



# Hosted Email Security Report

The instructions below will help to alleviate strains related to messages being blocked when they shouldn't and messages not being blocked when they should. Unfortunately, spam filtering is not exact science because senders do not always compose messages as expected by spam filters and spammers do a pretty good job composing messages that look more legitimate than "real" messages. By receiving this report on a daily basis, users can keep tabs on all of their messages and ensure that they receive everything that they need and less of what they shouldn't!

You can follow the instructions below to subscribe to your Hosted Email Security Report:

1. Go to <http://www.websense.com/content/messagereport.aspx>
2. Enter your email address in the E-mail Address field
3. Click E-mail report
4. You will received an email with all current message information for the past week
5. You should see a yellow bar in the message like the one seen below:

Messages processed from: Dec 8, 13 - Dec 9, 13

Accounts: [bfryfogle@wmcarey.edu](mailto:bfryfogle@wmcarey.edu)

Please contact your administrator for further information: [mailfilter@wmcarey.edu](mailto:mailfilter@wmcarey.edu)

Suspicious: 12  
Clean: 0

If you want to receive this report regularly by email, please click [here](#).

[Show Report](#) [Change Subscription](#) [Manage White/Black Lists](#)

6. Click "here" to subscribe
7. You should be taken to Triton Cloud Security with the same information seen in the email.
8. Click Change Subscription

Messages processed from: Dec 8, 13 - Dec 9, 13

Accounts: [bfryfogle@wmcarey.edu](mailto:bfryfogle@wmcarey.edu)

Please contact your administrator for further information: [mailfilter@wmcarey.edu](mailto:mailfilter@wmcarey.edu)

Suspicious: 12  
Clean: 0  
Show 1 day | Display



Thank you for renewing your subscription to your message report.

[Change Subscription](#) [Manage White/Black Lists](#)

9. Set the reporting options as follows:

**Report Options:**

Reporting period: 1 day

Frequency sent: daily

Maximum length: 500 rows

Email types to include:

- Quarantined email received
- Quarantined email sent
- Non-quarantined email received
- Non-quarantined email sent
- Clean email received
- Clean email sent

Sort by: Status in ascending order  
*Applies to quarantined and non-quarantined messages only*

Timezone: GMT -06:00

Language: English (U.S.A.)

10. Click Submit
11. You will probably want to add your full name email address to the report to keep from missing messages that may be sent to that address, in the Manage Accounts section type your full name address (Example: [brantley.fryfogle@wmcarey.edu](mailto:brantley.fryfogle@wmcarey.edu))

**Manage Accounts**

Add or remove addresses to your end-user message report

[bfryfogle@wmcarey.edu](mailto:bfryfogle@wmcarey.edu)

*After you save changes, the owner is emailed and asked to approve the subscription request.*

12. Click Add Address
13. Click Submit
14. Check your email for a confirmation message

[bfryfogle@wmcarey.edu](mailto:bfryfogle@wmcarey.edu) would like to subscribe to the end-user message report for the following email address(es):

- [brantley.fryfogle@wmcarey.edu](mailto:brantley.fryfogle@wmcarey.edu)

This report contains information on email detected by the Cloud Web Security solution. Please approve or decline this request below.

Thanks.  
 Cloud Web Security

15. Click Approve
16. At this point, you should receive a daily report each afternoon with all mail that was delivered since your last report was delivered. From that report, you can whitelist addresses and domain names as well as blacklist addresses and domains. **Please be careful to select the appropriate whitelist/ blacklist option after clicking whitelist or blacklist next to a message. The default is set for the domain, but in most cases you will only want to whitelist or blacklist the specific sender's address, so make sure you select the appropriate option. This is one of the most**

**common issues with messages not getting delivered and for spam messages getting through the filter undetected.**

17. At some point in the future, I believe it is 60 days, you will receive a report that will include the yellow box again. It will state that your subscription is about to expire. You will need to click the option to renew your subscription to continue receiving these reports on a daily basis.

Also, there will come a time that you are expecting a message from someone that you have not received even though they sent a few hours ago. The most likely case is that the message was blocked as spam. If you would like to review your spam at any moment, you can request a spam report at any time but navigating to <http://www.websense.com/content/messagereport.aspx> and following the instructions on the screen. This will provide you with the information currently stored with Websense Hosted Email Security.

Let us know if you have any trouble with these steps by emailing [help@wmcarey.edu](mailto:help@wmcarey.edu) and someone will be glad to help you get this setup.