

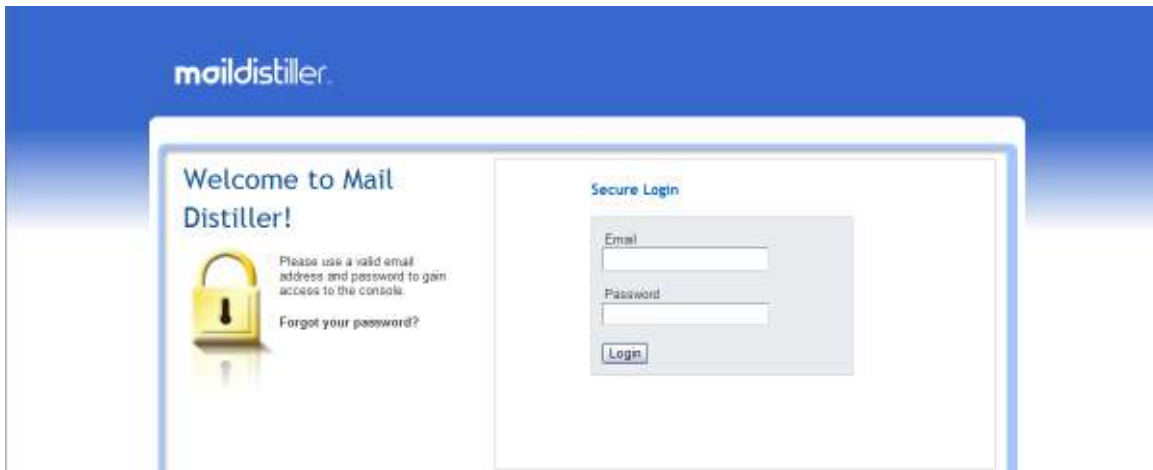
Getting Started with Maildistiller

Once Maildistiller has been activated for your organisation, you can access your personal quarantine area from any PC anywhere in the world, providing it has internet access. This is your main port of call for releasing or deleting any quarantined mail, as well as updating and applying rules/filters.

To begin, open up a web browser (for example Internet Explorer) and go to the following website:

<https://interface.maildistiller.com>

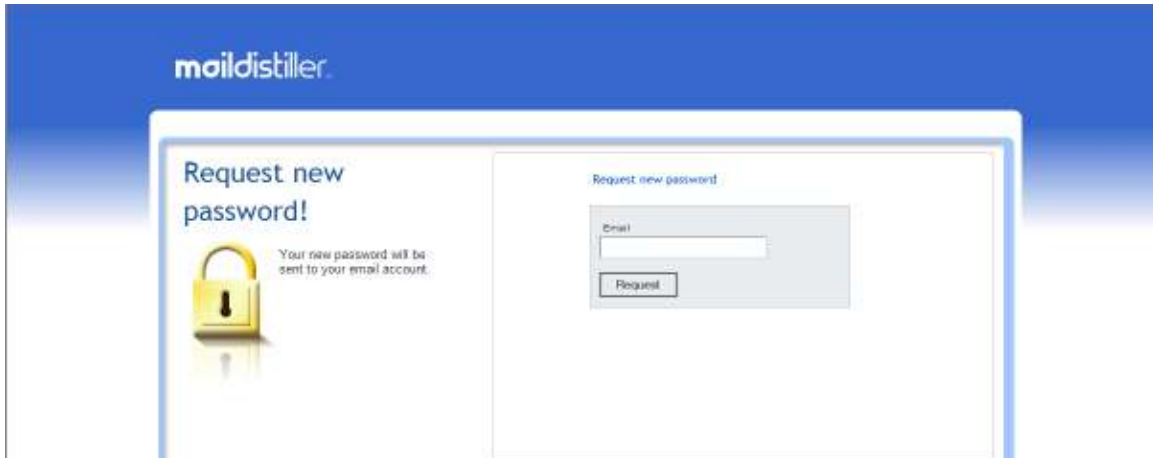
You will then see this screen:



Enter your e-mail address and the password that has been provided. You will then be redirected to the main Maildistiller Interface. Depending on your level of user access, the screen may differ. For example, if you are strictly a user, you will only be able to see and adjust the settings for your personal Mailbox. If you are an Organisational Administrator (OrgAdmin) then you will be able to see and apply settings for all your users Mailboxes, including your own.

