

User's Quick Reference Guide



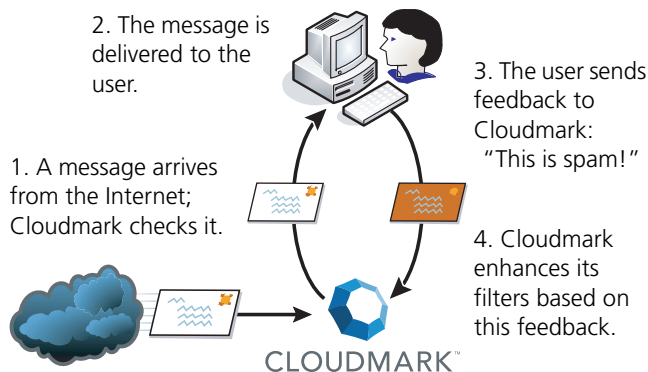
Your network administrator has installed Cloudmark Server Edition (CSE), an add-on program for your email gateway that blocks spam and fraud messages before they reach your Inbox. Though CSE performs this function automatically, you can influence which messages get blocked. This brief *User's Quick Reference Guide* shows you how.

How Cloudmark works

The Cloudmark collaborative network consists of many users like you, sending feedback to Cloudmark about which messages are spam and which ones are legitimate. Using your own judgment, you can contribute information about spam that will help everyone in the network.

When you indicate to Cloudmark that a spam or fraud message has appeared in your Inbox, Cloudmark compiles your feedback together with feedback from other users. The overall consensus determines whether the message gets blocked in the future.

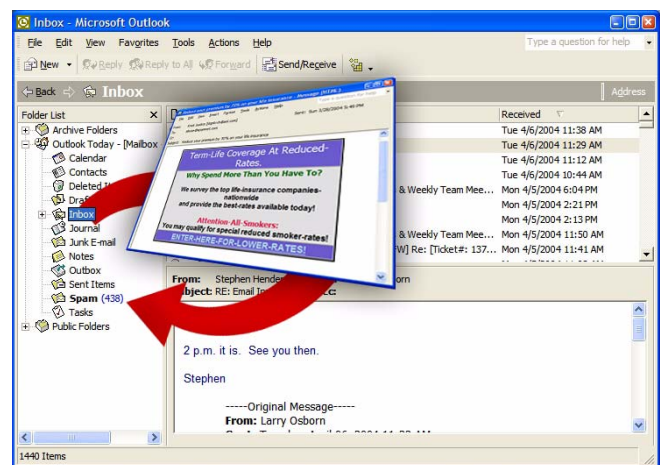
Similarly, when you indicate to Cloudmark that a legitimate message has appeared in your Spam folder, Cloudmark compares your feedback with that of other users. If they agree, the message is unblocked throughout the Cloudmark network.



Your Spam folder

Cloudmark Server Edition will automatically create a Spam folder in your mailbox. You can see it in your list of email folders in Microsoft Outlook.

Whenever a spam or fraud message is sent to you, Cloudmark Server Edition automatically moves it to the Spam folder. These are messages that have been blocked by other users in the network, or that resemble messages they have blocked. You can open the Spam folder to see the messages that were blocked.



It's a good idea to look in your Spam folder from time to time in order to verify that the messages in it are indeed spam or fraud.

If you find a message in your Spam folder that is neither spam nor fraud, you can tell Cloudmark about it by moving it out of your Spam folder. Similarly, if you find a spam or fraud message in your Inbox, you can move it to your Spam folder and it will be reported to Cloudmark.

See "Moving messages in or out of your Spam folder" below for instructions.

Moving messages in or out of your Spam folder

On rare occasions, a message may be mis-categorized. That is, a spam or fraud message may appear in your Inbox instead of in your Spam folder, or a legitimate message may appear in your Spam folder instead of your Inbox. You can help improve the accuracy of Cloudmark's service by moving messages that are mis-categorized.

A spam or fraud message might appear in your Inbox if it arrives in the first few moments after a new type of spam appears on the Internet.

IF YOU FIND SPAM OR FRAUD IN YOUR INBOX

- 1 Select the spam or fraud message.
- 2 Drag the message into your Spam folder.

This reports the message to the Cloudmark network, where it is used to prevent delivery of similar messages throughout the network.

If you are moving spam or fraud from one public folder to a public folder that your administrator has designated for spam and fraud, right-click the messages and select "Move to Folder."

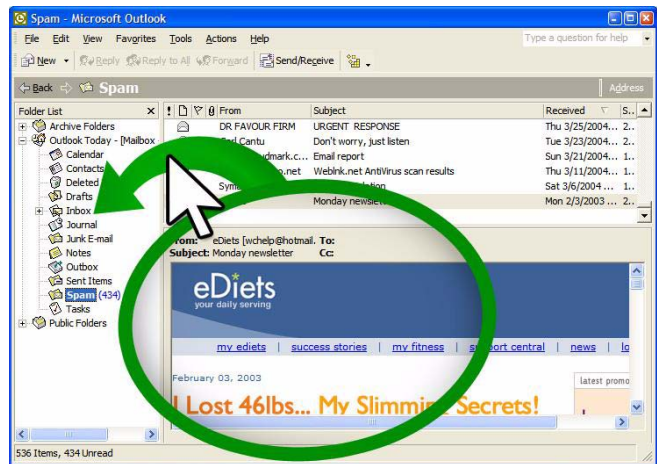
A legitimate message might appear in your Spam folder if it has characteristics that resemble spam.

IF YOU FIND A LEGITIMATE MESSAGE IN YOUR SPAM FOLDER

- 1 Select the message.
- 2 Drag the message out of your Spam folder.

For example, drag the message to your Inbox folder, or to any custom folders you may have. This reports the message to the Cloudmark network, where it is used to prevent similar messages from being mis-categorized.

If you are moving spam or fraud from a public folder that your administrator has designated for spam and fraud to another public folder, right-click the messages and select "Move to Folder."



Emptying your Spam folder

From time to time, you may wish to free some space in your mailbox by emptying your Spam folder.

TO EMPTY THE SPAM FOLDER

- 1 In your mail folder list, select the Spam folder.
- 2 Select all of the messages in the folder.
You can do this by typing CTRL-A.
- 3 Drag the selected messages to the Deleted Items folder.

The messages will be deleted the next time you empty your Deleted Items folder.

Resolving a filtering problem

If you find that a particular kind of message is consistently mis-categorized as spam, such as a newsletter that you subscribe to, contact your network administrator. Your administrator can configure Cloudmark Server Edition to permanently allow the message.