

Webjogger Message Center

Quick Start

Welcome to your Webjogger Message Center, the easy-to-use solution for managing junk and virus-infected email!

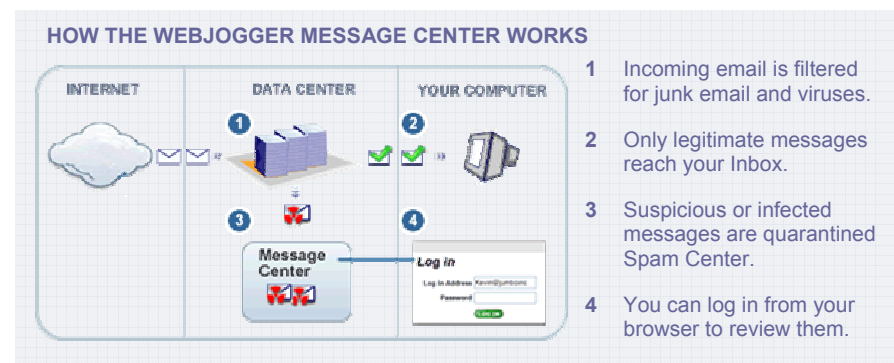
Use this guide to get started using your Webjogger Message Center. For specific details on using particular settings or controls, click the **Help** button next to the control or at the top right of any page in the Spam Center.



What Is the Webjogger Message Center?

To prevent unwanted messages from reaching your email inbox, your email protection service filters all incoming email for junk and virus-infected messages, before they reach your inbox. Legitimate messages are delivered to your inbox as usual, but unwanted and potentially harmful messages are diverted and quarantined at your Spam Center.

The Webjogger Message Center is located at the email protection service's secure data center. You can visit your Spam Center to review and retrieve quarantined messages by logging to <http://webjogger.net/portal/antispam.htm> from any standard Web browser.



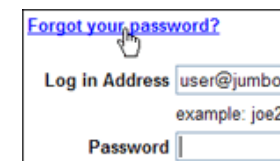
Logging In to the Webjogger Message Center

After your Webjogger creates a Message Center account for you, you'll receive a Welcome email message, announcing your new email protection service. This message also includes your email address and password, which you'll need to log in to the Spam Center.

- 1 In any Web browser, go to <http://webjogger.net/portal/antispam.htm>
- 2 Place a bookmark to this location in your Web browser. Or click the link to the Spam Center in your Quarantine Summary email notification.
- 3 Log in using your email address and the password.

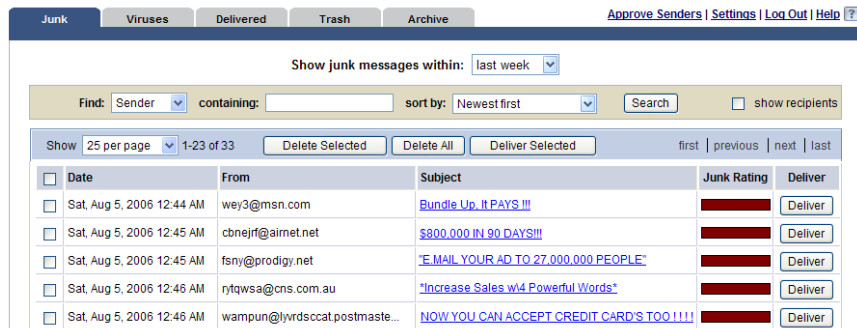
If you didn't receive a new password in your Welcome message, use the same password as for your current email account.

If you forget your password, please contact our helpdesk team and we will provide you with the correct password



What Should I Do First?

When you first log in to your Spam Center, you arrive at the **Junk** tab. This lists all messages that were recently identified as junk email and therefore quarantined at the Spam Center, instead of being delivered to your inbox.



Review Quarantined Junk Email

When the Spam Center first begins to quarantine your suspicious messages, review messages on your **Junk** tab for a few days to be sure valid messages aren't falsely quarantined. Click a message's **Subject** to safely view its contents. If you find a valid message you want to retrieve, click its corresponding **Deliver** button to deliver it to your inbox.



Tip: If you deliver a message from the **Junk** tab, you will be asked whether you want to add the sender to your **Approved Senders** list. Messages from senders on this list bypass the junk filters, so they won't be falsely quarantined in the future.

All messages that you don't deliver are automatically moved to the Trash after 14 days. Messages remain in the Trash for another 3 days before they are permanently deleted.

Explore Your Personal Settings

Click the **Settings** link at the top right of any page to see what personal preferences are available.

What Else Can I Do Here?

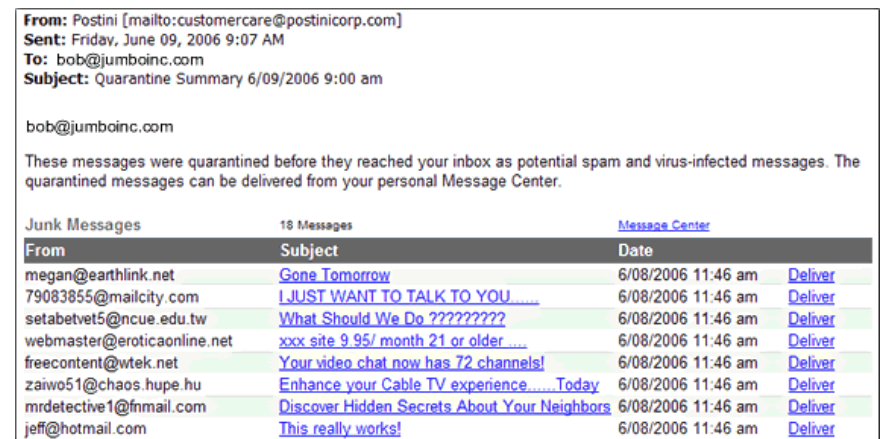
Depending on privileges granted with your particular service, you might also be able to:

