LevelBlue
Secure What's Next.

MailMarshal Cloud Spam Quarantine Management Quick Reference

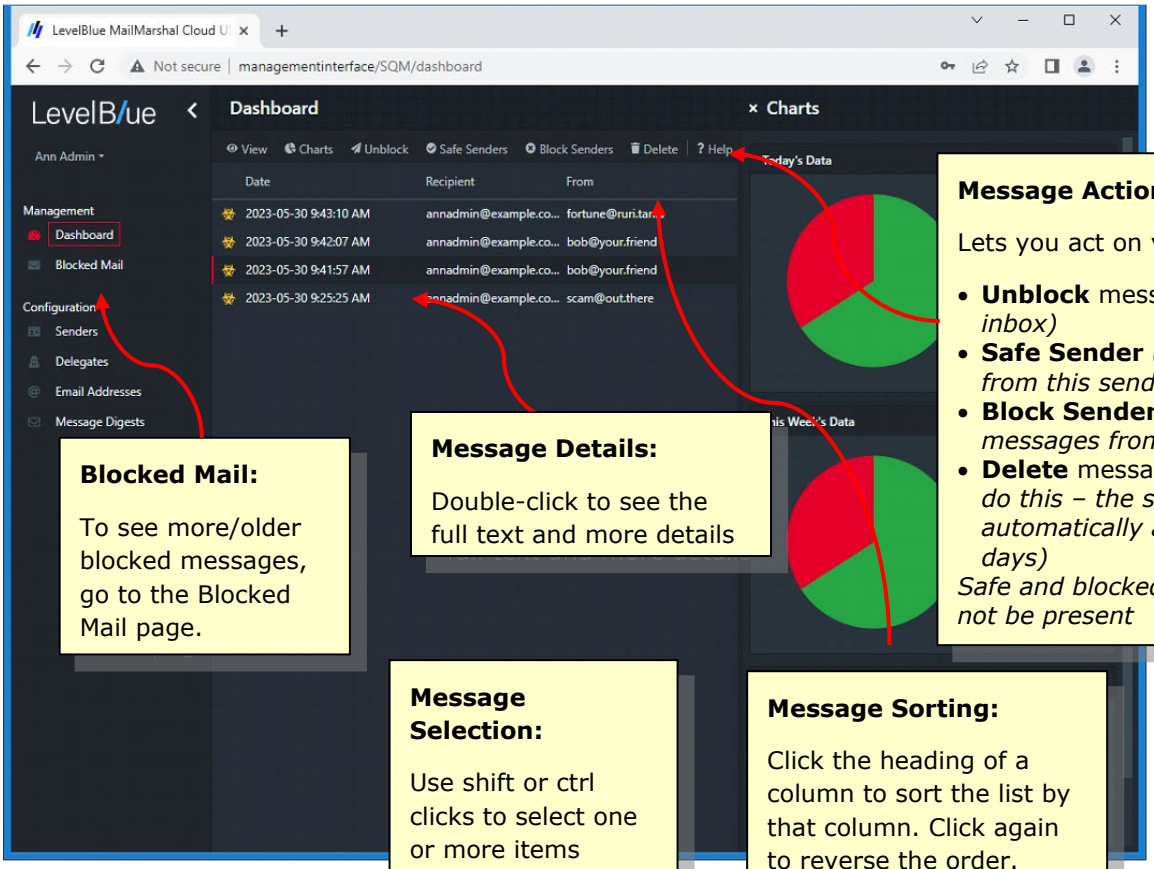
This Web site lets you manage email messages that have been blocked by the MailMarshal Cloud system. You can see the subjects and other information about blocked email that is addressed to you. You can unblock any email that you want. You can adjust some settings that affect spam blocking.

Getting to the site and logging in:

Open your Internet browser and navigate to the SQM site. The URL varies by region – consult your company email administrator.

- If MailMarshal Cloud sends you "digest" messages listing blocked mail, they will include a link to this site. Simply click the link.

