



Global Relay Email Filter

User Guide

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Introducing Global Relay Email Filtering

Email is an indispensable business communication tool. Unfortunately it is also a prime target for spam, viruses, worms and phishing scams that are responsible for identity theft, denial of services and industrial espionage. Exposure to these risks can result in significant business disruption and losses. Global Relay's email filtering service combines one of the best anti-virus technologies with Cloudmark Authority for SpamAssassin to give you a realtime response to block or neutralize threats before they hit your email server.

Most spam detection software fails to stop spam and other threats because they receive the same anti-spam engine upgrades and simply develop new techniques to circumvent them in minutes. In effect, you engage in an unwinnable battle against spammers.

Global Relay's service helps you win the war against spamming by giving you access to Advanced Message Fingerprinting and the world's largest threat detection network, the Global Threat Network with over 700 million sources: service provider abuse teams, systems administrators, honeypots and reporters. Together with automated analytical processes you get unsurpassed 98 percent spam filtering accuracy with near zero false positives.

Global Relay's Spam Management is powered by multi-level gateway filters including intelligent Bayesian filtering technology. Global Relay's Email Filtering learns and adapts to spammers in realtime by comparing known "good email" with known "spam." Adding individual reporting spam identification lets you optimize filtering on a global basis.

Feature Overview

Inbound Filtering protects users from spam, phishing, worms and virus threats. Options include:

- Tag and Forward with powerful online tools to filter and review messages.
- Flow-through tagging, forwarding all tagged spam to your server enabling company-wide rules-based routing of the tagged spam to a User's junk mail folder for review. The system inserts an "X-Spam-Flag: YES" header and appends "Spam:" to the subject line.

Cloudmark Network Feedback System

The Cloudmark Network Feedback System provides real-time and historical analytics down to the individual subscriber level on messages scanned and feedback received.

Features available to Administrators and Users online

Spam filter management:

- Rescue (deliver), delete or "confirm as spam" quarantined email
- Report "false negatives" (email that should have been marked as spam) to auto-train filter

Reporting and statistics for virus and spam

- Quarantined Information: Global Relay provides a detailed, daily report listing messages we have quarantined so that you can quickly and easily identify those that are important to you. This saves you precious time by eliminating needless checks of the quarantine area.
- Filtering Effectiveness: Global Relay provides a daily report on the viruses, worms, spam, phishing scams we have neutralized. This reporting lets you to see how effectively we protecting your email.

Using this Guide

In this Guide, you will learn how to perform the following tasks:

- Access the Global Relay Email Filter
- Flag and Un-flag SPAM messages.
- Subscribe to SPAM report

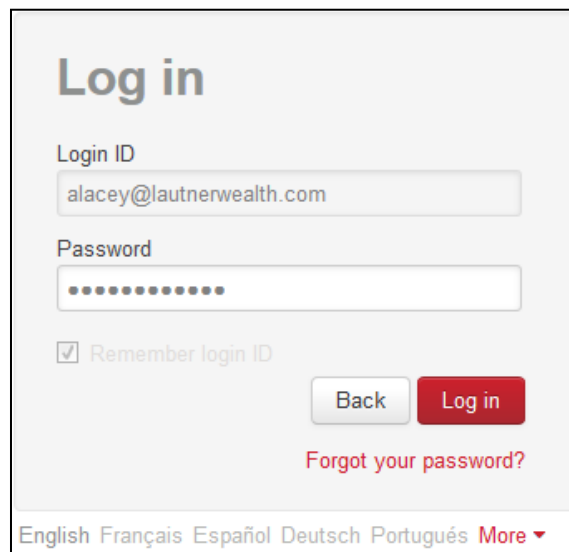
Logging in to the Global Relay Email Filter

1. Navigate to <http://www.globalrelay.com>.
2. In the top right corner, click the **Login** button .
3. Select **Email Filter / Continuity Login**.



The screenshot shows a login form titled "Log in". It has a "Login ID" field containing "alacey@lautnerwealth.com". Below the field is a checked checkbox labeled "Remember login ID". To the right of the checkbox is a red "Next" button. At the bottom of the form, there are language options: "English", "Français", "Español", "Deutsch", "Portugués", and a "More" dropdown menu.

4. Enter your **Login ID** as provided by your administrator.
5. Click **Next**.
6. Enter your **Password** as provided by your administrator.



The screenshot shows the same login form as above, but now with a "Password" field containing a masked password (represented by dots). Below the password field is a checked checkbox labeled "Remember login ID". To the right of the checkbox are two buttons: a grey "Back" button and a red "Log in" button. Below the buttons is a red link that says "Forgot your password?". At the bottom of the form, there are language options: "English", "Français", "Español", "Deutsch", "Portugués", and a "More" dropdown menu.

7. Click **Log in**.

Working with Global Relay Email Filter

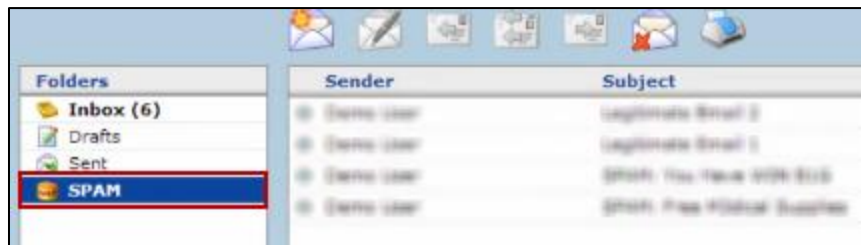
When you receive email, it is first checked against a global threat database to ensure it is legitimate. Then, when you mark messages as SPAM, you are contributing to the same global threat database.

NOTE: Your personal and confidential information is never transmitted when you flag a message; a unique key is created, which identifies the qualities of that particular message.

Flagging or Un-Flagging SPAM Messages

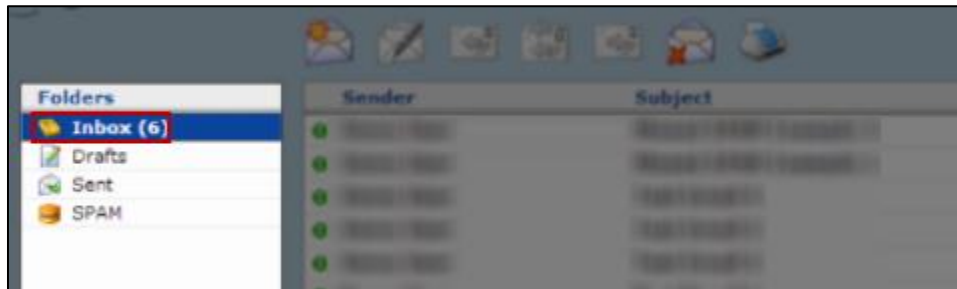
To flag a message as SPAM:

- Drag and drop the message into the SPAM folder in the left navigation pane.



To un-flag a legitimate message flagged as SPAM:

- Drag and drop the message back into your Inbox in the left navigation pane.



Subscribing to a SPAM Report

For more information about SPAM activity, contact your System or Network Administrator who can work with Global Relay and subscribe you to a daily, weekly, or monthly SPAM report.

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