

Microsoft  
**Exchange  
Hosted Filtering**

## Using your Quarantine mailbox

This document will help you get started with the Quarantine feature of Exchange Hosted Services. The Quarantine service has the following attributes:

- Spam is kept in the Quarantine service for 15 days. After that time, the stored e-mail messages are permanently deleted and cannot be retrieved.
- For spam that is not being quarantined, but is being delivered to your desktop, forward the message to [abuse@frontbridge.com](mailto:abuse@frontbridge.com). Please be sure to include the full headers of the e-mail message with your submission.
- For messages incorrectly identified as spam, forward the message to [false\\_positive@frontbridge.com](mailto:false_positive@frontbridge.com). Please be sure to include the full headers of the message with your submission.
- New spam rules are set globally for all customers. Please be aware that not all individual spam or false positive submissions result in new spam rules.

### Log in to the service for the first time

First, log in to the Quarantine service:

1. From a Web browser, go to <https://spam.frontbridge.com>.
2. Click **First Time?** on the logon page.
3. On the **Language** list, select your language setting.
4. Enter the e-mail address you want the service to send your temporary password, and the click **Submit**.

A new password will be e-mailed to your e-mail address and you will be redirected back to the main Quarantine Log On page.

### Log in to the service using your temporary password

From the Quarantine Log On page, log on to the Quarantine service using the temporary password that was sent your e-mail address.

When you are logged into the application you will be prompted to provide a permanent password.

**Note** If you forget your password, click **Forgot password?** on the log on screen.

If you have multiple e-mail addresses, click **Go to multiple log on** and follow the instructions on the new page. You can log in with each of your e-mail addresses at one time, provided the passwords for each are the same.

The screenshot shows the 'Quarantine Log On' page. At the top, there is a 'Language:' dropdown menu with 'Select' chosen. Below it, a text prompt reads: 'Please enter your e-mail address to receive a password for first time log on:'. An 'E-Mail:' text box contains 'user@contoso.com'. To the right of the text box is a 'Submit' button. At the bottom left, there are two links: 'Forgot password?' and 'Back to log on page'.

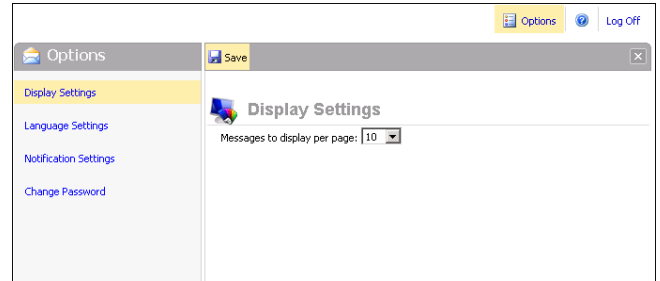
The screenshot shows the 'Quarantine Log On' page. At the top, there is a 'Language:' dropdown menu with 'Select' chosen. Below it, a text prompt reads: 'Your password has been sent to your e-mail address. Please enter your username and password to log on:'. There are two text boxes: 'Username:' containing 'user@contoso.com' and 'Password:' containing a series of dots. To the right of the password box is a 'Log on' button. Below the text boxes, there is a 'Remember username.' checkbox which is unchecked. At the bottom left, there are three links: 'Forgot password?', 'First Time?', and 'Go to multiple log on'.

The screenshot shows the 'Quarantine Log On' page. At the top, there is a 'Language:' dropdown menu with 'Select' chosen. Below it, a list of instructions reads: '1. Make sure all usernames have the same password.', '2. Enter one e-mail address per line in the "Usernames" box.', '3. Enter the password in the "Password" box.', '4. Press the "Log on" button.'. There are two text boxes: 'Usernames:' containing three lines of email addresses ('user@contoso.com', 'user2@contoso.com', 'user3@contoso.com') and 'Password:' containing a series of dots. To the right of the password box is a 'Log on' button. Below the text boxes, there is a 'Remember username.' checkbox which is unchecked. At the bottom left, there is a link: 'Go to single log on'.

## Change user settings

Personalized changes to display settings, language settings, notification settings, and account passwords can be made from within the Quarantine service by clicking **Options** located above the top menu bar.

