ExchangeDefender User Guide

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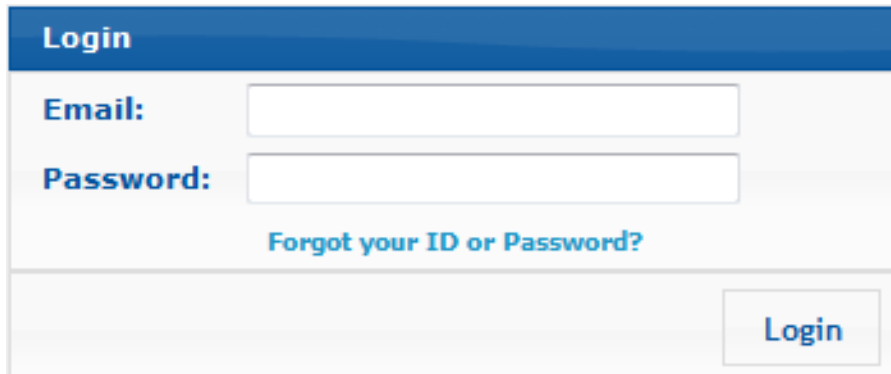
Logging In

Your login credentials for ExchangeDefender will be emailed to you. Once you have this information, follow these simple steps:

1. Open a browser and go to https://admin.exchangedefender.com
2. Type in your email address and password to login.

Login

Email:	
Password:	

Forgot your ID or Password?

Login

Note: This secure website is protected using the same level of encryption that your bank, credit card, and ecommerce sites rely on.
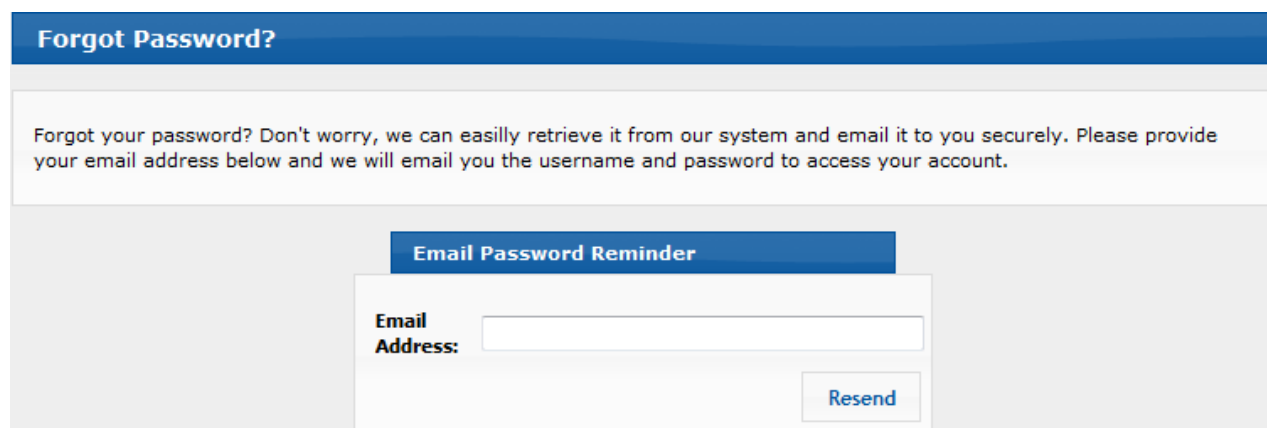
Password Reminders

If you encounter issues with your login credentials, you can always request to have them emailed to you. To request a login credential reminder, please click on the *Forgot your ID or Password?* link at:

https://admin.exchangedefender.com

Provide your email address and the system will email you login credentials to access the site.

Note: If your email address is not protected by ExchangeDefender, please contact us for further assistance. For security reasons, passwords cannot be emailed to a different address or reset without access to your mailbox.

Forgot Password?

Forgot your password? Don't worry, we can easilly retrieve it from our system and email it to you securely. Please provide your email address below and we will email you the username and password to access your account.

Email Password Reminder

Email Address:	

Resend

Across the top of the site, you will see the navigation menu. You can access all of the sections of the ExchangeDefender service from here. On the left, you will see context navigation menus that will lead you to more advanced settings, depending on what you are currently doing. Finally, the main section of the page takes up the majority of the website and presents the most relevant data.

