



Hosted Email Security

Integrated email threat protection in a hosted service

Web End User Quarantine User's Guide



Messaging Security

Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice. Before using this service, please review the latest version of the applicable user documentation, which is available from the online help icon at the top right of the screen.

Trend Micro, the Trend Micro t-ball logo, and TrendLabs are trademarks or registered trademarks of Trend Micro, Incorporated. All other product or company names may be trademarks or registered trademarks of their owners.

Copyright© 1995-2010 Trend Micro Incorporated. All rights reserved.

Document Part No. HSEM04282_91229

Publication Date: March 18, 2010

Protected by U.S. Patent No. 5,623,600; 5,951,698; 5,983,348; 6,272,641

The user documentation for Trend Micro™ Hosted Email Security Web End User Quarantine is intended to provide information about the main features of the service. You should read it prior to using the service.

Detailed information about how to use specific features within the service are available in the online help file and online Knowledge Base at the Trend Micro web site.

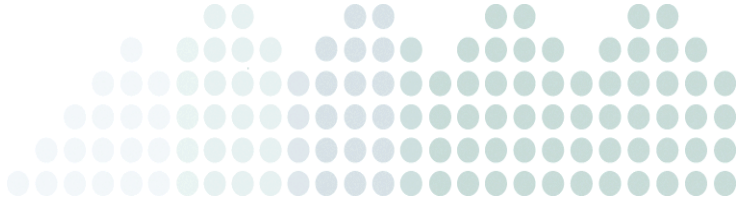
Trend Micro is always seeking to improve its documentation. Your feedback is always welcome. Please evaluate this documentation on the following site:

<http://www.trendmicro.com/download/documentation/rating.asp>

Contents

Introducing Web End User Quarantine

- Accessing the Web End User Quarantine2
- Creating an Account2
- Logging on to Web End User Quarantine4
- Working with Quarantined Spam4
- Using the Approved Senders Screen6
- Changing Your Password8



Introducing Web End User Quarantine

The Hosted Email Security Web End User Quarantine (EUQ) is a user interface that helps end users to manage spam email messages held in quarantine. End users can also set up a list of approved email senders whose messages should be delivered, not quarantined. It is easy to use, as shown in [figure 1-1](#).

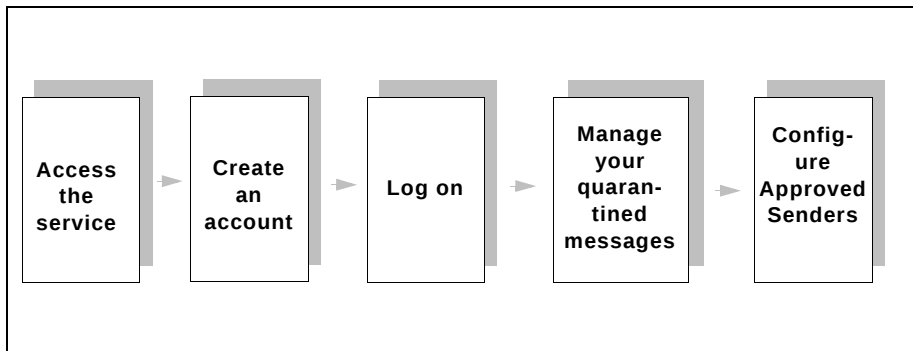


FIGURE 1-1 Getting Started with Hosted Email Security Web EUQ

Accessing the Web End User Quarantine

To access the Web End User Quarantine, you need Internet access and one of the following browsers:

- Microsoft™ Internet Explorer™, minimal version 6.0
- Mozilla™ Firefox™, minimal version 2.0

To access the service:

1. Open your browser.
2. Go to the URL provided by your system email administrator.

Creating an Account

In order to use Web EUQ, you must have an account.

