

## 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 <a href="http://www.websense.com/content/messagereport.aspx">http://www.websense.com/content/messagereport.aspx</a>
- 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:



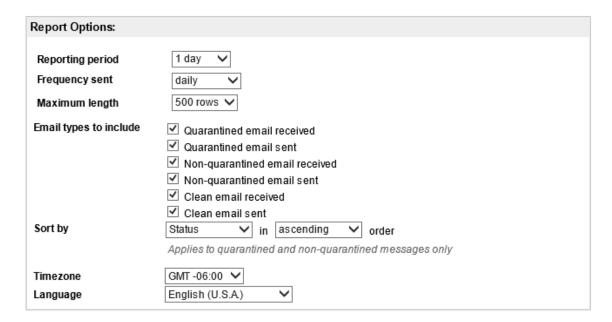
- 6. Click "here" to subscribe
- 7. You should be taken to Triton Cloud Security with the same information seen in the email.
- 8. Click Change Subscription

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

  Accounts: bfryfogle@wmcarey.edu

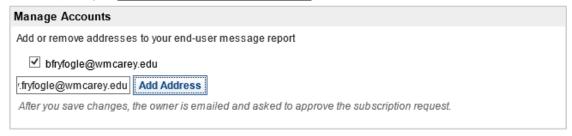
  Please contact your administrator for further information: multitargemonary.edu

9. Set the reporting options as follows:



## 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)



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

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

• <u>brantley.fryfogle@wmcarey.edu</u>

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

Approve Decline

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 <a href="http://www.websense.com/content/messagereport.aspx">http://www.websense.com/content/messagereport.aspx</a> 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 <a href="mailto:help@wmcarey.edu">help@wmcarey.edu</a> and someone will be glad to help you get this setup.