

EXCHANGEDEFENDER

USER GUIDE



EMAIL SECURITY | ARCHIVING | BUSINESS CONTINUITY
WWW.EXCHANGEDEFENDER.COM

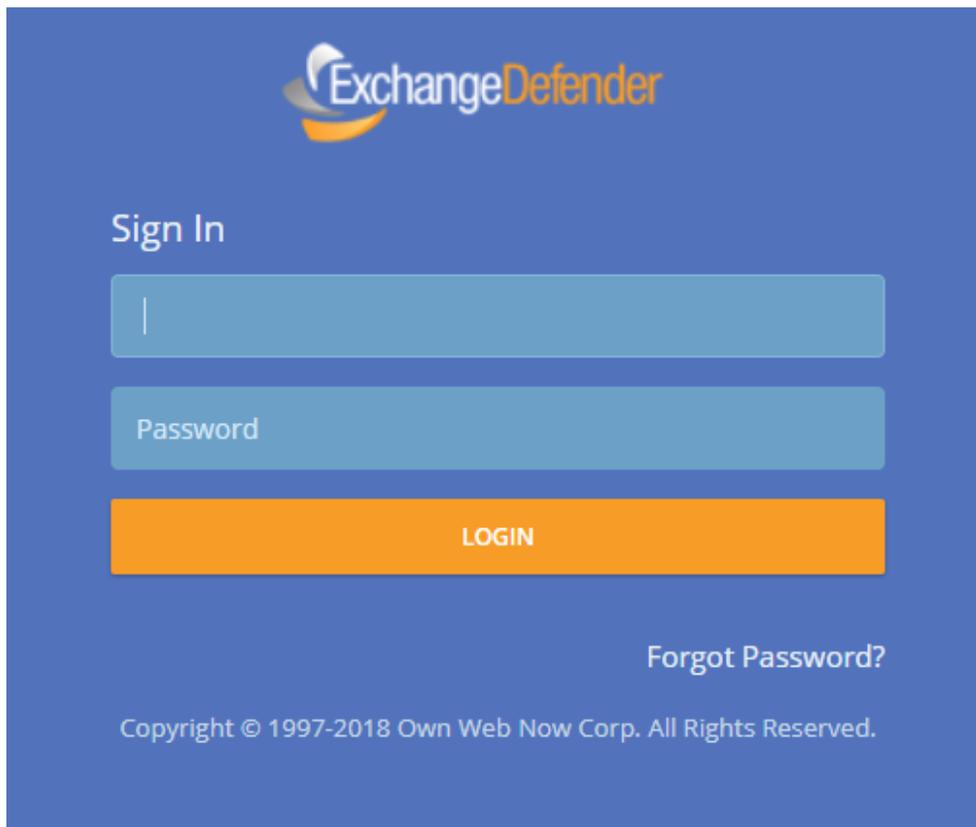
Overview

The ExchangeDefender admin portal is a powerful tool that gives you access to all of the benefits our software has to offer, from the safety and convenience of your web browser. This guide will familiarize you the basic operation of the admin portal and offer helpful tips on how to manage your service to get the most out of your Inbox experience.

ExchangeDefender is a cloud-based security service that keeps your email safe from SPAM, virus, malware, spyware, DDoS, and email attacks while also providing for business continuity, email encryption, eDiscovery, compliance and regulatory long term archiving. Everything is managed securely at <https://admin.exchangedefender.com>

