

Glenwood's  
***New E-mail Filtering Service***

**Premiering March 2, 2009**

# Benefits of the new filtering software

- All customer and employee accounts are covered. They are automatically started when the account is activated on our radius server (where username and passwords are stored).
- Runs on manual rules instead of programmed strings so catches more than Postini
- Don't have to log in to see blocked messages, they show up on the e-mail notification, known as the Spam Digest

# Benefits of the new filtering software

- Dashboard access gives the customer and employee an easy way to manage the account through an internet connection.
- Messages stay in quarantine for 35 days, then are automatically deleted
- Manually set how often you receive the Spam Digest
- Friends/Enemies Lists: Easy to create and maintain

# Spam Digest for Tuesday, January 27, 2009

Daily Digest [digest@mailfilter.myglenwood.net]

Sent: Wed 1/28/2009 2:30 AM

To: Micki Schmidt



## Spam Digest for Tuesday, January 27, 2009

This daily digest has been prepared by Glenwood Telecommunications for <micki@glenwoodtelco.net>. To view any of the messages listed in this digest, click on the corresponding View link below. After viewing a message, you can release it to your mailbox and optionally whitelist the sender. Quarantined messages are retained for 35 days.

You can unsubscribe to this digest, change how often it is generated, or change filtering preferences at your Personal Dashboard. If you have questions about this digest or the spam filtering service in general, please send an email to support@gtmc.net. If you continue to receive spam, please forward samples as attachments to <spam@gtmc.net> so that we can improve the quality of this service.

### One entry found for <micki@glenwoodtelco.net>

All times are Pacific Standard Time.

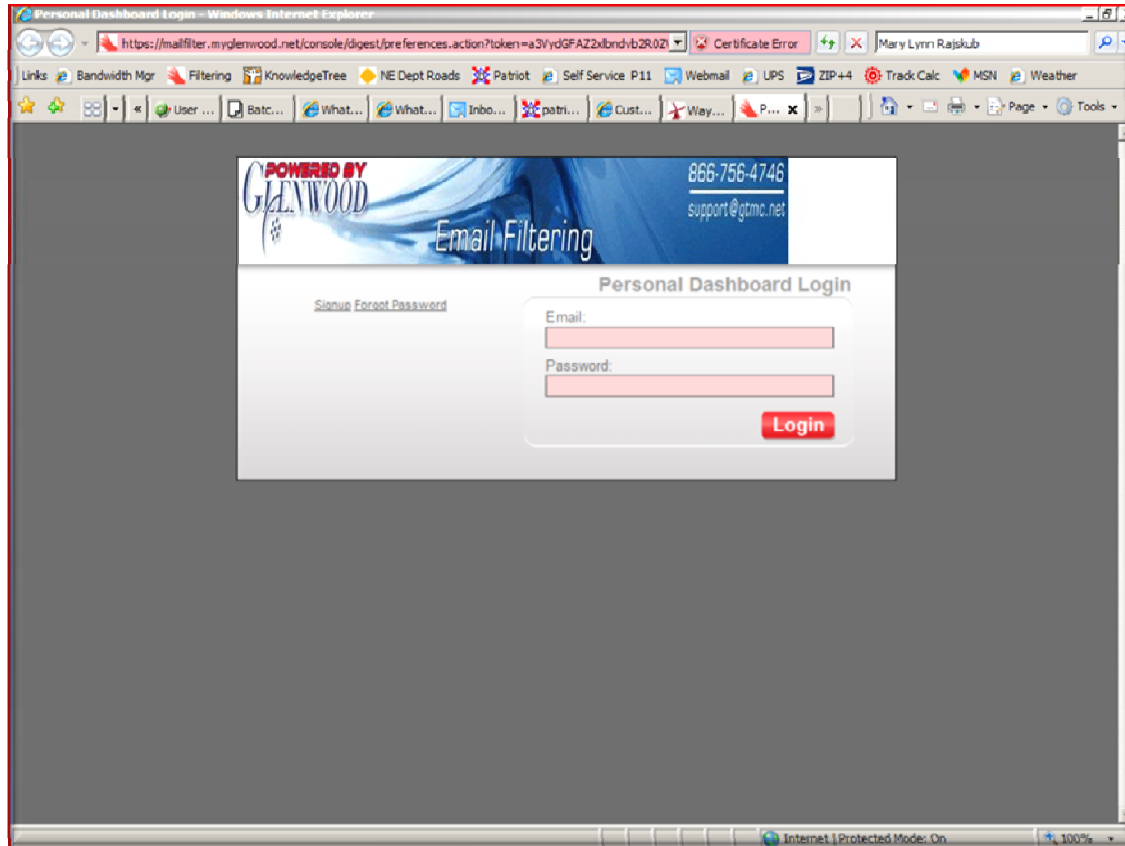
Yellow Zone — Suspicious mail quarantined by policy settings									
One entry									
View	Type	Info	Date	Time	Size	Country	Sender	Mailbox	Sub
<a href="#">View</a>	Enemies	<a href="#">mickis@gtmc.net</a>	Jan 27	12:46PM	1KB	US	Micki Schmidt	<mickis@gtmc.net>	test:

Messaging Assurance powered by Red Condor.