The Dashboard page will offer your network operations alerts, quick launch links to other ExchangeDefender applications, the Find Messages section for quick spam searches, as well as your Spam Quarantine reports, which reflect the real-time spam contents of all your protected email addresses.
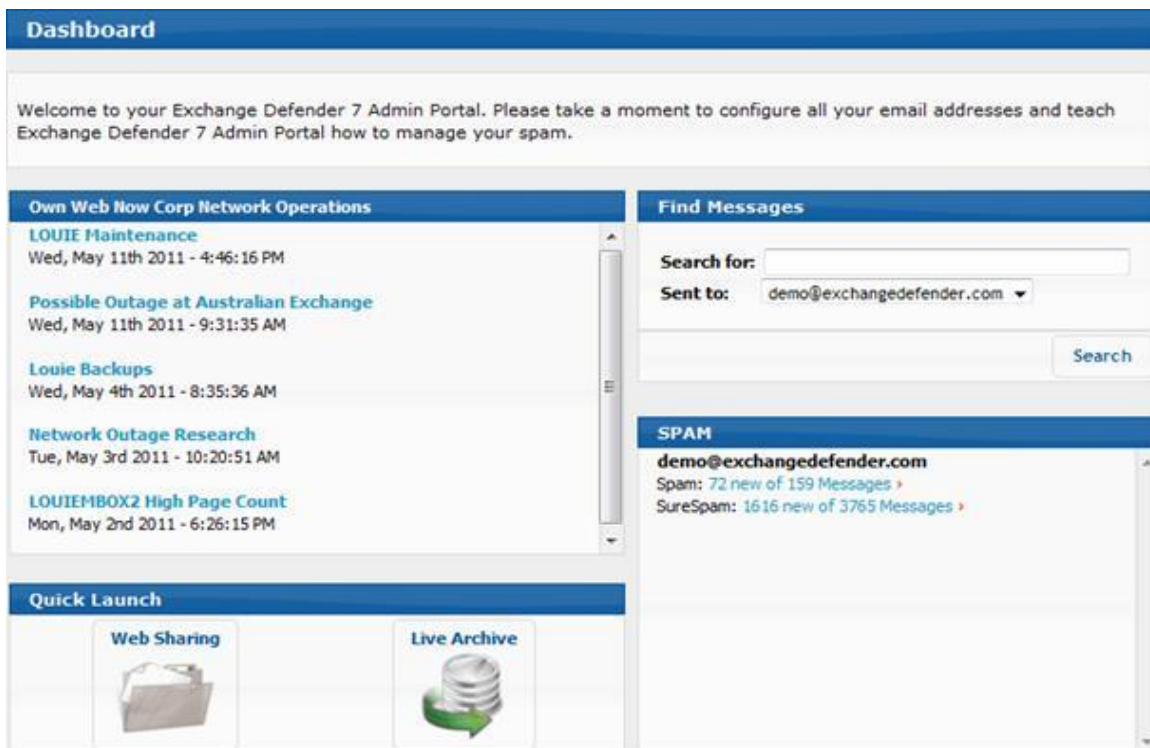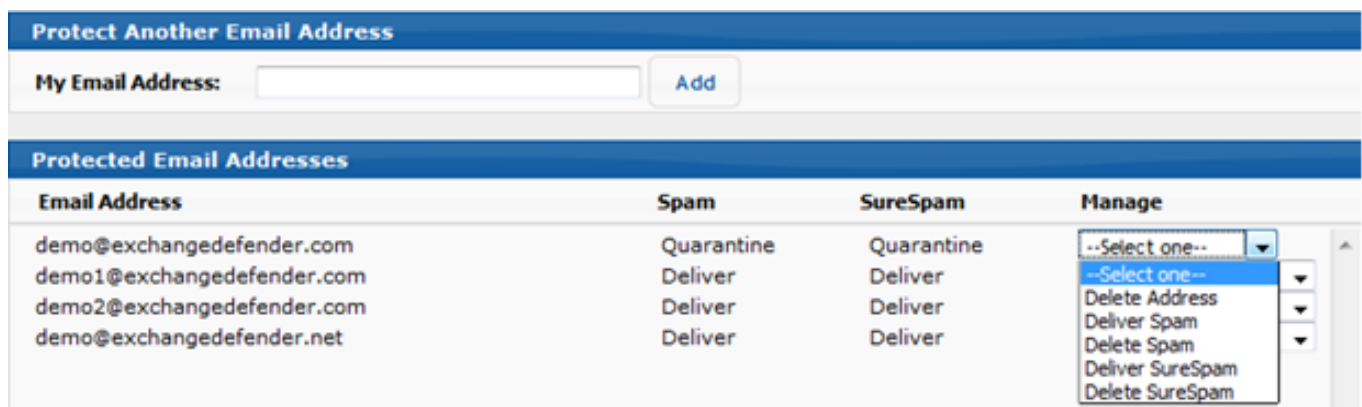
Managing & Protecting Email Addresses