Forgotten Your Password?

If you have forgotten your password, click on the 'Forgot your password?' link on the left hand side of the login screen. You will then see this screen:



Enter your e-mail address into the 'Email' field and click on the 'Request' button. A new password will be sent to your e-mail address. Only you will be able to see this.

The Maildistiller Interface

Once you have logged in, the default start point will be the 'Inbound Mail' tab as seen below:



The 'Inbound Mail' tab is broken down into three logical areas: Spam, Virus and Clean. Each of these areas contains the activity log's details which are listed below:

Sender - The address the email originated from.

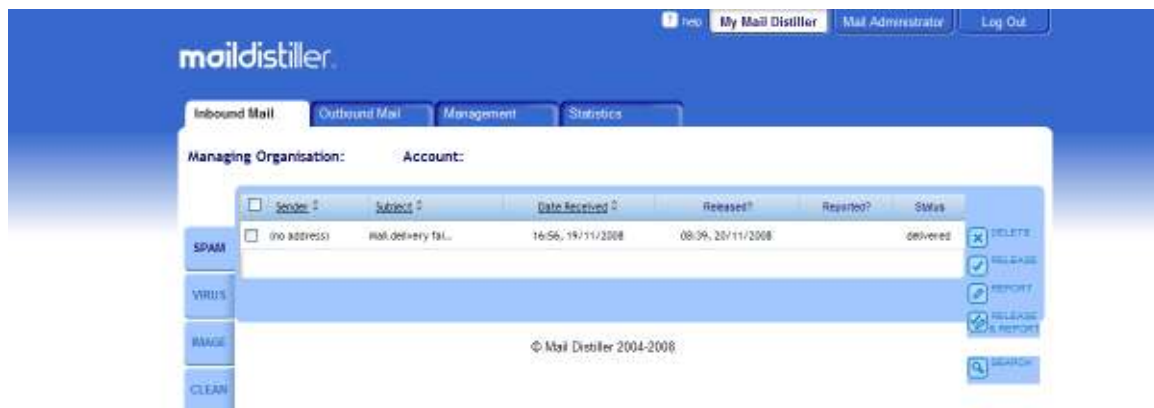
Subject - The subject of the email.

Date received – The date the email was quarantined.

Below are more detailed descriptions of each tab.

Spam

Clicking the 'Spam' tab will produce the screen below:



This screen details any emails which have been regarded as Spam by Maildistiller. You can select one or multiple messages by using the check boxes next to each email. To select all emails contained herein, click the check box next to the Sender icon. On the right hand side of the screen are four options described in detail below:

Delete - This simply deletes the selected email(s).

Release – This releases the selected email(s) one time only. Any future emails from this address will be quarantined by Maildistiller.

Report – Report to Maildistiller that the selected email(s) has been misclassified as Spam i.e. it should be Clean

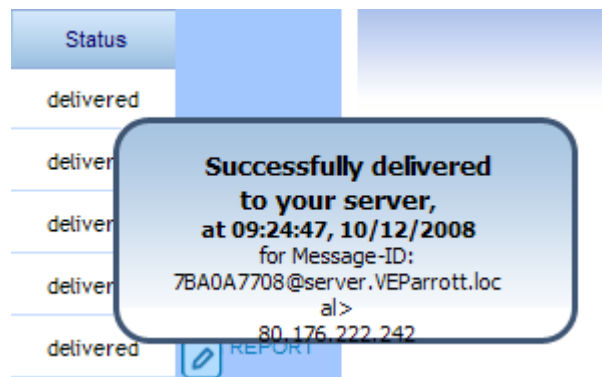
Release & Report – Release the selected email(s) and report to Maildistiller that it has been misclassified i.e. should be Clean

Virus

Inbound emails containing viruses are detected by Maildistiller and held in a quarantine log for up to 30 days. From here you may only delete emails that contain viruses. Releasing of infected emails is not supported.

