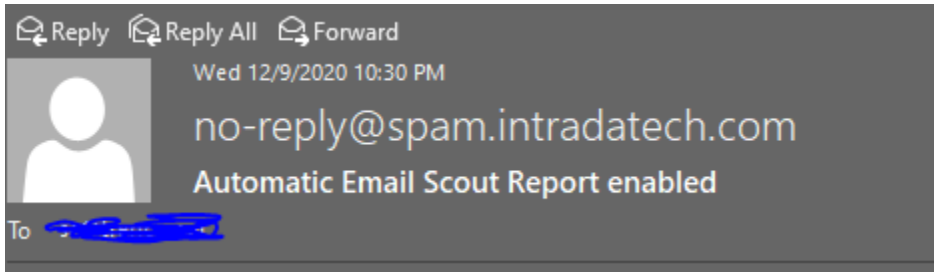


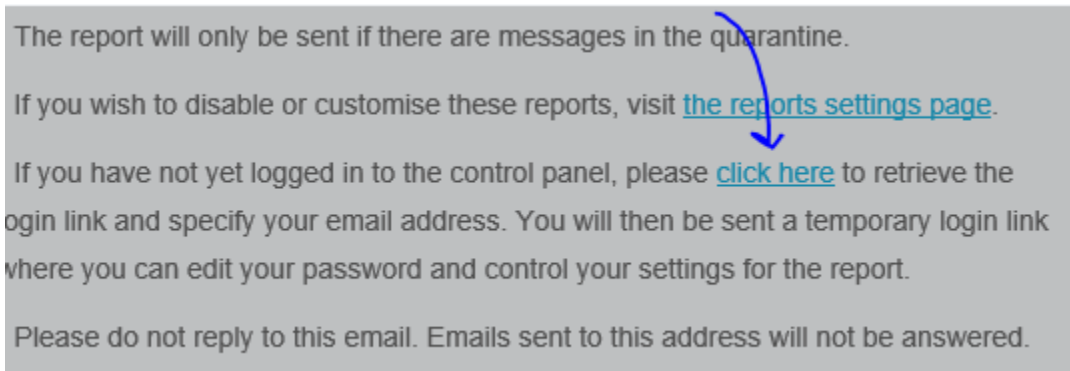


How to Access your Spam Inbox

- 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

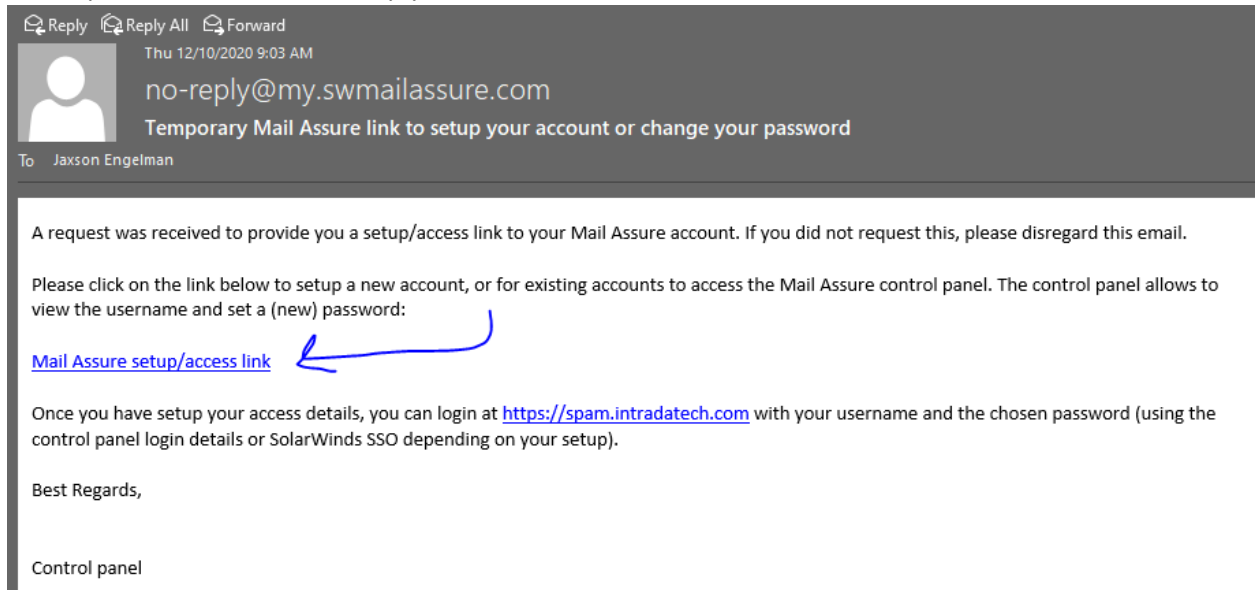


- 3) Enter your email address and click submit

A screenshot of a login form. At the top is the Intrada Technologies logo. Below it is a text input field labeled "Username / domain / email:" containing the text "myemail@email.com". Below the input field are two buttons: a blue "Submit" button with a checkmark icon and a white "Return to the login form" button with a left arrow icon. A blue arrow points from the "Submit" button to the right.