ExchangeDefender allows you to protect multiple email addresses that belong to you or that you manage. You can assign all of your email addresses to your account so that you can centrally manage them all.

Protecting an Email Address

1. Click on **Email Addresses** from the top menu.
2. Next, enter the address for the email you wish to manage in the text field.
3. Then, click **add**.
4. If the address is acceptable, you will receive a confirmation and the address will be listed below.

Managing Existing Addresses

1. In the **Protected Email Addresses** section, you will see a list of addresses currently being protected by ExchangeDefender.
2. Click the dropdown box located to the right of the account to see a list of management options.

   - **Delete Address —** This will remove the address from the account

   - **Deliver Spam —** This will set spam to be delivered for the account.

   - **Delete Spam —** This will set spam to be deleted for the account.

   - **Deliver SureSpam —** This will set SureSpam to be delivered for the account.

   - **Delete SureSpam —** This will set SureSpam to be deleted for the account.
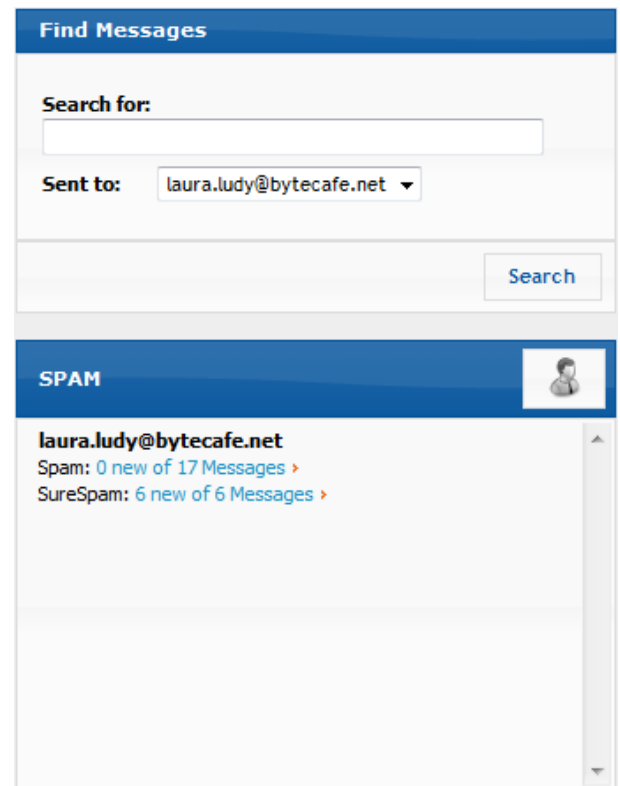
Reviewing SPAM

Go to the **SPAM** section to access messages that were identified by ExchangeDefender's content filtering system as spam. You can quickly locate a specific message by using the **Find Messages** search function, or you can browse the Spam Quarantines by clicking on the appropriate email address.

When an inbound message has a high statistical probability of being spam, ExchangeDefender places it in either your **Spam Quarantine** or **SureSpam Quarantine**, based on their level of certainty:

- **Spam Quarantine —** contains messages that are 80% likely to be spam.
- **SureSpam Quarantine —** contains messages that are 99% likely to be spam.

Click on the blue link by **Spam** or **SureSpam** to view the message(s) in its quarantine. There are three actions you can take for a quarantined message:

- **Release —** delivers the message to your inbox within one minute. Releasing a message does <u>not</u> add it to your white list (safe senders). To do that, select *Trust Sender* instead.