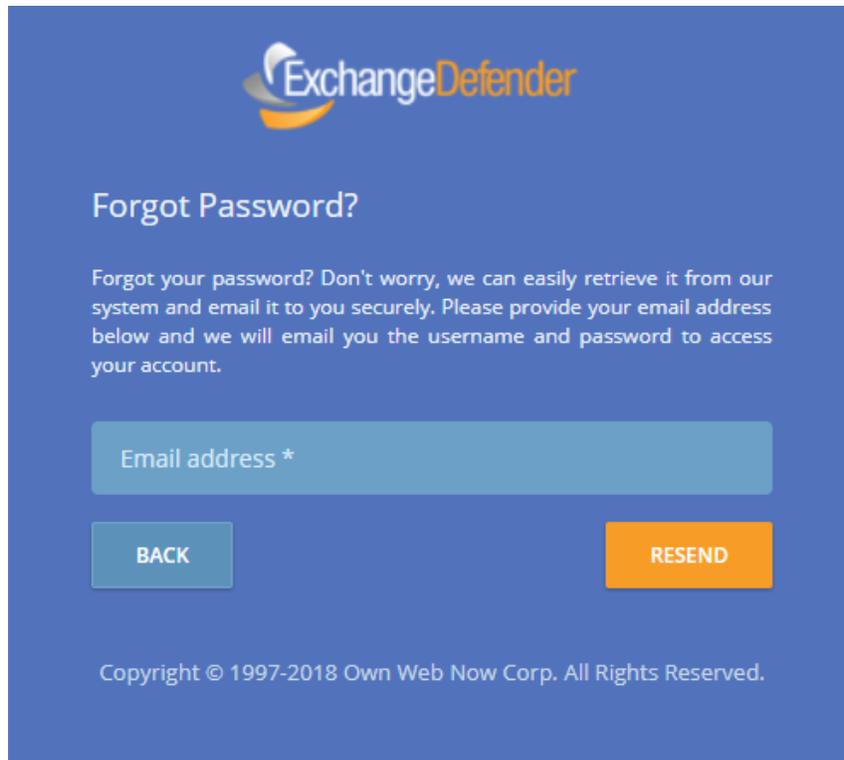
Logging In

Your login credentials should have been emailed to you by your IT Solution Provider when your organization was first enrolled in ExchangeDefender.

The image shows a screenshot of the ExchangeDefender login interface. At the top center is the ExchangeDefender logo, which consists of a stylized 'E' and 'D' in blue and orange, followed by the text 'ExchangeDefender'. Below the logo, the text 'Sign In' is displayed. There are two input fields: the first is for the email address, and the second is for the password, with the word 'Password' written inside the field. Below these fields is a large orange button with the text 'LOGIN' in white. To the right of the button, there is a link that says 'Forgot Password?'. At the bottom of the form, there is a copyright notice: 'Copyright © 1997-2018 Own Web Now Corp. All Rights Reserved.'

Note: This secure website is protected using the same level of encryption that your bank, credit card, and ecommerce sites rely on.

1. To manage your ExchangeDefender service simply open a browser and point it to:
<https://admin.exchangedefender.com>
2. Simply type in your email address and your password to login.



Password Reminders

If you encounter issues with your login credentials you can always request to have them emailed to you. To request a login credential reminder please click on forgot your ID or Password? Link at: <https://admin.exchangedefender.com>

Provide your email address and the system will email you login credentials to access the site.