- 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







- 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:

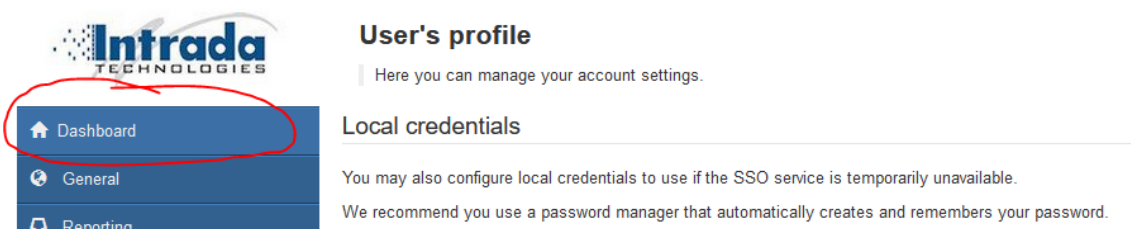
New password:  

Confirm new password:  

Features preview: ☐ Active ☒ Inactive



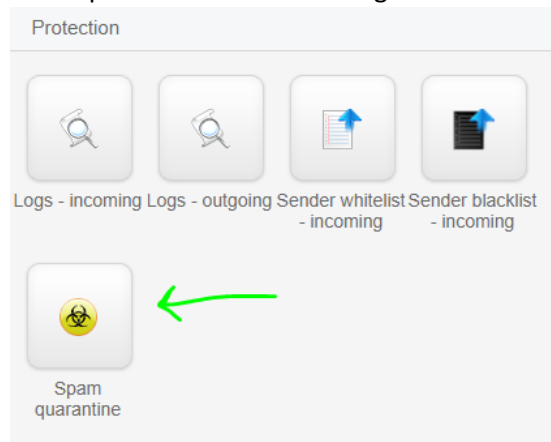
And then click on “Dashboard” on the left hand side:



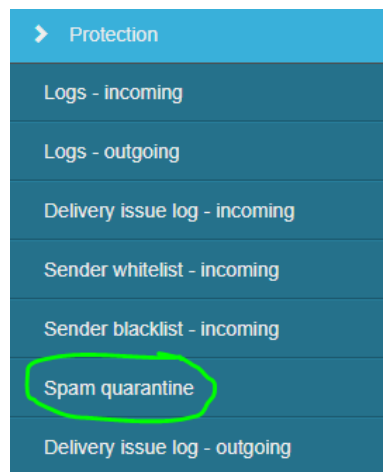


6) At this point, you are now in your personal control panel or you can access it by navigating to <https://spam.intradatech.com>:

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: Summary row: Columns to be displayed:

Items per page: 50

	Timestamp	From	To	Subject
<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

☐ 2020-10-22 14:01 [REDACTED]

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

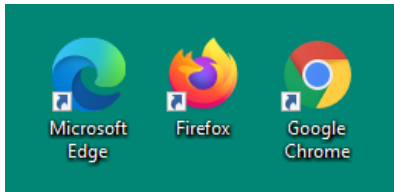
Release – This will deliver to your mailbox without training it

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

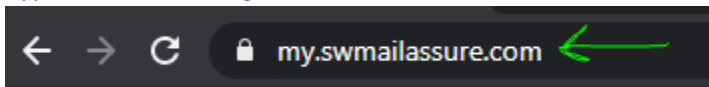


How do I change my password?

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



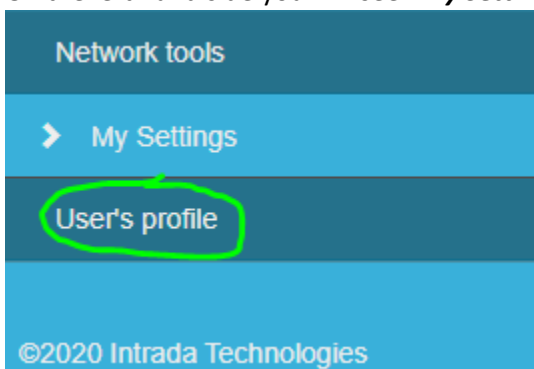
- 2) Type in the following: and hit "Enter"



- 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".

A screenshot of the login page for solarwinds msp. The page has the "solarwinds msp" logo at the top. Below the logo, there are two input fields: "Username / domain / email:" with the value "jengelman@intradatech.com" and "Password:" with a masked password ".....". A green arrow points to the end of the password field. Below the input fields, there are two buttons: "Submit" (with a checkmark icon) and "Retrieve log-in link" (with a question mark icon). The "Submit" button is circled in green.

- 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: ←

Old password: ←

New password: ←

Confirm new password: ←

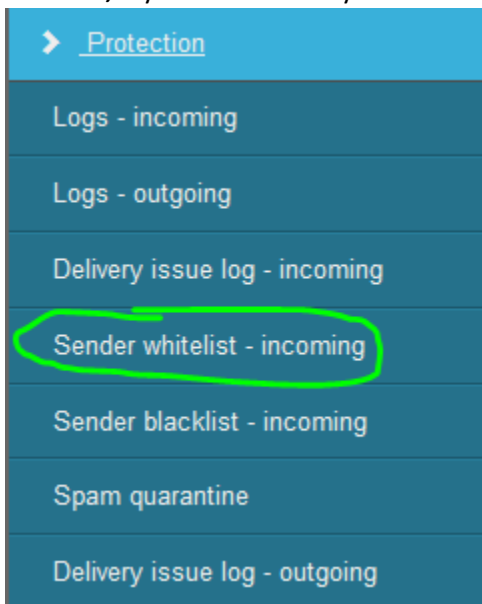
Email:

- 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 the sender and 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" field
- To whitelist all addresses at a domain, add the domain name without a leading "@" (e.g. for all senders from 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

Apply to Envelope Sender	Apply to From: Address	Apply to both
--------------------------	------------------------	---------------

Address*

name@testdomain.com

Cancel Save

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

Group results by: Choose column

Columns to be displayed: Customise Show Results

Page 1 of 1. Total items : 3. Items per page: 50

	Sender Flag	Address
<input type="checkbox"/>	Check both	[redacted]
<input type="checkbox"/>	Check both	[redacted]
<input type="checkbox"/>	Envelope	[redacted]

Page 1 of 1. Total items : 3. Items per page: 50

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!