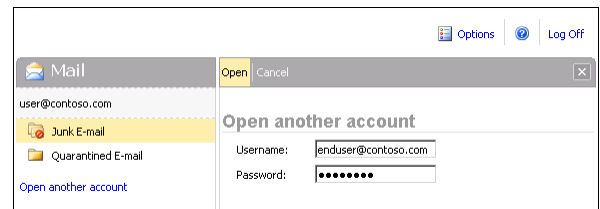
Select the option you want to update, and then click on **Save** to keep the changes.



To exit the **Options** page, click **Options** again and the page will return to the Web mailbox folder.

If you need to open another account once you've logged in to the Quarantine, you have the option of clicking **Open another account** on the left navigation menu. After the Web page refreshes, enter the user name and password for the additional account, and then click **Open** on the top menu bar.

To exit the **Open another account** page, click on **Cancel** and the page will return to the selected Web mailbox folder.



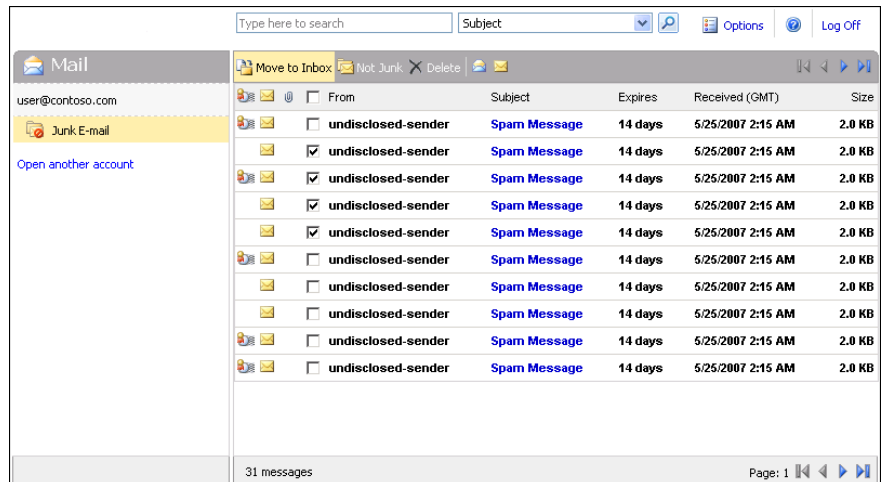
## Manage quarantined e-mail messages

Once you have logged into the Quarantine you will have access to your quarantined Junk E-mail. If you have multiple pages of e-mail messages, you can view successive pages by clicking the forward arrow.

You can search for a particular message either by Sender address or by Subject Line. Wildcard characters are allowed.

You may select multiple messages to delete or have delivered to your corporate e-mail Inbox from the message list view by selecting the check box next to the message in the list. A message in this view which has an icon in the far left column has been quarantined due to Custom Spam Filter rules configured by your Administrators and cannot be reported as **Not Junk**.

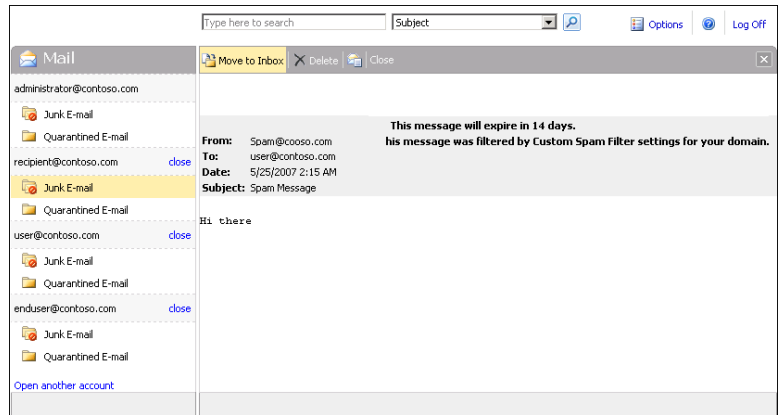
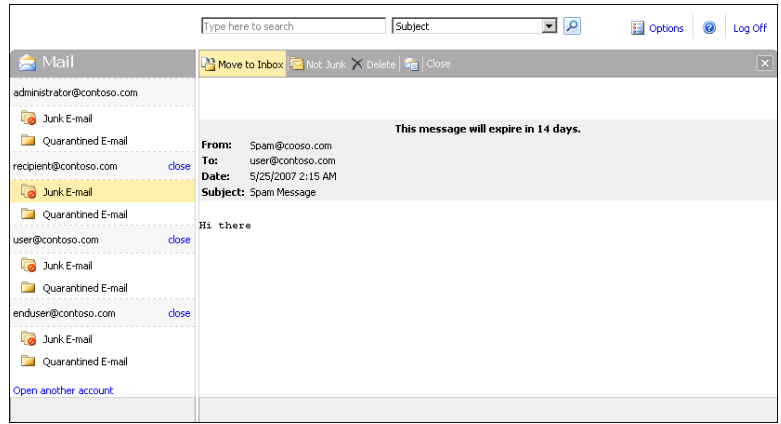
To complete the deletion or move the message to your Inbox, click on the **Delete** or **Move to Inbox** button from the top menu bar. You are not required to delete any spam. The Quarantine service will delete any e-mail messages held in Spam Quarantine after 15 days.