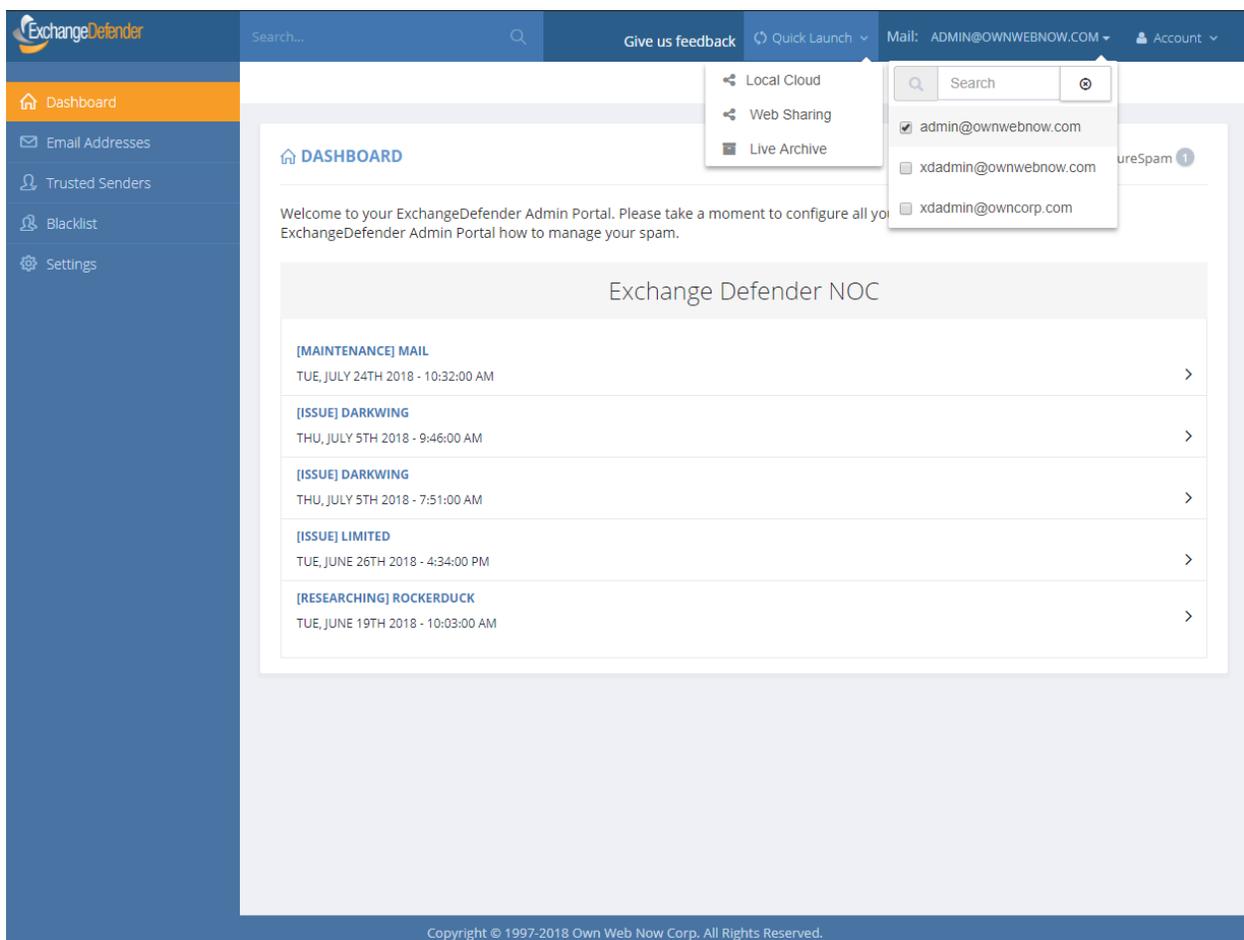
If your email address is not protected by ExchangeDefender you will have to contact your IT Solution Provider for further assistance. For security reasons, passwords cannot be emailed to a different address or reset without access to your mailbox.

Note: Starting with September of 2018, in order to comply with stricter security requirements, we will no longer store passwords and will instead send a password reset link when credentials are requested.