# Spam Digest

E-mail Notification:  
You do not have to go to the Dashboard to see what messages have been filtered. You can receive a "Spam Digest" daily, weekly, monthly or never.

# Log into Email Filtering



Three ways to log in:

1. With a link on [www.gtmc.net](http://www.gtmc.net)
2. Through the Spam Digest
3. [www.gtmc.net/\\_](http://www.gtmc.net/_)

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**Enter your  
Glenwood e-mail  
address and  
password and login.**

# Dashboard: Quarantined Items

LIST OF QUARANTINED MESSAGES

OPTIONS:

**Release:**

Sends message to your inbox

**Delete:**

Remove from list

**Select All:**

Selects all messages in Quarantine List

**Time Range:**

Select number of days to list messages

One message selected | Displaying 1 - 1 of 1 | Jan 26th, 10:24am | Jan 27th, 02:55pm

Category	Date	From	Subject
Enemies	01/27/2009 12:46 pm	mickis@gtmc.net	test 3

Search for messages using search bar. To display all messages after search, clear search & enter

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# Dashboard: Quarantined Items

Click on column headings to sort

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Email Filtering  
866-756-4746  
support@gtmc.net  
Mailbox: micki@glenwoodtelco.net

Quarantine Settings Policies Status About Help Change Password Logout

Release Delete Select All Time Range

No messages selected | Displaying 1 – 1 of 1 | Jan 27th, 07:40am – Jan 28th, 09:49am

Category	Cause	Date	From	Subject
Enemies	mickis@gtm...	01/27/2009 12:46 p	test 3	

Sort Ascending  
Sort Descending  
Columns

- Category
- Cause
- Date
- Sender
- From
- To
- Country
- Size
- Filter
- Zone
- Subject

**Displaying Message Attributes:**  
Click on the downward triangle on the right side of any column heading  
Click on Columns  
Checked items will be displayed.

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# Dashboard: Settings Tab

OPTIONS:

**Delivery Frequency:**

Never, Daily, Weekly, Monthly  
(Defaults to Daily)

**Report Format:**

HTML or Plain Text

**Report Content:**

Summary or by zones

**Order List By:**

Date & Time, Size, Sender or Subject

Personal Dashboard - Windows Internet Explorer  
https://mailfilter.myglenwood.net/console/ Certificate Error

Links Bandwidth Mgr Filtering KnowledgeTree NE Dept Roads Patriot Self Service P11 Webmail UPS ZIP

Brea... User ... Syst... What... What... midk... patri... P... x Kraft... >>

Quarantine **Settings** Policies Status About Help Change Password Logout

POWERED BY GLENWOOD Email

### Digest Settings

Delivery Frequency:  Never  Daily  Weekly  Monthly

Report Format: HTML

Report Content: Red, Yellow & Green Zones

Order List By: Summary  
Only include message counts.  
Green Zone  
Include details for junk messages  
Yellow & Green Zones  
Include details for suspicious & junk messages.  
Red, Yellow & Green Zones  
Include details for all types of messages.

Ascending

**DIGEST SETTINGS**

Done Internet |

# Dashboard: Classifications

<u>Type</u>	<u>Description</u>
Spam	Unwanted mail
Virus	Mail containing malware
Adult	Mail that contains sexually explicit text or graphics, or sells sex enhancement products
Blank	Mail with no message body
Forged	The mail sender's address is fake
Foreign	The character set of the message is non-English
Attachment	The message contains one or more attachments
Junk	Unsolicited or bulk advertising

# Dashboard: Actions

## Type

## Description

Quarantine

A quarantined message is stored for 35 days and then deleted.

Mark Up

A marked up message has a tag added to its subject line. The tag can be used in your email client rules for filtering and storing.

Allow

An allowed message skips all spam filtering.

Block

A blocked message is dropped before delivery and is not quarantined.