To start, use an email address to log in. Many organizations use Single Sign On. Otherwise, your administrator may provide you with details, or you may need to register by clicking the link on the login page. If you need to **get a password,** the information will be sent to the email address you specify.



Blocked Mail:

To see more/older blocked messages, go to the Blocked Mail page.

Message Details:

Double-click to see the full text and more details

Message Actions:

Lets you act on your selected items

- **Unblock** messages *(send to your inbox)*
- **Safe Sender** *(never block messages from this sender)*
- **Block Sender** *(always block messages from this sender)*
- **Delete** messages (*you do not have to do this – the system will delete them automatically after a set number of days)*

Safe and blocked senders options may not be present

Message Selection:

Use shift or ctrl clicks to select one or more items

Message Sorting:

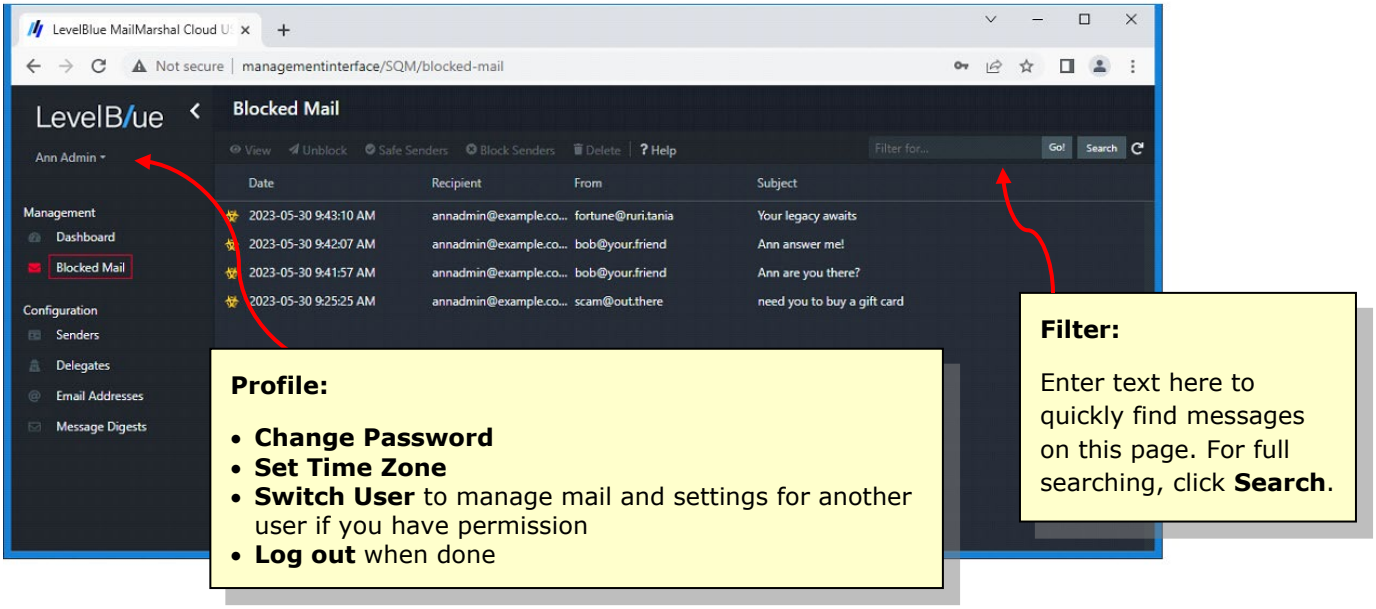
Click the heading of a column to sort the list by that column. Click again to reverse the order.

Using the site:

The home page of the site, shown on the previous page, gives a quick graphical summary of blocked messages (if enabled), and allows you to review your **Latest Blocked Email** (received since you last visited the site).