- **Trust Sender —** delivers the message and will keep future messages from this sender from being quarantined.

- **Review/Review All —** marks the message(s) as reviewed and will keep the same from appearing in future SPAM Report Emails.

Managing Settings

Under the **Settings** tab located at the top right-hand side of your Bytecafe ExchangeDefender Dashboard, you can change report and paging preferences, your time zone, and your password.
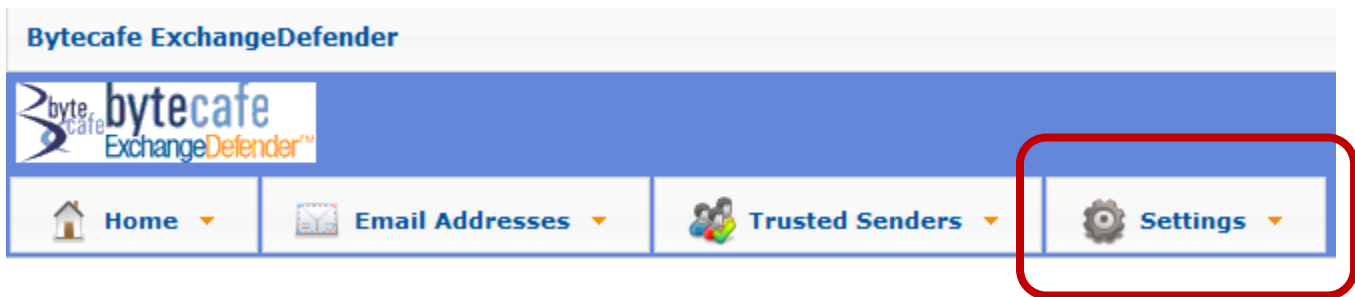

Change Reports

Daily SPAM reports and **Intraday SPAM reports** list any messages that have been quarantined by Bytecafe ExchangeDefender. Both your Spam Quarantine and SureSpam Quarantine will appear on these reports.

For your convenience, Bytecafe ExchangeDefender is set up to automatically generate these two reports and email them to you daily. Currently, the **Daily SPAM Report** is scheduled for 8:30 AM and the **Intraday SPAM Report** is set for 4:30 PM. If you would like to adjust the default report schedule, simply follow the instructions below.

Report Schedule

To change your Daily SPAM Report and Intraday SPAM Report schedules:

1. Press the **Settings** tab located at the top right-hand side of the Dashboard.

2. The **Settings – Reports** section should automatically appear, but if it does not, press the **Reports** tab at the top of the sidebar menu on the left-hand side of your screen.
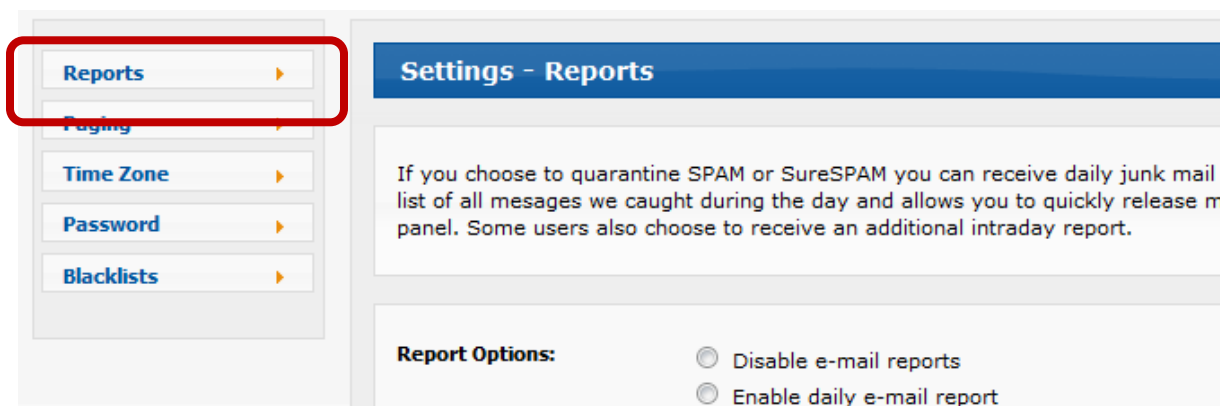
3. Then go to the **Report Schedule** section to adjust the times of day to your liking. Please note that scheduling runs on 24-hour military time.