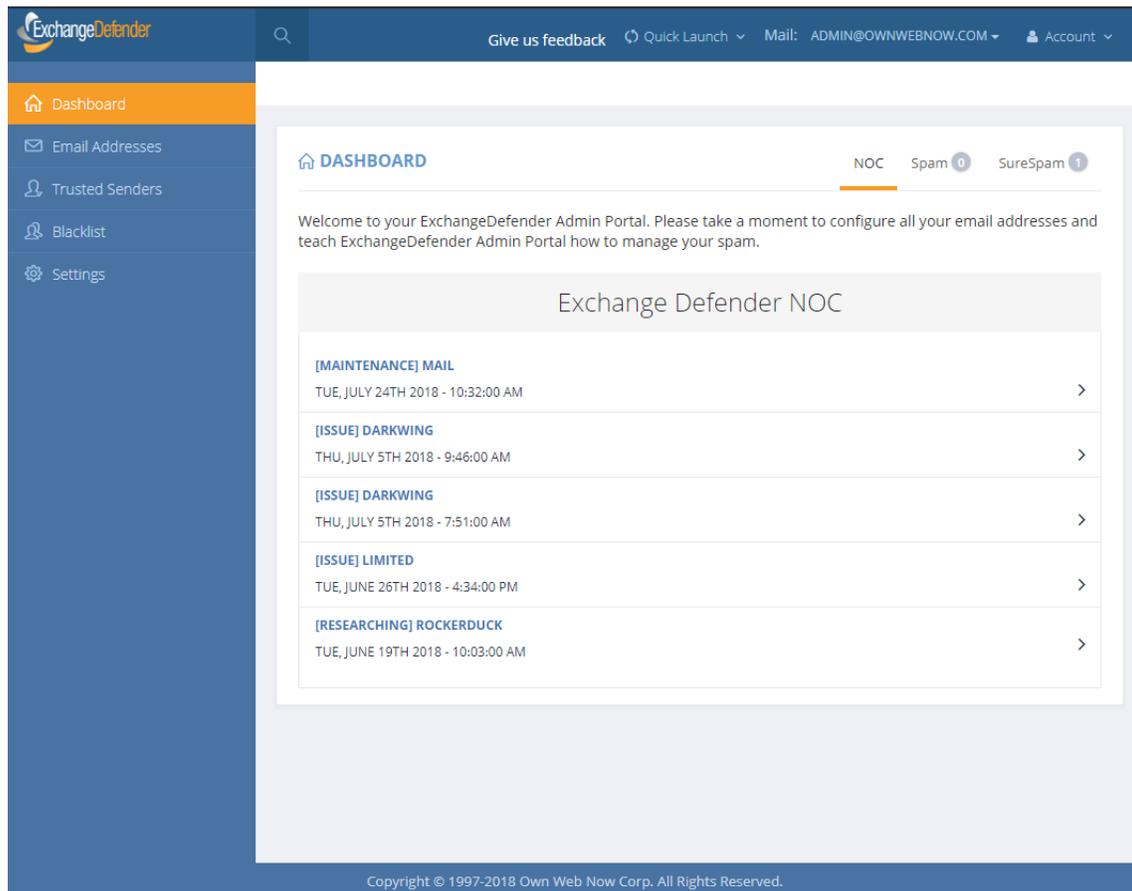
Dashboard Overview

Across the top you will find main ExchangeDefender navigation panel that gives you quick access to popular ExchangeDefender features. On the left, you will see context navigation menus that will lead you to more advanced settings and site sections depending on what you're currently working on.



ExchangeDefender navigation header gives you the ability to quickly access important features and apply filters to specific mailbox.

1. “Give us feedback” enables you to provide ExchangeDefender team with feature suggestions, ideas or complaints. As nearly 95% of our product features are designed from user requests we encourage you to tell us when we could be doing better or if something could make you more productive.
2. Account dropdown enables you to securely log out. For Service Providers and Domain Manager/CIO, this dropdown allows you to quickly jump into a role and site section that you have access to
3. Mail dropdown lists all email addresses protected by ExchangeDefender. If you are managing a lot of email addresses, you can search for a specific one and only display data for one email address or multiple addresses.
4. Quick Launch dropdown enables you to quickly jump to other ExchangeDefender services without having to authenticate or remember other addresses.



Accessing Your SPAM Quarantines



ExchangeDefender

Give us feedback Quick Launch Mail: ADMIN@OWNWEBNOW.COM Account

Dashboard

Email Addresses

Trusted Senders

Blacklist

Settings

DASHBOARD NOC Spam 0 SureSpam 1

Quarantine

Below is the list of spam messages caught by ExchangeDefender. If you would like to see the message you have three options under

Actions:

- Release** - ExchangeDefender will deliver this message to your inbox within one minute.
- Trust Sender** - ExchangeDefender will deliver this message and keep future messages from this sender from being quarantined.
- Review** - ExchangeDefender will mark this message as reviewed and keep this message from appearing in future Spam Report Emails.

SURESPAM QUARANTINE FOR ADMIN@OWNWEBNOW.COM

RELEASE TRUST SENDER REVIEW SHOW RELEASED PRINT PDF CSV

All records Search:

<input type="checkbox"/>	From	Subject	Received	Severity
<input type="checkbox"/>	qianld@shpc.com.cn	INFO	2018-08-06 12:10	3

Showing 1 to 1 of 1 entries

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ExchangeDefender processes email content automatically based on our scan patterns as well as user defined policies. The safest thing to do is to allow ExchangeDefender to Quarantine SPAM and SureSPAM messages so that they are not permanently deleted and do not flood your inbox. You still have the ability to access these suspicious messages through our admin portal at <https://admin.exchangedefender.com> right from the dashboard.

