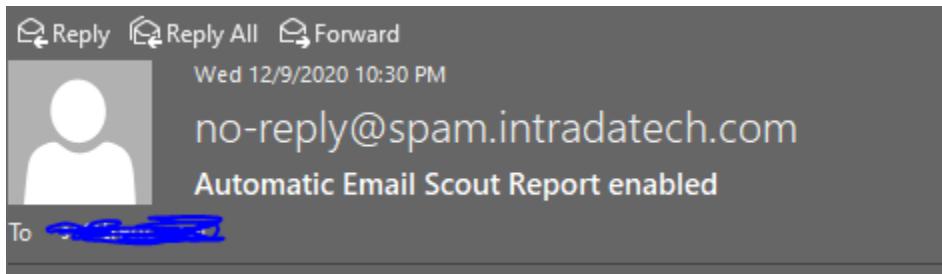




How to Access your Spam Inbox

- 1) Open up outlook or your normal email application and search for **no-reply@spam.intradatech.com** It will be the FIRST email from this sender



- 2) At the bottom of the email, you will see a "Click Here" button to generate a login link for your email – alternatively, if you cannot find this email simply go to <https://spam.intradatech.com/retrievelogin.php> and follow the same steps below

The report will only be sent if there are messages in the quarantine.

If you wish to disable or customise these reports, visit [the reports settings page](#).

If you have not yet logged in to the control panel, please [click here](#) to retrieve the login link and specify your email address. You will then be sent a temporary login link where you can edit your password and control your settings for the report.

Please do not reply to this email. Emails sent to this address will not be answered.

- 3) Enter your email address and click submit

A screenshot of a web-based login form. At the top, the Intrada Technologies logo is displayed. Below it, there is a text input field with the placeholder "Username / domain / email:" and a value "myemail@email.com" inside. To the right of the input field is a small "X" icon. At the bottom of the form, there are two buttons: a blue "Submit" button with a checkmark icon and a "Return to the login form" button with a left arrow icon. A blue curved arrow points from the "Submit" button back up towards the "myemail@email.com" input field.



4) This will generate a new email from no-reply@spam.intradatech.com and send it to your email with a password reset link – simply click this link

Reply Reply All Forward
Thu 12/10/2020 9:03 AM
no-reply@my.swmailassure.com
Temporary Mail Assure link to setup your account or change your password
To Jaxson Engelman

A request was received to provide you a setup/access link to your Mail Assure account. If you did not request this, please disregard this email.

Please click on the link below to setup a new account, or for existing accounts to access the Mail Assure control panel. The control panel allows to view the username and set a (new) password:

[Mail Assure setup/access link](#)

Once you have setup your access details, you can login at <https://spam.intradatech.com> with your username and the chosen password (using the control panel login details or SolarWinds SSO depending on your setup).

Best Regards,

Control panel

5) This will take you to a page that is asking for your password

Local credentials

We recommend you use a password manager that automatically creates and remembers your password.

Email:

New password:

Confirm new password:

Features preview: Active Inactive

Save

And then click on “Dashboard” on the left hand side:

Intrada TECHNOLOGIES

User's profile
Here you can manage your account settings.

Local credentials
You may also configure local credentials to use if the SSO service is temporarily unavailable.
We recommend you use a password manager that automatically creates and remembers your password.

Dashboard (circled in red)

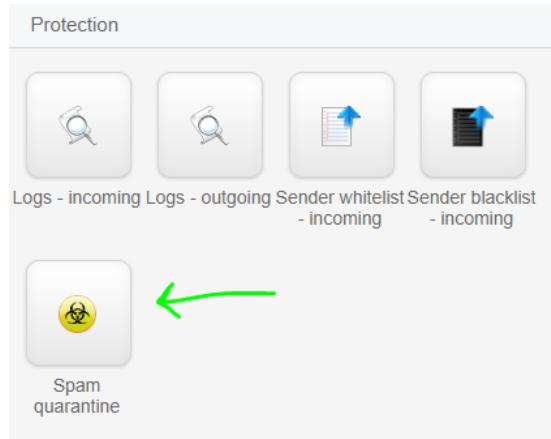
General

Reporting

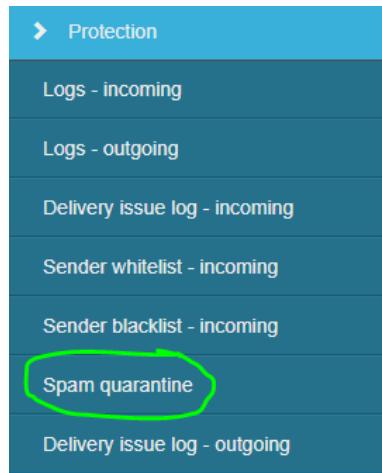


6) At this point, you are now in your personal control panel or you can access it by navigating to <https://spam.intradatech.com>:

a. View Spam – Click the following button:



Or you may also view spam under **Protection** on the left-hand side click "**Spam Quarantine**":





Once you are in the spam inbox, the display will look like the following:

Query Rules

Status is one of Quarantined

Quick select: Accepted, Not accepted

+ New rule **✖ Reset rules**

Group results by: Choose column

Summary row: None **Customise** Columns to be displayed: **Customise**

Items per page: 50 **1 >**

	Timestamp	From	To	Subject
<input checked="" type="checkbox"/> <input type="checkbox"/>	2020-10-22 14:01	[REDACTED]	[REDACTED]	[REDACTED]

b. From here, you will be able to Whitelist, Blacklist, and Blacklist sender and remove from quarantine by clicking the small arrow next to the selection box

Remove from quarantine
Release from quarantine
Release and train from quarantine
Download quarantined message
Telnet SMTP test
Sender callout
Recipient callout
Whitelist sender
Blacklist sender
Blacklist sender and remove from quarantine
Delivery Issue log
Compose Reply
View email