Clean

By clicking the Clean tab you can see all emails that are assumed clean and delivered by Maildistiller. To view the Status of any email simply hover over any of the descriptions in the Status column as shown below:



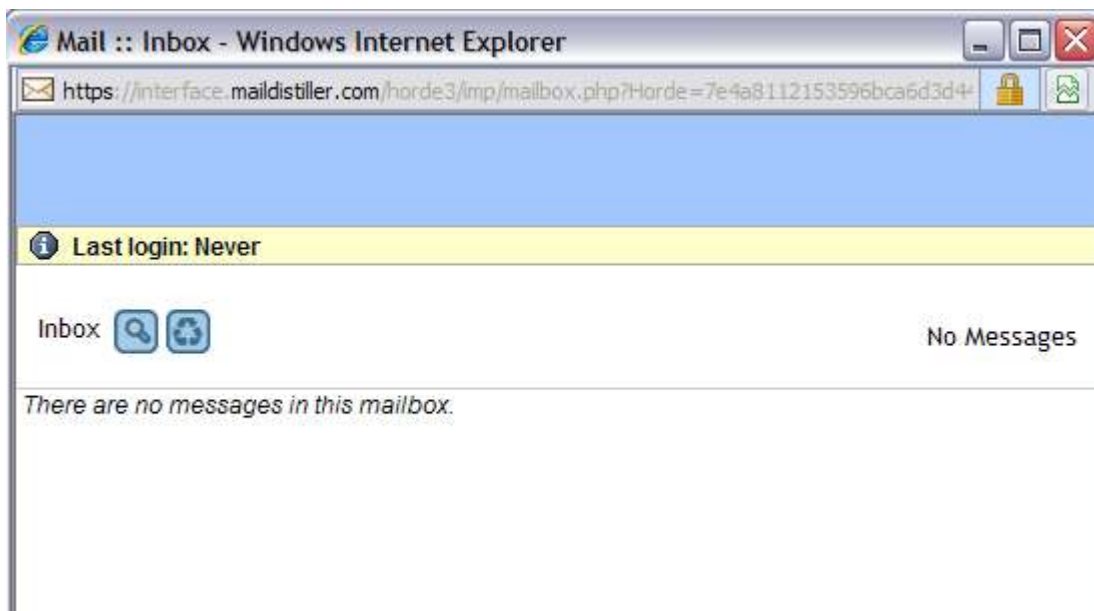
If one or more emails have been incorrectly labelled as clean, you check the box next to them and click Report. This will inform Maildistiller that the selected email(s) are Spam. Any future emails from the selected addresses will then be quarantined.

Email Continuity & the Emergency Inbox

Email Continuity is available as an added extra to the standard Maildistiller service. Continuity of your email ensures that your business can still operate, even if your email server is down or experiencing problems. Maildistiller have developed unique technology to monitor email delivery to your organisation. Should your email server be down, Maildistiller will make available the Continuity module which ensures access to any queued emails during your email server's period of downtime. Providing you have Internet access, you may access the Emergency Inbox from any PC in the world, using the Maildistiller Interface. The Emergency Inbox is located under the Inbound Mail tab, by clicking on the Clean tab on the left. When available you will see a 'green tick' like the one below:



By clicking on the above image, you will see the following screen. Any messages that are queued for delivery are shown here.



Emails are kept in the Emergency Inbox for a maximum of 9 days. There are no storage limits but it is monitored by Maildistiller as part of their Fair Use Policy. Obviously, if your email server is down for more than 9 days then there are bigger problems to contend with rather than emails not being delivered successfully!

Outbound Mail

Outbound Mail monitoring is also available to you as an added extra to the standard Maildistiller subscription. It works in the same way as Inbound mail except you can see all emails sent by yourself and anyone in your organisation, providing you have the rights to do so. Clicking the Outbound Mail tab will produce this screen:



As with Inbound Mail, each section contains the appropriate details as before:

Sender – The email address that the message originated from

Subject – Subject content of the email

Date received – The date the email was quarantined.