First, select which email addresses you want to control from the **Mail** dropdown by checking and unchecking appropriate mailboxes. By default, ExchangeDefender only shows totals for the main account since that is what you will be checking the most and will make the system run the fastest.



Second, click on the appropriate SPAM or SureSPAM link immediately underneath. Our portal displays the current number of new messages in each quarantine (messages that have not been marked as reviewed).

Managing & Protecting Email Addresses

ExchangeDefender allows you to protect multiple email address that belong to you or that you manage. You can assign all of your email addresses to your account so that you can centrally manage them all.

✉ EMAIL ADDRESSES

+ ADD NEW PRINT PDF CSV

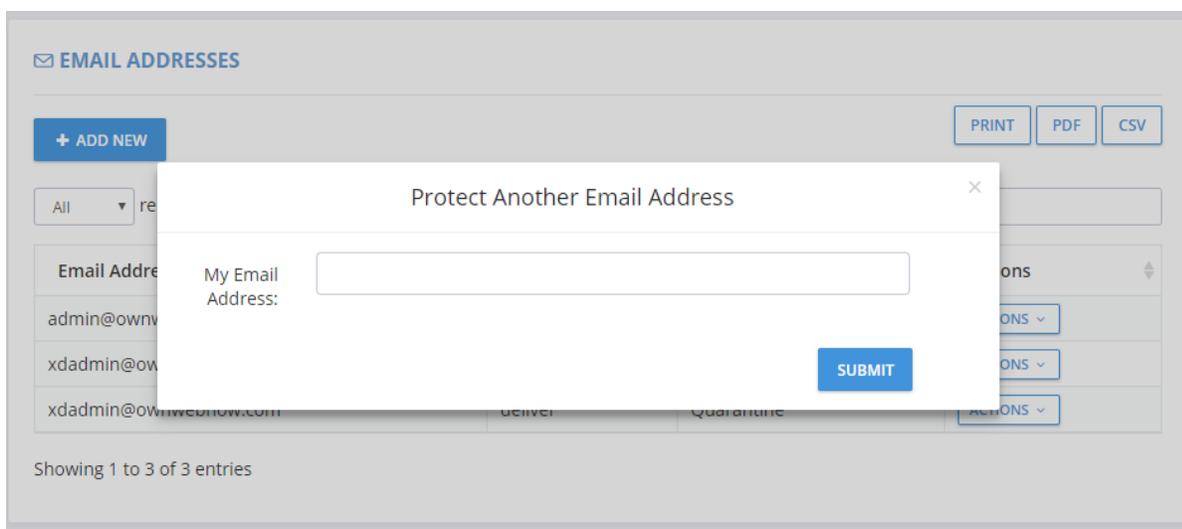
All ▾ records Search:

Email Address ▲	Spam ◆	Sure Spam ◆	Actions ◆
admin@ownwebnow.com	Deliver	Quarantine	ACTIONS ▾
xdadmin@owncorp.com	Deliver	Quarantine	ACTIONS ▾
xdadmin@ownwebnow.com	Deliver	Quarantine	ACTIONS ▾

Showing 1 to 3 of 3 entries

Protecting an email address

1. Click on Email Addresses from the side menu.
2. Click on “Add New” and provide the new email address in the popup window.
3. Click on Submit.
4. If the email address is valid and available for protection by ExchangeDefender, it will be added to your managed email list and a confirmation email will be sent.



Managing Existing Email Addresses

ExchangeDefender makes management of the existing email security policies simple even on the user level. Each email address in your account can have its own specific SPAM handling policies that give you ultimate flexibility to handle your mail appropriately, particularly if it's shared with multiple people (ex: distribution groups, shared mailboxes or public folders).

Below you will see a list of addresses currently being protected by ExchangeDefender.

Click the dropdown box located to the right of the email address to see a list of management options.

- **Delete Address**
This will remove the email address from the account
- **Deliver Spam**
This will set Spam to be delivered for the account. SPAM messages will go through ExchangeDefender, subject will have [SPAM] appended to it and message will be delivered as usual.
- **Delete Spam**
All SPAM messages will be deleted within ExchangeDefender as they are identified. There is no way to later recover these messages or access their contents through search.