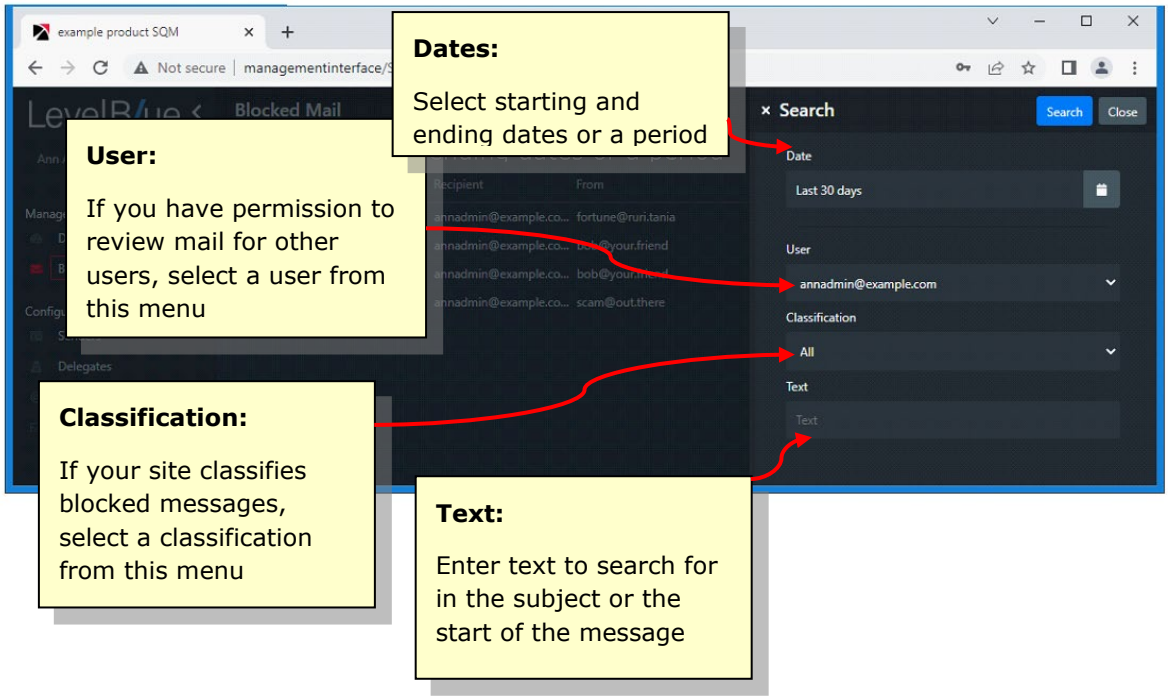
Blocked Mail:

This page lists all blocked messages.



Mail Search:

This pane allows you to search for messages by the date, subject, and first part of the message text.



Additional Pages of the SQM Website

The following options may be available if allowed by your organization. Ask your administrator.

Senders:

These pages allow you to edit lists of Safe and Blocked Sender email addresses. Spam rules will never block mail from Safe Senders. Spam rules will always block mail from Blocked Senders.

- You can enter a single email address. You may be able to add a wildcard entry that matches all addresses in a domain (like `*@example.com`) if allowed by site policy.

  Note: It can take up to 15 minutes for changes to be applied to new email messages.

MailMarshal Cloud keeps the senders lists for each user. *If you are reviewing email for other users,* you can view and edit their lists by choosing the user from your profile menu.

Delegates:

This page allows you to manage a list of other users who can review blocked email addressed to you (if enabled).

- *If you have several email addresses* and you are the only person managing them, use the **Email addresses** feature.

Email Addresses:

This page allows you to manage a list of email addresses that belong to you. MailMarshal Cloud will display blocked spam for all these addresses together in the SQM website. You can sort by email address.

- An address can only belong to one user.
- *If you need to manage someone else's blocked email,* use the **Delegates** feature.

Message Digests:

Digests are periodic lists of blocked messages, sent to you by email. This page allows you to subscribe or unsubscribe to digests. The option will only display if any digests are optional for you. There could be no digests, and some could be permanently subscribed.

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