Outbound Mail is also broken down into three logical areas:

Block

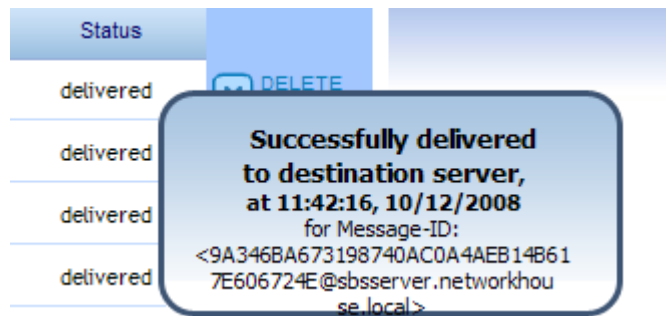
From here you can block single or multiple emails using the check boxes next to each individual email. Selected emails can then be reported to your Administrator if there are any potential issues with regards to delivering the email to the intended recipient. To do this, check the box next to the relevant email and click Report. Your Administrator is the only person who can override the Outbound Block rule.

Virus

Outbound emails that have been detected as infected are held in a log by Maildistiller for up to 30 days. You may delete any emails from here if you wish but as with Inbound mail, infected messages may not be released from quarantine.

Clean

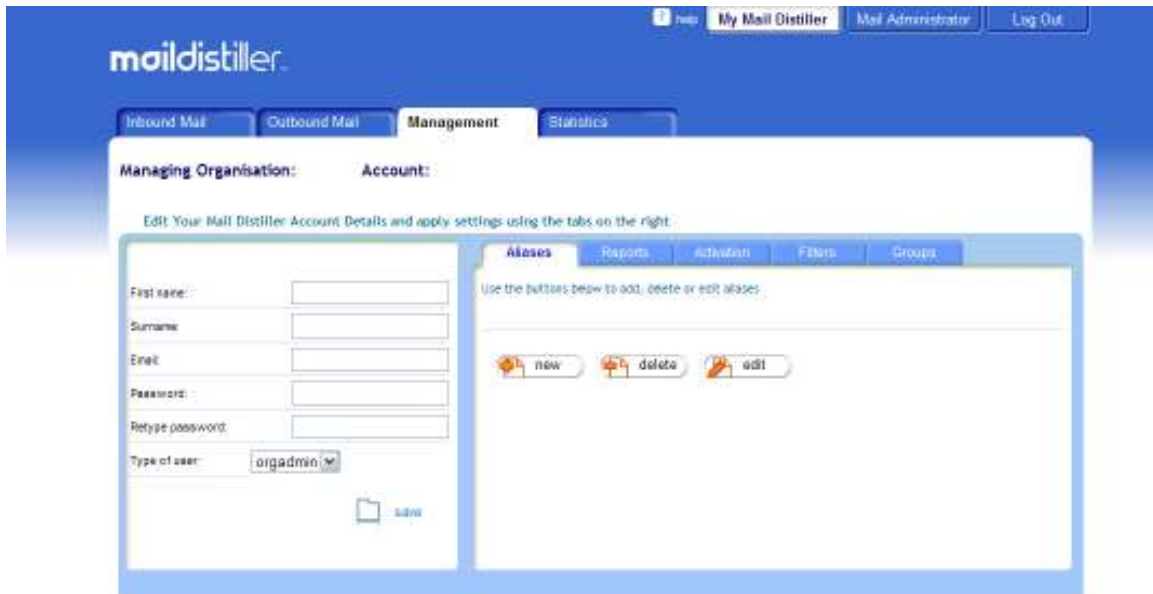
Single or multiple emails can be selected using the check boxes. As with Inbound mail, you may delete any emails from the logs or hover over the status column to bring up delivery details of the individual email:



From here you can see what time it was delivered as well as whether or not it was successful or not.

Management

The email management tab allows you manage the users within your organisation. From here you may also apply filters to your entire business or to individual user accounts. Clicking the Management tab will produce this screen:



On the left you will see details of your user account and type of user you are. Your Administrator can edit your level of user privileges. On the right hand side you will see 5 tabs. These are listed in more detail below:

Aliases

Listed here are all the email addresses associated with your account. Your main account is your Primary Email address. You may have up to 5 aliases associated with your account.

Reports

You can configure your reporting settings here. You may adjust the frequency of each report from Maildistiller, the retention period of each report and whether want receive reports or not.

Activation

The activation tab holds your current account status details including your last logon time.