- **Deliver SureSpam**
SPAM messages will go through ExchangeDefender, subject will have [SURESPAM] appended to it and message will be delivered as usual.
- **Delete SureSpam**
All SureSpam messages will be deleted within ExchangeDefender as they are identified. There is no way to later recover these messages or access their contents through search.

EMAIL ADDRESSES

+ ADD NEW PRINT PDF CSV

All records Search:

Email Address	Spam	Sure Spam	Actions
admin@ownwebnow.com	Deliver	Quarantine	ACTIONS
xdadmin@owncorp.com	Deliver	Quarantine	<ul style="list-style-type: none"> Deliver SureSpam Quarantine Spam Delete Address Delete Spam Delete SureSpam
xdadmin@ownwebnow.com	Deliver	Quarantine	

Showing 1 to 3 of 3 entries

Reviewing SPAM

SPAM quarantine to access messages that were identified by our content filtering as SPAM. You can quickly locate a specific message by using the Find Messages search function or you can browse the SPAM quarantines by clicking on the appropriate email address.

You can mark multiple messages as reviewed so they will no longer show up in SPAM totals or show up as new when you revisit your portal.

Note: There is no way to “Delete” messages from SPAM quarantines, they are automatically expired from the system based on organizations settings. *Why don't we allow users to delete messages?* Mostly for regulatory compliance reasons but also because we use a single instance engine store – often messages are copied or blind carbon copied to other recipients and allowing one user to destroy the piece of SPAM makes it impossible for others to access it if necessary.

[DASHBOARD](#) NOC Spam **0** SureSpam **0**

Quarantine

Below is the list of spam messages caught by ExchangeDefender. If you would like to see the message you have three options under **Actions:**

Release - ExchangeDefender will deliver this message to your inbox within one minute.
Trust Sender - ExchangeDefender will deliver this message and keep future messages from this sender from being quarantined.
Review - ExchangeDefender will mark this message as reviewed and keep this message from appearing in future Spam Report Emails.

SPAM QUARANTINE FOR ADMIN@OWNWEBNOW.COM

RELEASE
TRUST SENDER
REVIEW
SHOW RELEASED

PRINT
PDF
CSV

All ▾ records Search:

<input type="checkbox"/>	From	Subject	Received	Severity
<input type="checkbox"/> ⓘ	msprvs1=17752-3wjgeg1=bounces-...	Trello	2018-08-02 11:36	1
<input type="checkbox"/> ⓘ	877-lbl-349.0.82892.0.0.25888....	Your MSP Ransomware Guide	2018-07-31 13:59	1

Showing 1 to 2 of 2 entries

SPAM Quarantine view allows you to export the list of SPAM messages or print the entire listing if you need it for archiving purposes.

There are four menu options available when dealing with SPAM:

- **Release** – Delivers the message from our Quarantine to your Inbox.
- **Trust Sender** – Delivers the message from our Quarantine to your Inbox and adds the senders email address to Trusted Senders list so their future emails aren't quarantined.
- **Review** – Simply marks messages as seen so they don't show up in SPAM reports

or affect SPAM count numbers. Only used as a marker.

- **Show Released** – Once messages are released from the Quarantine they will no longer be visible in the SPAM quarantine listing. Show Released will show you which messages we've already delivered from our Quarantine so you can request to have it released again (in the event of email server issues)

You can manage multiple emails by checking the box next to them.

You can also view and preview the message by clicking the "I" icon next to the from address.

SPAM severity indicates how certain we are about the SPAM contents of the message. Severity starts at 1 for relatively benign messages containing unsolicited commercial content all the way up to 4 which is for messages that contain known, person-reviewed dangerous content (such as phishing, spoofing, links to malware or dangerous sites, etc)

SURESPAM QUARANTINE FOR ADMIN@OWNWEBNOW.COM

RELEASE TRUST SENDER REVIEW SHOW RELEASED PRINT PDF CSV

All records Search:

<input type="checkbox"/>	From	Subject	Received	Severity
<input type="checkbox"/> ⓘ	qianld@shpc.com.cn	INFO	2018-08-06 12:10	3

2018-08-06 12:10:30
From: qianld@shpc.com.cn
To: admin@ownwebnow.com
Subject: INFO
Sender Ip: 222.66.239.241
SPAM Score: 41.51

< BACK TO DASHBOARD

INFO From: qianld@shpc.com.cn 2018-08-06 12:10:30 ACTIONS

Good day,

I would like to have discussion with you on areas of good projects in your country.