To view the contents of a message in the list, click on the **Subject** of the e-mail message.

If you would like to have the e-mail message delivered to your Inbox click on the **Move to Inbox** button while viewing the message. This will send the message to your corporate e-mail Inbox. If the message is not spam, click on the **Not Junk** button while viewing the message. This will send the message to your corporate e-mail Inbox and notify the Spam Team that the message was incorrectly marked as spam.

If the **Not Junk** button is not available for an e-mail message, it means that the message was filtered according to restrictions put in place by the e-mail administrator and cannot be reported as not being spam. An explanation of why the e-mail message cannot be reported as not being spam will appear in the upper right-hand corner only if domain-level spam rules have been applied by your Administrator.



## Reminder notifications

You will receive periodic reminders from the Quarantine service if you are not regularly logging into the application and have received new spam. Junk e-mail notification messages provide links to the Quarantine application, where you can manage your stored messages.

When you receive a junk e-mail notification message indicating that e-mail messages have been quarantined, you can click the message subject to open the Quarantine application.

Microsoft Exchange Hosted Services

Dear user@contoso.com: You have 10 NEW spam messages since 07/13/2007 00:11:33 (UCT)

The following is a list of messages that have been stopped by the spam Quarantine™ email filtering service.

To recover a message to your Inbox, click the **"Move to Inbox"** link. If a message has been incorrectly identified as spam, click the **"Not Junk"** link. When you click the "Not Junk" link, the message will be recovered to your Inbox, and a **copy will be submitted to the FrontBridge spam Team for analysis**. To read a spam message, click on the Subject and you will be directed to the spam Quarantine™ login. After logging in, the message you clicked on will be displayed.

To change the language of this notification, go to Language Settings under Options page in [spam Quarantine](#).

Messages are automatically deleted from spam Quarantine after 15 days.

\*The "Not Junk" feature is not available for items filtered due to custom spam filter settings or for those who do not have permission to access spam Quarantine.

Sender	Subject	Date (GMT)	Size	Move to Inbox	Not Junk
1 "Pierangela" <spammer222@cpandl.com>	<a href="#">This is a spam message</a>	7/13/2007 6:32:00 PM 1853498		<a href="#">Move to Inbox</a>	<a href="#">Not Junk</a>
2 "Pierangela" <spammer222@cpandl.com>	<a href="#">This is a spam message</a>	7/13/2007 6:32:00 PM 1853498		<a href="#">Move to Inbox</a>	<a href="#">Not Junk</a>
3 "Pierangela" <spammer222@cpandl.com>	<a href="#">This is a spam message</a>	7/13/2007 6:32:00 PM 1853498		<a href="#">Move to Inbox</a>	<a href="#">Not Junk</a>

If you have not yet logged into the Quarantine you will be automatically sent a temporary password to your Quarantine Inbox.

If you would like to have a message delivered to your Inbox without logging onto the Quarantine application, click on the **Move to Inbox** link from the notification. This will send the message to your corporate e-mail Inbox. If the message is not spam, click on the **Not Junk** link. This will send the message to your corporate e-mail Inbox and notify the Spam Team that the message was incorrectly marked as spam.

If the **Not Junk** link is not available it means that the message was filtered according to restrictions put in place by your e-mail administrator and cannot be reported as not being spam.

## Turn off junk e-mail notifications

Click **Options** and clear the **Send notification?** check box next to your user name if you do not wish to receive the periodic reminders from the Quarantine service.

Options Save Log Off

Options

Display Settings

Language Settings

Notification Settings

Change Password

Notification Settings

Specify whether an E-mail notification for Junk and Quarantined E-mail messages should be sent to an account:

Account	Send notification?	Select language for Spam Notification
user@contoso.com	<input checked="" type="checkbox"/>	English (English)