4. When you have finished making changes, press **Update**.

Report Options

In this section, you can change the number of reports you receive in a day:

*   **Disable e-mail reports** = no reports will be sent.
*   **Enable daily e-mail report** = only one report will be sent per day.
*   **Enable daily and intraday e-mail reports** = two reports will be sent based on times listed in Report Schedule.

Report Contents

In this section, you can choose not to receive reports if your quarantines do not contain any SPAM messages.

- **Report quarantines for all e-mail addresses** sends reports even when there are no quarantined messages.
- **Report quarantines only for e-mail addresses that have SPAM in them** only sends you reports if there are messages in your quarantines.

Change Paging

The **Paging** section allows you to change the number of items listed on a single page of a report.

1. Press the **Paging** tab from the sidebar menu.
2. Use the **Show** dropdown menu to change the number of items listed per page.
3. Press **Update** when you have finished making changes.

Change Time Zone

The **Time Zone** section lets you adjust your country/city and select your preferred language.

1. Press the **Time Zone** tab from the sidebar menu.
2. Use the Time Zone dropdown menu to select your country/city.
3. Press **Update** when you have finished making changes.

Change Password

To change your password:

1. Press the **Password** tab from the sidebar menu.
2. Underneath **Change Password**, enter your current password, new password, and confirm your new password.
3. Press **Update** when you have finished making changes.

Managing Whitelists & Trusted Senders

ExchangeDefender allows you to manage your own whitelist (a list of email addresses or domain names considered trustworthy or acceptable). Mail from your whitelist will never be screened for spam content. ExchangeDefender constantly learns from your usage patterns and adjusts the spam scores for your individual mailbox.

Note: This function should only be used when you are certain that you wish to trust this sender.

Adding a Trusted Sender

1. Select **Trusted Senders** from the top menu.
2. Provide the email address or domain you wish to whitelist.
3. Select the address that will receive the messages, or choose *Apply to all my email addresses*.
4. Click **Add Sender**.

Removing a Trusted Sender

1. Click the red X next to the account you wish to remove.
2. A dialog box will then pop up notifying you the address has been removed.

At the bottom of this page, you will see a list of addresses, which are the current trusted senders/domains on your account.

How to Use Web File Share

This procedure will show you how to send a file to anyone using Web File Share when you need to share files that are too large to be sent via email.