I will give you further details when i read from you.

I wait your reply .

Thank you.

Best regards

Thierno fallou

What is the difference between SPAM and SureSPAM?

ExchangeDefender uses automated text and pattern to determine if there are many likely SPAM patterns in each message you receive. If we are fairly confident (80% certainty) that the message is SPAM based on its contents and sender information, we will categorize it as SPAM. If we have previously seen the email, or had it reported or manually identified as SPAM based on dangerous content (99% certainty) we will store it in the SureSPAM quarantine.

If you choose to (Deliver or Delete) your SPAM or SureSPAM messages you will not see the SPAM quarantines because no SPAM would be stored by our system. To browse the messages simply click on SPAM or SureSPAM quarantine you wish to review.

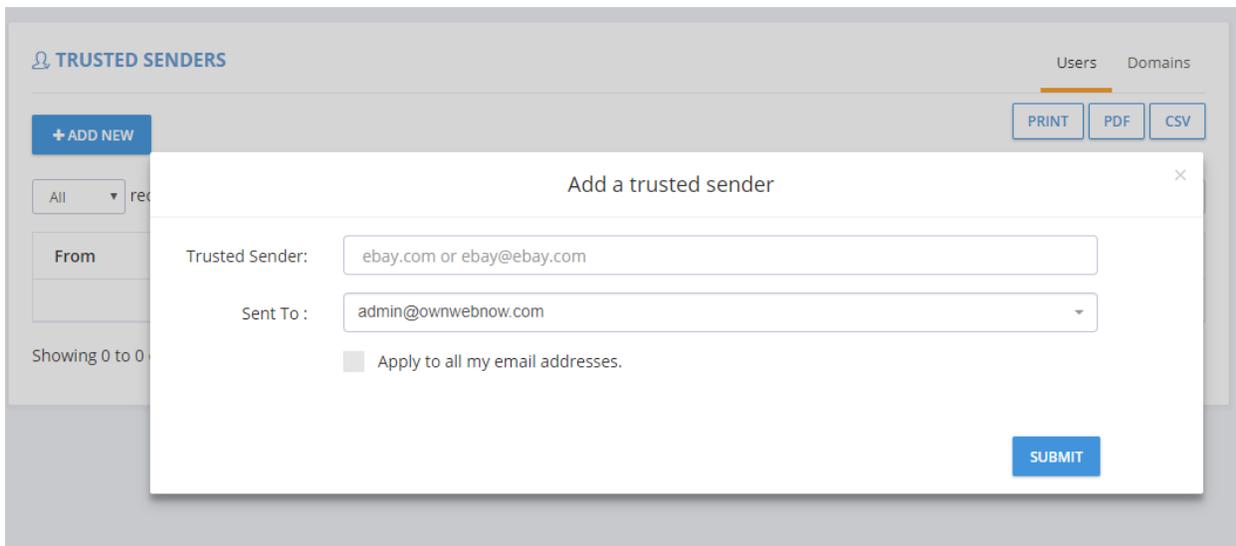
Managing Whitelists & Trusted Senders

ExchangeDefender allows you to manage your own whitelist of email senders that you never want screened for SPAM content. Our software constantly learns from your usage patterns and adjusts the SPAM scores for your individual mailbox.

Note: This function should be used only when you are certain that you wish to trust this sender.