# Dashboard: Policies Tab

**Virus Settings  
CANNOT be  
changed,  
they are set  
by Glenwood**

Levels of  
filtering for  
other types of  
spam, junk  
mail are:

Allow

Markup

Quarantine

Block

Personal Dashboard - Windows Internet Explorer  
https://mailfilter.glenwood.net/console/ Certificate Error Kraft Food & Family magazine

Links Bandwidth Mgr Filtering KnowledgeTree NE Dept Roads Patriot Self Service P11 Webmail UPS ZIP+4 Track Calc MSN Weather

POWERED BY GLENWOOD 866-756-4746 support@gtmc.net  
Email Filtering Mailbox: micki@glenwoodtelco.net

Quarantine Settings **Policies** Status About Help Change Password Logout

**Filter by Message Type**  
Control how intercepted messages are processed.

**Red Zone - Potentially dangerous mail**

Spam: Quarantine  
Virus: Block  
Adult: Markup Subject Tag: ADLT:  
Administrator settings for 'glenwoodtelco.net'

**Yellow Zone - Suspicious mail**

Blank: Quarantine  
Forged: Markup Subject Tag: FORGED?  
Foreign:

Language	Action	Subject Tag
Arabic	Markup	FOREIGN:
Baltic	Markup	FOREIGN:
Celtic	Markup	FOREIGN:
Central European	Markup	FOREIGN:

<empty> Quarantine +

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Done Internet | Protected Mode: On 100%

# Dashboard: Policies Tab

**ZONES:** Each zone is color coded.

The screenshot shows the 'Policies' tab for the 'Yellow Zone - Suspicious mail'. The interface includes a navigation bar with 'Quarantine', 'Settings', 'Policies', and 'Status' tabs. The main content area is yellow and contains configuration options for 'Blank', 'Forged', and 'Foreign' mail. The 'Foreign' section includes a table of language-based actions and a table of attachment extensions. The footer indicates 'Administrator settings for 'glenwoodtelco.net'' and 'Messaging Assurance Powered by Red Condor'.

Blank:

Forged:  Subject Tag:

Foreign:

Language	Action	Subject Tag
Arabic	Markup	FOREIGN:
Baltic	Markup	FOREIGN:
Celtic	Markup	FOREIGN:
Central European	Markup	FOREIGN:

<empty>

Attachments:

Extension	Action	Subject Tag
asd	Markup	CAUTION:
bat	Markup	CAUTION:
cab	Markup	CAUTION:
chm	Markup	CAUTION:

Administrator settings for 'glenwoodtelco.net'

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**Attachments are filtered.**  
A default list of extensions is in the Yellow Zone.

# Dashboard: Policies Tab

The screenshot shows a web browser window titled "Personal Dashboard - Windows Internet Explorer" with the URL <https://mailfilter.myglenwood.net/console/>. The browser's address bar shows a "Certificate Error" and a search for "Kraft Food & Family magazine". The navigation menu includes "Quarantine", "Settings", "Policies", and "Status". A blue arrow points to the "Policies" tab.

The main content area features a header for "Email Filtering" with the text "POWERED BY GLENWOOD" and contact information: "866-756-4746", "support@gtmc.net", and "Mailbox: micki@glenwoodtelco.net".

The "Green Zone - Junk mail" section includes a "Junk" dropdown menu set to "Markup" and a "Subject Tag" input field containing "ADV:". Below this is a link for "Administrator settings for 'glenwoodtelco.net'".

The "Filter by Sender" section is divided into "Friends" and "Enemies" lists. The "Friends" list is currently empty, with a message stating: "Your administrator has set up a [Friends](#) list for 'glenwoodtelco.net'". The "Enemies" list contains one entry: "mickis@gtmc.net".

The footer of the dashboard includes the text "Messaging Assurance Powered by Red Condor" and the status bar shows "Done", "Internet | Protected Mode: On", and "100%".

# Dashboard: Account Status

POWERED BY GLENWOOD  
866-756-4746  
support@gtmc.net  
Email Filtering  
Mailbox: micki@glenwoodtelco.net

Quarantine Settings Policies **Status** About Help Change Password Logout

### Mailbox

- micki@glenwoodtelco.net

### Aliases

- No aliases

### Digest

Last Digest Sent: 01/28/2009 12:30am  
Last Digest Cycle: 01/28/2009  
Quarantined: 1

### History Since June 2008

Blocked:	1
Quarantined:	9
Markup:	1
Delivered:	7,170

### Monthly Inbound Activity

Information on your account

POWERED BY GLENWOOD  
866-756-4746  
support@gtmc.net  
Email Filtering  
Mailbox: micki@glenwoodtelco.net

Quarantine Settings Policies **Status** About Help Change Password Logout

### History Since June 2008

Blocked:	1
Quarantined:	9
Markup:	1
Delivered:	7,170

### Monthly Inbound Activity

Month	Delivered	Marked Up	Quarantined	Blocked
Jun-08	300	0	0	0
Jul-08	850	0	0	0
Aug-08	950	0	0	0
Sep-08	10	0	0	0
Oct-08	10	0	0	0
Nov-08	10	0	0	0
Dec-08	650	0	0	0
Jan-09	10	0	0	0

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