- ◆ Review a list of recently quarantined virus-infected messages.
- ◆ Adjust filter sensitivities to determine how aggressively to filter your email for junk email.
- ◆ Maintain allowed and blocked sender lists for individual senders, domains, and mail lists.
- ◆ Add personal *email aliases* (additional addresses where you also receive email) so that messages sent to these addresses are also filtered for spam and viruses.

The Quarantine Summary Email Message

As a convenience, Webjogger emails you notifications regularly listing all messages that have been recently quarantined at the Spam Center. This notification allows you to quickly scan quarantined messages without having to visit your Webjogger Message Center.

The Quarantine Summary email message also provides a link to your Webjogger Message Center if you do want to visit it, for example, to see the contents of a quarantined junk message.



In the Quarantine Summary you will be able to:

- ◆ Deliver messages from your Junk quarantine to your inbox (click the corresponding **Deliver** link in the email).
- ◆ Click a message's **Subject** link to log in to Message Center and review the message's content before delivering it.
- ◆ View a list of recently quarantined virus-infected messages (not shown in the image above).

Note that you don't have to visit your Webjogger Message Center when you receive your Quarantine Summary. If you don't want to review your junk email or deliver any quarantined messages to your inbox, just leave them alone and the Spam Center will automatically delete them from your quarantine after 14 days.

Tips for Using your Webjogger Message Center

When to Visit the Webjogger Message Center

If you are just beginning to use the email protection service, or if your junk email filters were recently adjusted, check your Junk Quarantine daily to be sure valid messages aren't being falsely quarantined.

You'll also receive regular reminders to check your Message Center and review quarantined email. Remember that the Webjogger Message Center will hold your quarantined email for 14 days. Messages are then automatically moved to the Trash, where they remain for three more days until they're permanently deleted.

For details on using junk email filters, email aliases, and sender lists:

- 1 Locate the control in Message Center, under **Settings**.

[Approve Senders](#) | [Settings](#) | [Log Out](#) | [Help](#) ?

- 2 Click the corresponding **Help** button. For example:

[Overall Junk Email Blocking](#) ?

If You Receive Too Much Junk Email

Your email protection service blocks 95% of unwanted email. If more unwanted email than that is getting through, adjust your **junk email filters** to a more aggressive setting. (Then visit your Webjogger Message Center regularly for a few days to verify that valid messages aren't being quarantined.)

If Valid Messages Are Quarantined

If too many valid messages are quarantined as junk email:

- ◆ Add senders whose messages are regularly getting blocked to your Approved Senders list.
- ◆ If you have any email aliases (alternate email addresses), make sure they are added to the email protection service. Contact your administrator to add them.
- ◆ Adjust your junk email filters to a more lenient setting.

When to Use Sender Lists

Your Webjogger Message Center provides sender lists for allowing or blocking messages from individual senders, mail lists, or entire domains. You don't normally need to add addresses to these lists, as your junk email filters are highly accurate without them. However, there are a few cases when sender lists are useful.

- ◆ Add senders to your Approved Senders list if messages from the sender resemble junk email and have been falsely quarantined.
- ◆ If you belong to a mailing list or newsgroup where different members email each other using the same TO address, you can put that TO address on your Approved Mailing Lists.

Warning: If you set up any of your other email addresses to forward email to your account, make sure these addresses are not on your Approved Senders list. If such an address is on the list, any junk email sent to the address will bypass junk filters and reach your inbox!

Common Questions

Can I safely view contents of quarantined messages?

Yes. Clicking a message's **Subject** link to read it does not transfer the message to your inbox, so you can safely view contents of junk email at your Message Center without risking harm to your computer.

How are messages identified as junk?

Before any message reaches your inbox, the email protection service evaluates it for junk-like content, and gives it a score indicating its probability for being junk email. The service then compares this score with tolerance levels set by your junk filters, and messages exceeding this tolerance are quarantined at your Message Center.

Does anyone read my quarantined email?

No. All scanning and filtering is done automatically, in a matter of milliseconds, so nobody at your email protection service actually *reads* your messages.

Is my information in the Webjogger Message Center private?

Yes. All of your information in your Message Center, including personal information, email addresses, and message content, is kept strictly confidential. Your email protection service does not sell or make available to third parties any of your information in your Message Center.

What kinds of viruses does the Webjogger Message Center block?

The Webjogger Message Center blocks viruses, worms, and other types of malicious file attachments, which are quarantined on the **Viruses** tab. The Webjogger Message Center uses highly accurate anti-virus technology to identify virus-infected messages and prevent them from reaching your inbox.

How often is your Message Center's anti-virus protection updated?

The Webjogger Message Center checks for virus protection updates once every minute, so you can be sure that you're protected from the latest security threats.

How can I get support for the Webjogger Message Center?

If you encounter a problem or need help with your Webjogger Message Center, please contact us at 845-757-4000 or email us to support@webjogger.net.