Adding a trusted sender

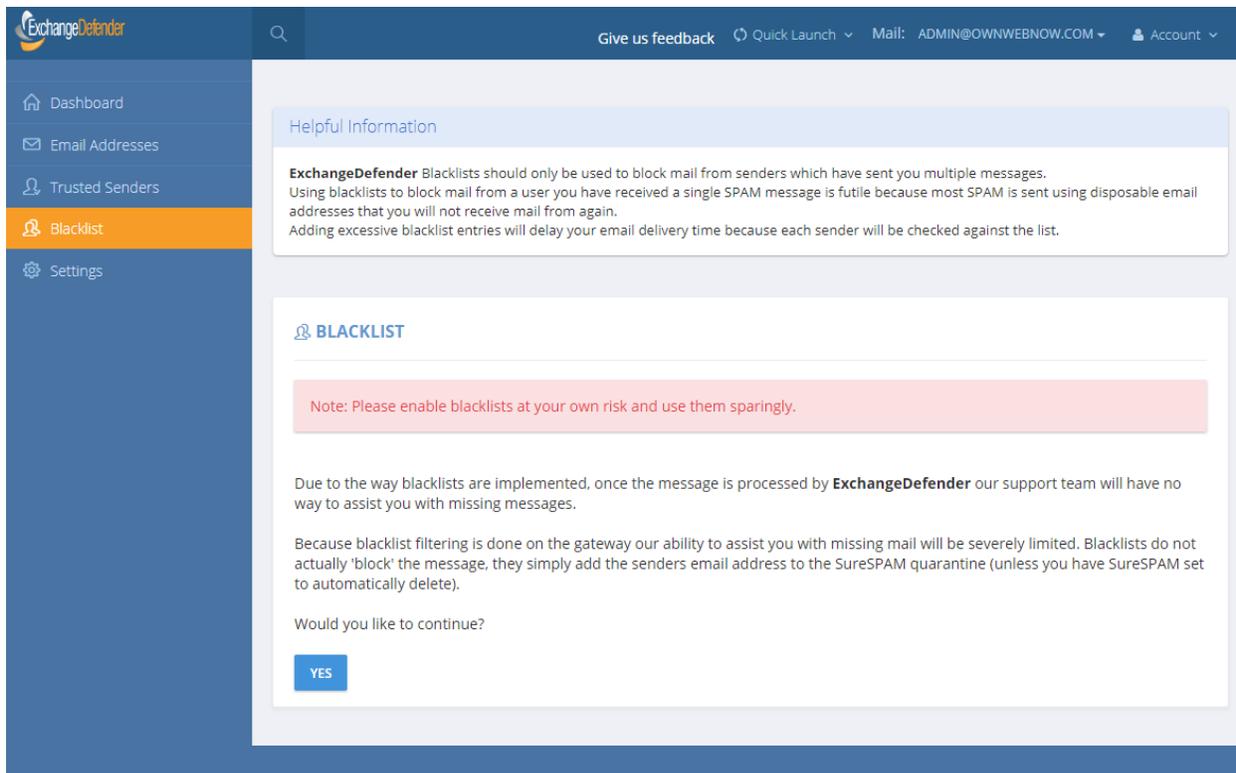
1. Select Trusted Senders from the top menu.
2. Provide the email address or domain you wish to whitelist.
3. Select the address that will receive the messages, or choose "Apply to all my email addresses".
4. Click Submit.



Removing a Trusted Sender

Click the red trashcan icon next to the email you wish to remove.
A dialog will then pop-up notifying you the address has been removed.

At the bottom of this page you will see a list of addresses, these are the current list of trusted senders/domains on the user account.



Managing Settings

ExchangeDefender Settings section allows you to customize the functionality of ExchangeDefender to suit your needs. You can set your defaults for reporting, paging, time zones and even change your password if permitted by your IT Solution Provider.

Email reports (for ExchangeDefender Pro) allow you to receive up to two daily digest reports containing SPAM messages that have been quarantined by ExchangeDefender. This enables you to quickly scroll through quarantined messages in your Inbox without logging into the admin portal.

ExchangeDefender

Give us feedback Quick Launch Mail: ADMIN@OWNWEBNOW.COM Account

Dashboard
Email Addresses
Trusted Senders
Blacklist
Settings

SETTINGS

Reports Paging Time Zone Password

Helpful Information

If you choose to quarantine SPAM or SureSPAM you can receive daily junk mail reports through e-mail. This e-mail contains a list of all messages we caught during the day and allows you to quickly release messages without having to login to this control panel. Some users also choose to receive an additional intraday report.

Report Options:

- Disable e-mail reports
- Enable daily e-mail report
- Enable daily and intraday e-mail reports

Report Schedule

Generate Daily report at:
00:00

Generate Intraday report at:
00:00

Report Contents:

- Report quarantine for all e-mail addresses
- Report quarantine only for e-mail addresses that have SPAM in them

SUBMIT