1. Log in to the Web File Sharing Portal (https://webshare.exchangedefender.com) with your ExchangeDefender quarantine credentials. Or, you can find your latest spam report and click on the link at the top right of the email message.
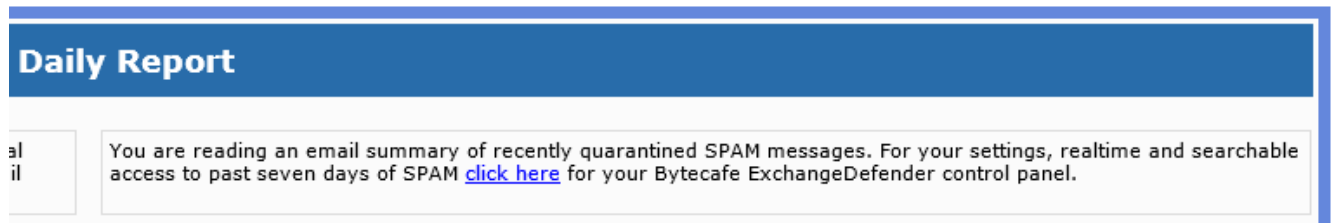
2. Then, click on **Web Sharing** under Quick Launch.
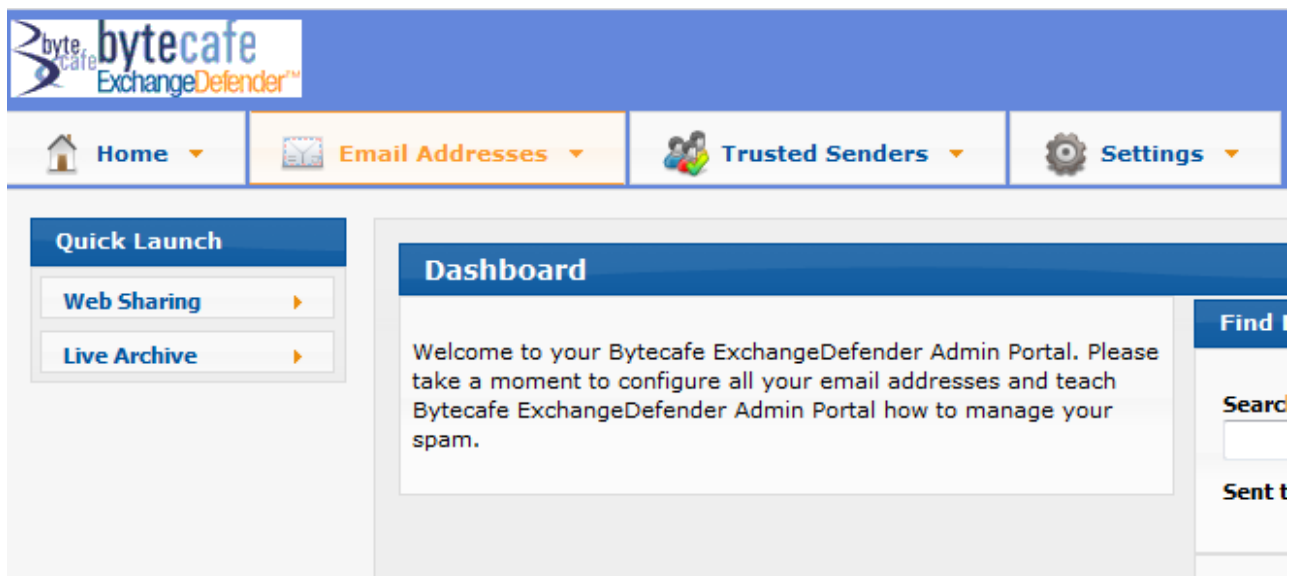
3. The **Webshare – Dashboard** will appear, providing you with an at-a-glance view of your Library list, account activity, and the ability to create new libraries.

4. Under the **New Library** section, enter a title for your library and a description. Then, click **Create**.

5. Enter a Welcome Message. This message will be displayed in the email that is sent to the people you select in step 8.

6. For each document you wish to upload, follow these steps:
   - **Step # 1** – Optionally enter a title for your document.
   - **Step # 2** – Click on **Upload File**. A pop-up dialog box will appear so that you can browse and choose the appropriate file. Once you have found the right file, click **Open** to upload it.

7. You will then see each uploaded file in the **Documents** section.

8. Enter the email address of the person who you would like to have access to this library and then hit the **Add** button. Repeat this step for each additional person you want to add to the list. Individuals added to the recipient list will receive two emails — one containing the library link and the other containing the library password.

Step #1 - Give your file a title (Optional):

Step #2 - Choose your file and upload!

Recipients	
E-mail Address	**Action**
mike.clemmons@bytecafe.net	✖
support@bytecafe.net	✖

Email: [_____] [Add]

9. Finally, select your preferences under the **Options** section. The library has three different options:

✓ **Expiration** – If you would like to have the library automatically expire, check this box and then select from the three options: 7 days, 30 days, and 1 year.

✓ **Password Protected** – This will place a password on the library so that every user accessing it will be prompted to enter a password. If checked, you will need to enter and then confirm the password you would like to use.

✓ **Notification** – Check this box if you would like to be notified when anyone downloads files from this library.

Options

Expiration	☑ Enable automatic expiration
	Remove documents after [7 days ▼]
Password Protected	☑ Protect this library with a password.
	Password [_____]
	Confirm Password [_____]
Notification	☑ Notify me when files are downloaded

[Create]

Using On-Demand Encryption

When you need to send an email containing private or personal information, you should be sure to encrypt the message. This can be done by simply typing **[ENCRYPT]** or **[CLEARENCRYPT]** before the title in your subject line.

Recipient Registration Required Method [ENCRYPT]

1. Create an email and type **[ENCRYPT]** at the beginning of the subject line.

2. The recipient will get a notification that they have received an encrypted email. The message contains a link to retrieve the email.