To register a new account:

1. Access the service.
2. Click the **Register a new account** link on the login page shown in [figure 1-2](#).

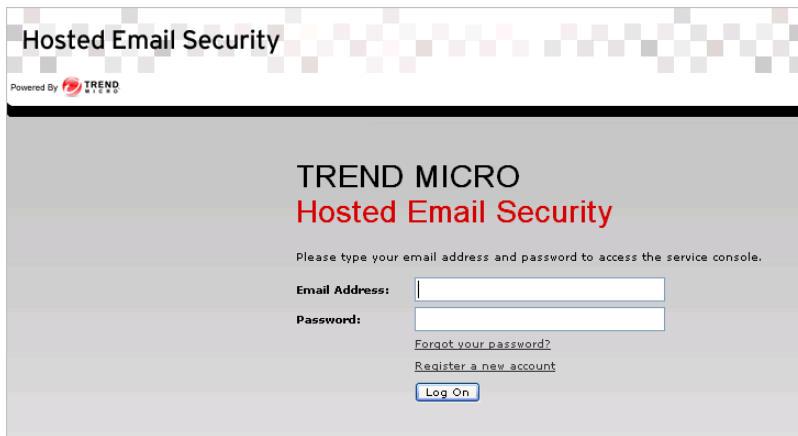


FIGURE 1-2 Web EUQ login screen

3. Type your last name and first name in the Personal Information fields shown in [figure 1-3](#).

Hosted Email Security

Powered By **TREND MICRO**

Create a New Account [Help](#)

1. Personal Information

Last Name*:

First Name*:

2. Log-In Information

E-Mail Address*:

Confirm E-Mail Address*:

3. Password

Password*:

Confirm Password*:

4. Security Question

Security Question*: What's your mother's maiden name?

Answer*:

5. Verification



Image Text*:

FIGURE 1-3 Create a New Account screen

4. Type and confirm your email address in the Log-in Information fields.
5. Type and re-type the password to be associated with the new account.
6. Select a security question and type the answer.
7. Type the text displayed in the image.
8. Click **Finish**.

When your information is successfully authenticated, you will receive an email with an activation URL. Click on the URL to activate your new password. Log on to the Web EUQ console with the password that you chose in [Step 5](#).

Logging on to Web End User Quarantine

After creating a new account, you will receive an email message notifying you that your information has been authenticated and that your account has been created.

To log on to Web End User Quarantine for the first time:

1. Open the email that you received that verifies your account was created.
2. Click on the activation URL link.
You will see the Web EUQ logon screen shown in [figure 1-2](#).
3. Type the email address that you used when setting up the account.
4. Type the password that you selected when creating the account.
5. Click **Log On**.

Working with Quarantined Spam

The Quarantined Spam screen is the first screen you see when you log on to Web EUQ. On this screen you can:

- View and sort a list of quarantined messages that were prevented from reaching your email inbox
- Perform one of three optional actions on your quarantined message(s):
 - Delete
 - Deliver (Not Spam)
 - Deliver & Approve Sender

The Quarantined Spam screen displays the number of currently approved sender addresses above the table. See [Using the Approved Senders Screen](#) on page 6 to learn how to add or edit Approved Sender addresses.

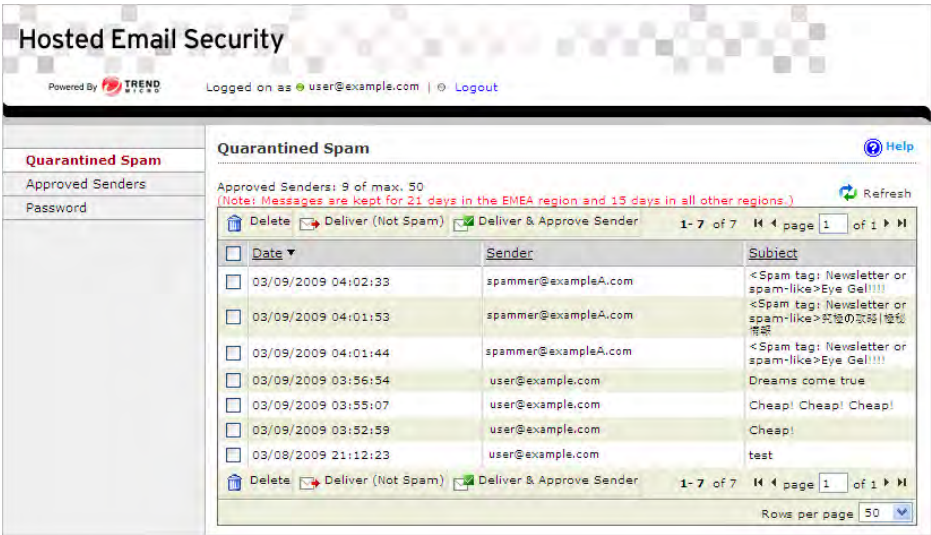


FIGURE 1-4 Quarantined Spam screen

To view and sort quarantined items in the table:

1. Optionally, toggle the number of message entries displayed (10, 25, 50, 100, 250, 500) using the drop-down list at the bottom right of the table.
2. Navigate through the message entries by clicking on the images in the right side of the heading row:
 - |< first page
 - < back one page
 - > forward one page
 - |> last page
3. Sort message entries by ascending or descending order in the following categories:
 - Time and date received (mm/dd/yy, hh:mm:ss)
 - Sender address
 - Subject

To perform one of three actions for quarantined item(s):

1. Select the message(s) in question by doing one of the following:
 - Select the check boxes to the left of each individual entry
 - Select the check box to the left of “Date” column heading to select all messages on the currently visible page
2. Select an action to be performed:
 - **Delete** (): Selected message(s) are deleted.
 - **Deliver (Not Spam)** (): Selected message(s) are sent to your email account.
 - **Deliver and Approve Sender** (): Selected message(s) are sent to your email account and the sender's address will be added to your Approved Senders list.

Note: Trend Micro Web EUQ maintains up to 21 days of quarantined messages in the EMEA region and 15 days in all other regions. These messages would be subsequently deleted.

Using the Approved Senders Screen

On the Approved Senders screen you can:

- Display a list of the existing approved senders and sort them by date approved or by sender address.
- Approve specific addresses or domains to send email to your email address
- Delete existing approved sender addresses or domains
- Edit existing approved sender addresses or domains

When using the Approved Senders screen, the following conditions apply:

- Web EUQ will contain no more than 50 approved senders on the list.
- Email Reputation Services (ERS) will not block any email messages from the senders (or domains) specified.
- Content-based heuristic spam rules will not apply to email message received from the specified senders or domains.
- All virus, content-based, and attachment rules set by your administrator will still apply.

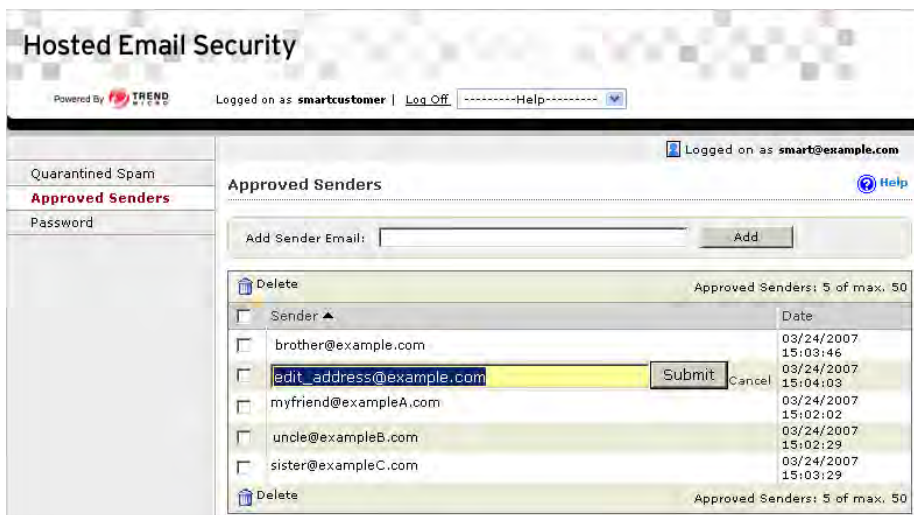


FIGURE 1-5 Editing an address in the Approved Senders screen

Sorting Message Entries

You can view existing approved senders in ascending or descending order by:

- Time and date approved (mm/dd/yy, hh:mm:ss)
- Sender address

Adding or Editing Approved Senders

To add an approved sender:

1. Type a single address or domain in the **Add** field.
 - For a single address, use the following pattern: name@example.com
 - For a domain, use the following pattern: *@example.com

Note: The asterisk wildcard character is accepted only in the position preceding the “@” sign. The above two examples are the only formats allowed for an approved sender. *@* or other variable address formats are not accepted.

