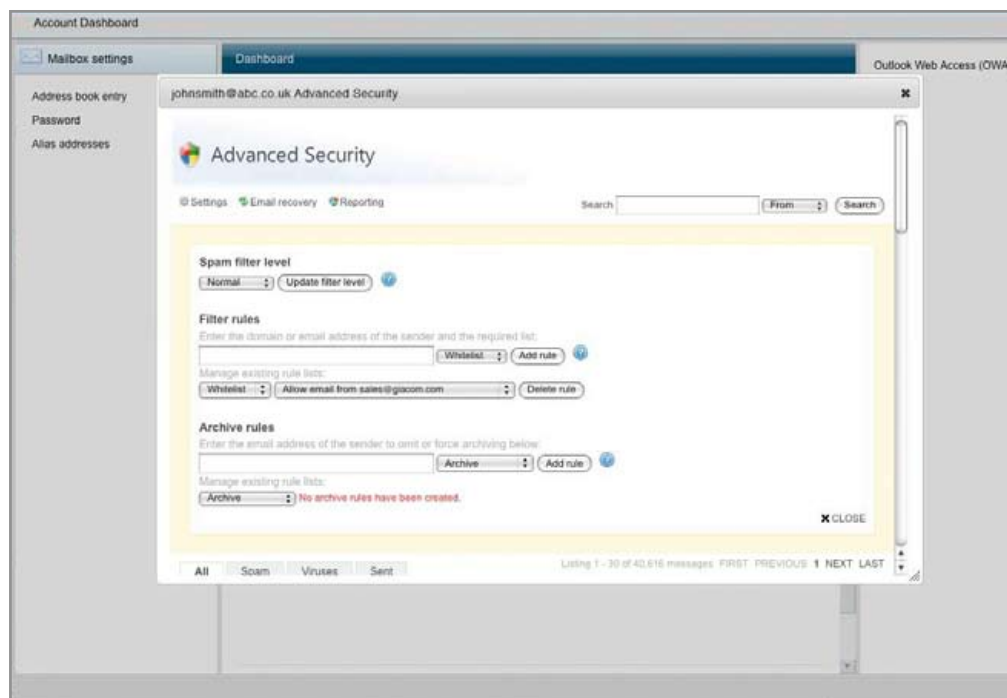
Filter Rules

These enable you to allow or deny email from a particular domain or email address.

(1) To allow mail through without risk of it being caught in the spam engines, add in the domain or email address in **Filter Rules**, set the drop down to **Whitelist** and then click on **Add Rule**.

To block emails from a particular domain or email address, add the domain or email address in **Filter Rules**, click **Blacklist** from the drop down menu and click **Add Rule**.

(2) You can delete these rules in the **Manage existing rules** list. Click on the drop down to select what type of rule you wish to delete – Whitelist or Blacklist – then select the domain or email address you wish to remove. Then click on the Delete Rule button.

Archiving Rules
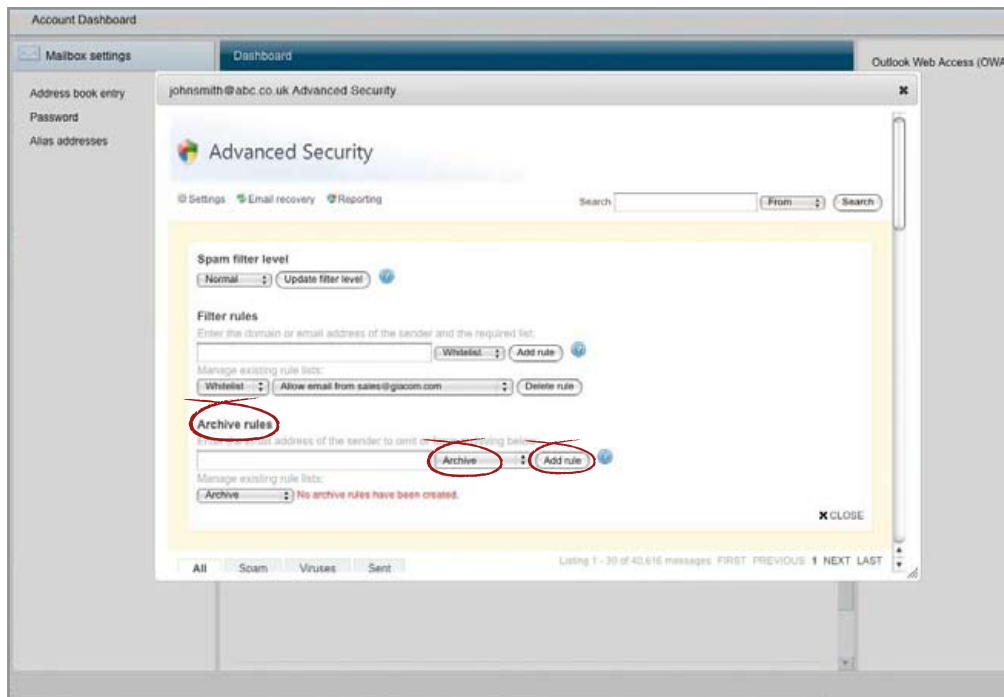
All delivered inbound messages are set to archive automatically if they are not classed as spam or a virus. However you may wish to manually set your own rules to override this automatic setting in some circumstances. For example, you may receive some messages that you do not want to archive - newsletters perhaps. You can do this by entering the sender's email address above, and setting the rule to **'do not archive'**. Alternatively, you may receive some email which is classed as spam, and the system would not normally archive these messages. You can, however, specify an email address of a sender and setting to rule to **'archive'**, therefore archiving all mail from this sender, no matter whether the message is identified as spam or not.