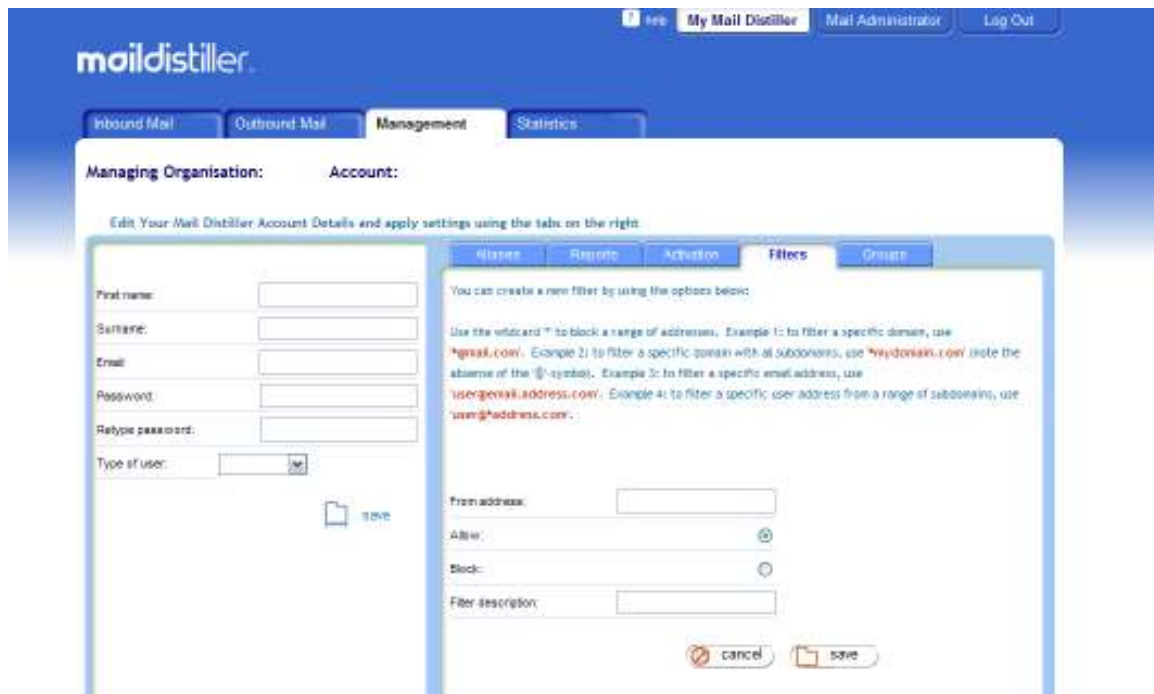
Filters



The Filters tab is used to create specific rules to either allow or block emails from individual addresses or entire email domains. Any filters applied at a user level will apply to that user only. Filters applied by an Orgadmin will apply to all users within your business. This is denoted by a blue arrow, like the one above.

Adding & Editing Filters

To create a new filter click 'new' at the bottom of the page to be taken to this screen:



As mentioned above, you can add an individual email address (example@domain.com) or you may use 'wildcards' to add entire domains. To add a domain simply type *@domain.com into the From Address field. If you wish to add a domain, including any of its derivatives (.com .co.uk .net etc.) simply type [@domain*](mailto:*@domain*) into the From Address field. You can then choose whether to block or allow using the radial buttons provided. Enter a filter description in the final field and click 'save'. You will then be taken back to the main filter screen. The filter will be applied and take effect immediately. To delete a rule, click the radial button next to the chosen rule and click 'delete' at the bottom of the screen.

Groups

The Groups tab shows all groups that your account belongs to. You can have multiple groups and apply specific filters to those groups. Group specific filters only apply to members of that group, not your entire organisation.

Statistics & Monitoring

The Statistics tab is a graphical representation of how well Maildistiller is performing for you. When you click the Statistics tab you will be taken to this screen:



As you can see, your email traffic is broken down into 3 categories. You can click on each of the individual areas of the pie chart to get more details. The Bar Chart shows how your account is affected on a daily basis by comparing Clean versus Spam numbers. You can also click the other 4 tabs to view different statistics including Number of Messages, Bandwidth Usage and a list of the Top 10 users receiving email.