Export as .CSV

<input type="checkbox"/>	2020-10-22 14:01	[REDACTED]
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Whitelist – Allows all mail from a selected sender

Blacklist – Deny all mail from a select sender

Remove from quarantine – This is effectively moving the spam to your trash bin – it deletes it

Remove and Train – This will delete the spam and teach mailassure to recognize as bad

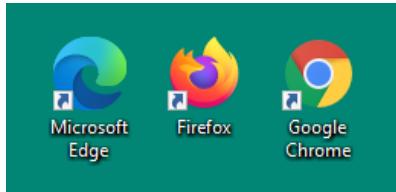
Release – This will deliver to your mailbox without training it

Release and Train – This will deliver to your mailbox and teach mailassure to recognize as good

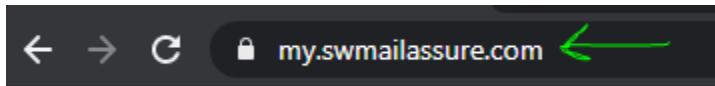


How do I change my password?

- 1) Open a Web Browser (Google Chrome, Microsoft Edge, FireFox, Safari, Etc. . .)



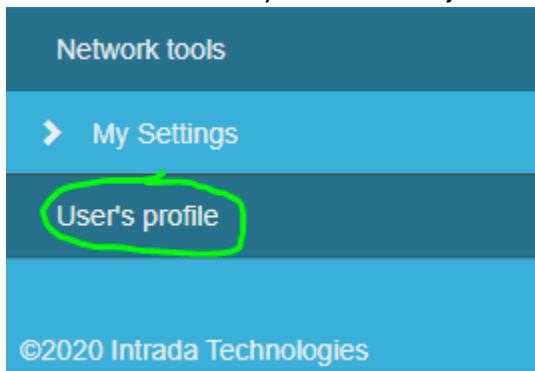
- 2) Type in the following: and hit “Enter”



- 3) At this point, you will enter your user name – this should be your email address and your password (which will be included in the email you received this in) then click “Submit”.



- 4) On the left hand side you will see “***My Settings***”, underneath – you should see “***User’s Profile***”



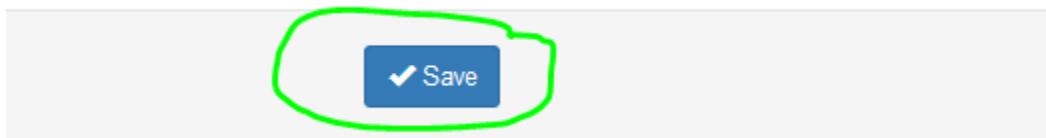


5) Enter your username (email address), your old password, then your new password

We recommend you use a password manager that automatically creates and remembers your password.

Username:	<input type="text" value="REDACTED"/>	
Old password:	<input type="password"/>	
New password:	<input type="password" value="*****"/>	
Confirm new password:	<input type="password"/>	
Email:	<input type="text" value="REDACTED"/>	

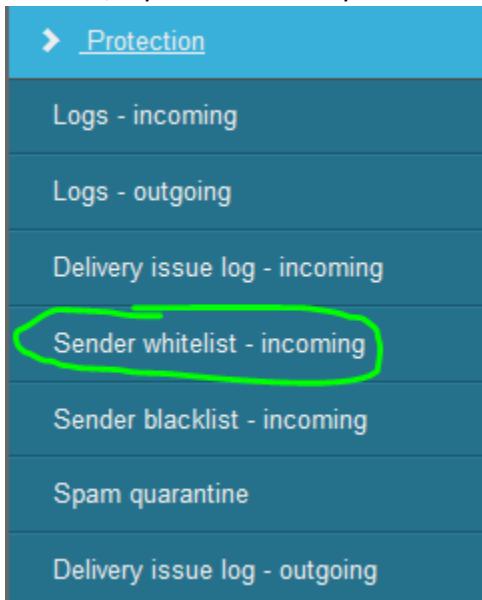
6) Click “Save” and your password should be updated





How do I Whitelist/ Blacklist a sender manually?

- 1) Sign into your MailAssure control panel
- 2) On the left hand side, under the "Protection" click on **Sender Whitelist** to whitelist or **Sender Blacklist**, if you'd like to deny a sender



- 3) Click on the "+ Add whitelist sender"

Sender Whitelist (estherz@reprocessinc.com)

If you wish to receive mail from a particular sender regardless of the message content, you should whitelist them. They will only ever send legitimate safe content.

- You have the option to check only the "envelope" sender, the sender address that is in the "From" header.
- To whitelist all addresses at a domain, add the domain name without a leading "@" (e.g. for all servers in "example.com", add "example.com")
- To whitelist an entire top-level domain, use "*" as a wildcard (e.g. for anything from ".nl", add "*.\nl")

 **+ Add whitelist sender**

 **Import senders from CSV**

 **Export senders as CSV**



4) Enter in the address / domain you would like to block and click "Save"

Add whitelist sender

Sender Flag

Address *

5) On the right-hand side – click on “Show Results” – this should present a list of whitelisted addresses

Group results by:

Columns to be displayed:

Page 1 of 1. Total items : 3. Items per page:

<input type="checkbox"/> <input checked="" type="checkbox"/>	Sender Flag	Address
<input type="checkbox"/>	Check both	name@
<input type="checkbox"/>	Check both	name@
<input type="checkbox"/>	Envelope	name@

Page 1 of 1. Total items : 3. Items per page:

Further, if you have any concerns, questions or issues – please reach out to us either by ticket and one of our technicians will be happy to reach out to you.

You can place a ticket here:

<https://www.intradatech.com/helpdesk>

Have a wonderful day!