2. Click **Add**.

To edit existing Approved Senders addresses or domains:

1. Click on the link of the email address to be changed.
It becomes an editable field.
2. Edit the address or domain.
3. Click **Submit** to save the edited address or domain.

Changing Your Password

Trend Micro recommends changing the password regularly. In addition, Web End User Quarantine (EUQ) requires a password between 8 and 32 characters.

Web EUQ offers two ways to change your password:

- [To change your password if you know your password:](#)
- [To reset your password:](#)

To change your password if you know your password:

1. Click **Password** in the left menu.
2. Type your current and old password.

Note: Trend Micro strongly recommends using passwords that contain multiple character types (a mix of letters, numbers, and special characters).

3. Type and confirm your new password.
4. Click **Save**.

To reset your Web EUQ password, you must remember the security question you chose when creating your account. If you don't know the question and answer, your system email administrator can reset your password for you.

To reset your password:

1. Go to the **Logon screen** and click the **Forgot your password?** link.

The screen shown in [figure 1-6](#) appears.



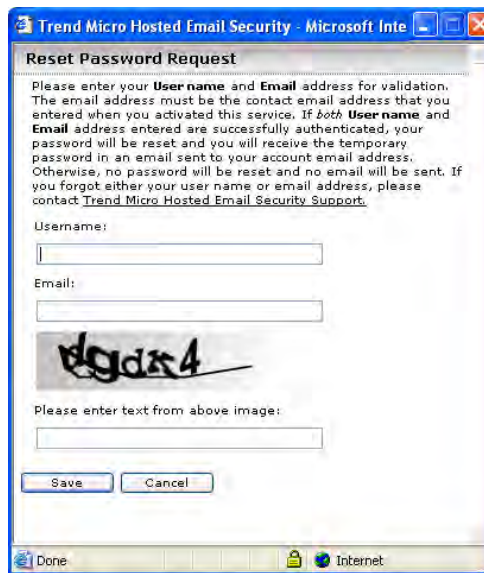
Forgot your password?

Do you have a Trend Micro Online Registration account?

Yes No

FIGURE 1-6 **Forgot Password dialog box**

2. If you have a Trend Micro Online Registration (OLR) account, click **Yes**, and Web EUQ redirects you to the “Forgot Password” page on the OLR site.
3. If you do not have an OLR account, click **No**. The screen shown in [figure 1-7](#) on page 9 appears.



Trend Micro Hosted Email Security - Microsoft Inte

Reset Password Request

Please enter your **User name** and **Email** address for validation. The email address must be the contact email address that you entered when you activated this service. If **both User name** and **Email** address entered are successfully authenticated, your password will be reset and you will receive the temporary password in an email sent to your account email address. Otherwise, no password will be reset and no email will be sent. If you forgot either your user name or email address, please contact [Trend Micro Hosted Email Security Support](#).

Username:

Email:



Please enter text from above image:

Save Cancel

Done Internet

FIGURE 1-7 **Reset Password screen for users who do not have an OLR account**

4. Type your Hosted Email Security Web End User Quarantine user name and email address.

Note: The email address must match the contact email address that you entered when you activated the service.

5. Type the text shown in the CAPTCHA verification image.
6. Click **Save**. When your information is successfully authenticated, you will receive an email message containing an activation URL.
7. Click on the activation URL in the email message. Web EUQ activates your new password and displays a confirmation page.
8. Click **Continue** in the confirmation page and log on to the Web EUQ console using the password that you chose in [Step 5](#).

Note: If your information cannot be authenticated, the password will not be reset. If you forgot your original email address or security question, please contact your system administrator. Your system administrator can reset your password for you.