Email Recovery

This feature allows you to recover multiple emails between two set dates. All non-spam and non-virus inbound emails will be re-delivered to your inbox. Please note that large dates ranges will be delivered over a number of hours to protect your bandwidth.
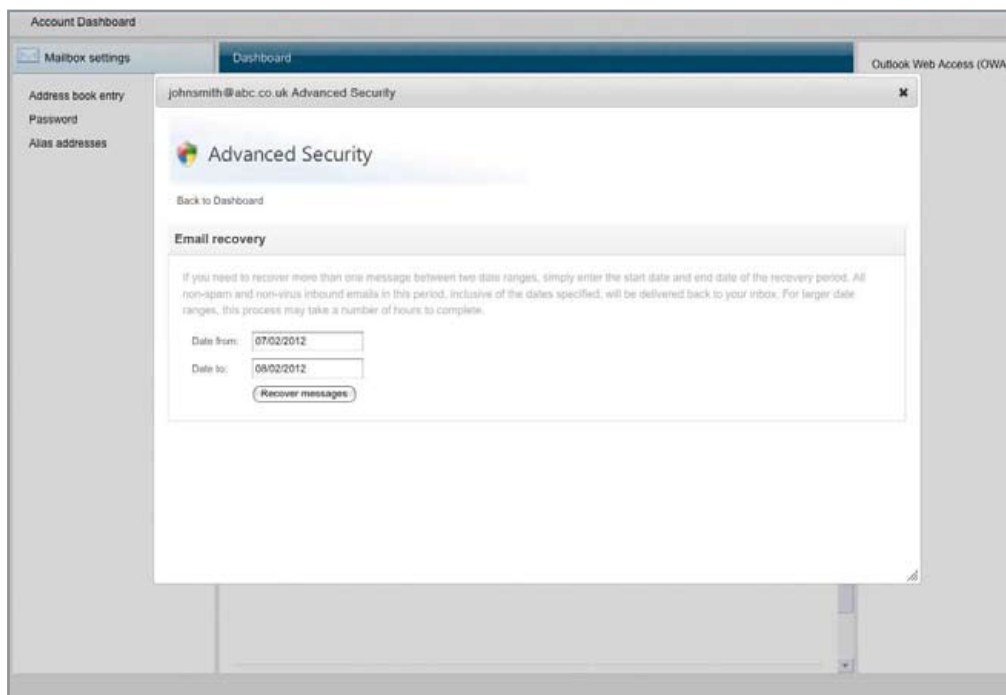
Reporting

A report can be delivered to your inbox itemising activity on your account at a time and frequency specified here. The report can include all email data or filtered to include just a specific type. This way you can receive a report every morning or evening to detail spam held in the quarantine area which may require releasing.
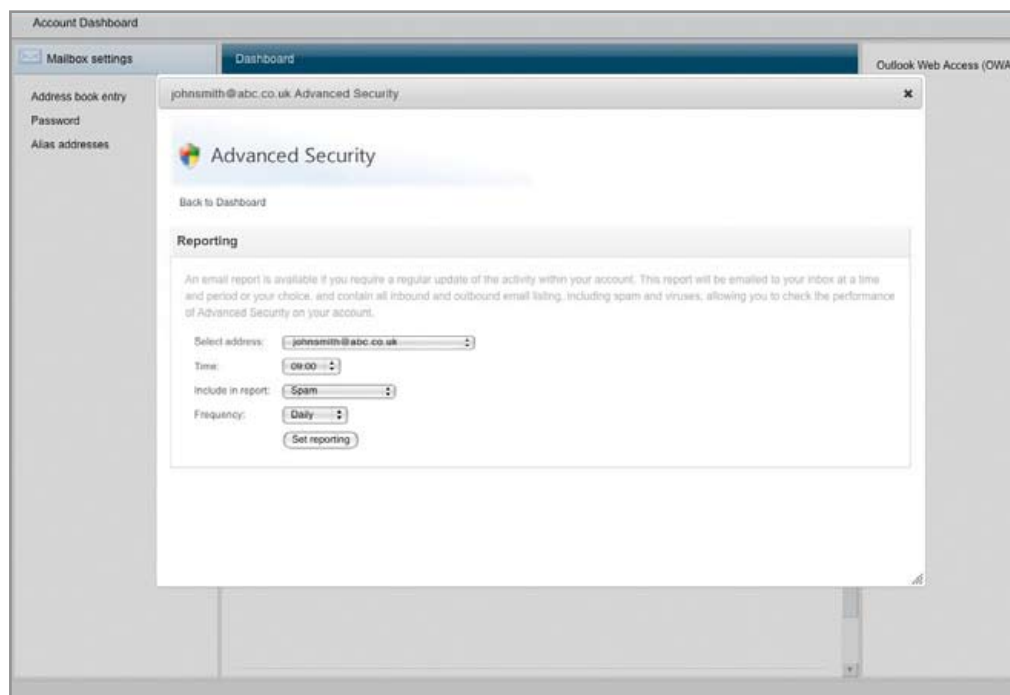
Contact Us:

If you have a question or enquiry, please contact our team on one of the numbers below for quick, friendly and efficient help.

Sales and Pre-Sales Support:

By phone: 0800 321 3812
By Email: enquiry@intrahost.co.uk

After Sales Technical Support:

By phone: 0845 680 3812
By Email: support@intrahost.co.uk

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