3. When clicking on the link (or copying and pasting it into their browser), the recipient will be directed to the **Encryption-Enrollment** page if they do not already have an account associated with their email address.

4. After creating an account, or if the recipient had an existing encryption account, they will be directed to the **Bytecafe ExchangeDefender Encryption** login portal.
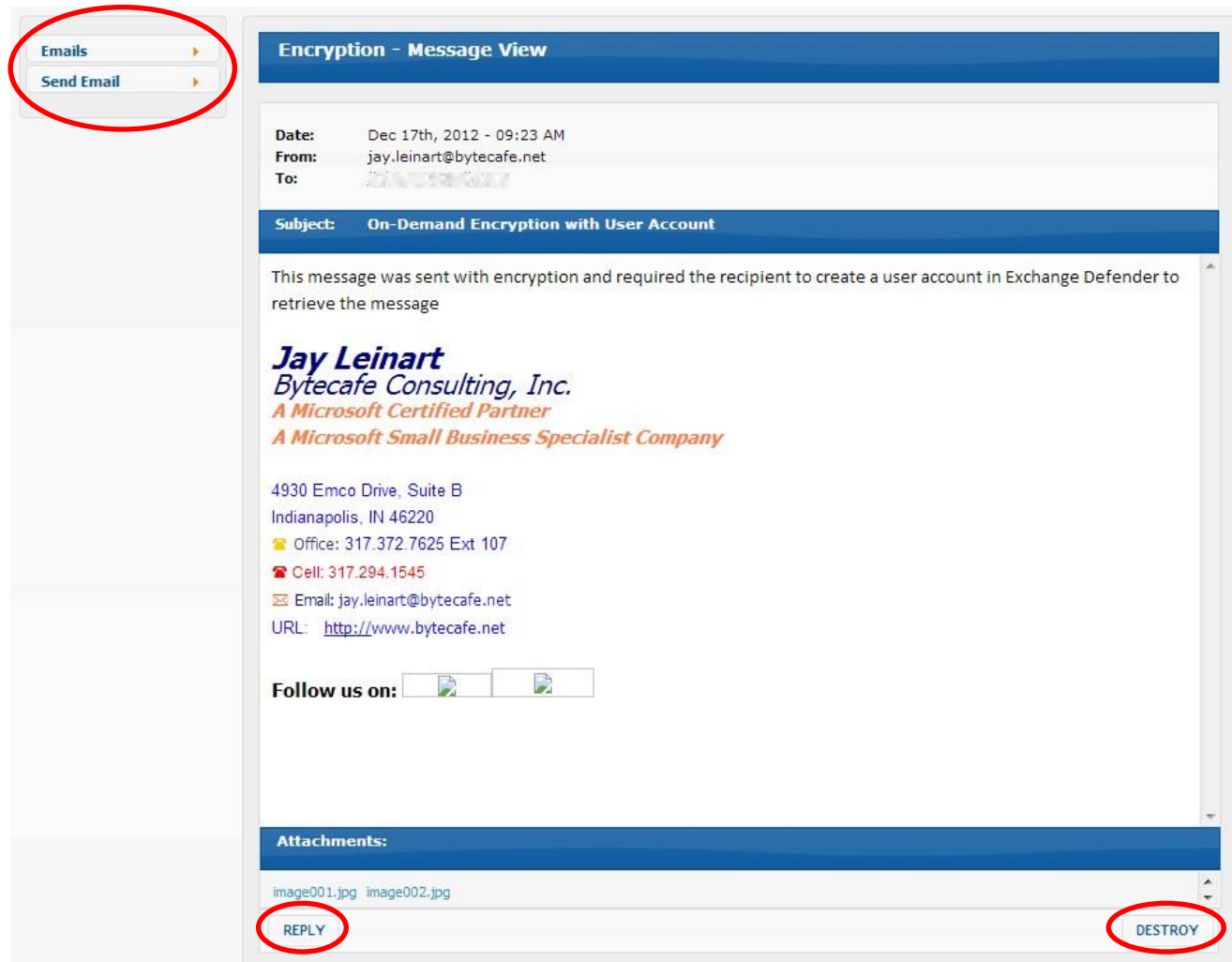
5. Once successfully logged in to the system, the recipient has the following options:

   ✓ View the message
   ✓ Reply to the message
   ✓ Destroy the message

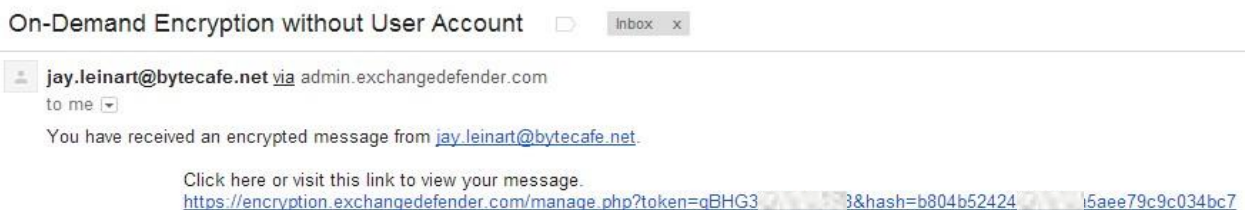   Additionally, the user can review previous emails sent to their account or send an encrypted email (both registration required and registration-free methods).

Recipient Registration-Free Method [CLEARENCRYPT]

1. Create an email and type **[CLEARENCRYPT]** at the beginning of the subject line.

2. The recipient will get a notification that they have received an encrypted email. The message contains a link to retrieve the email.

3. When clicking on the link (or copying and pasting it into their browser), the recipient will be directed to the encrypted message where they can **Reply** or **Destroy** the message.
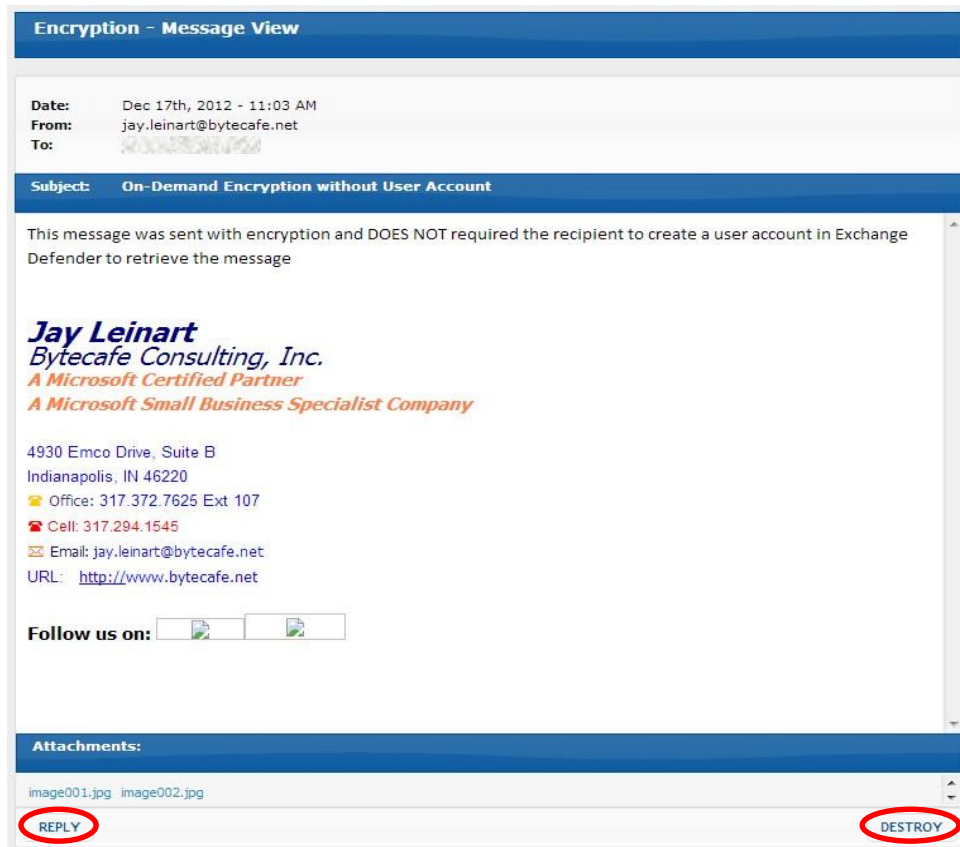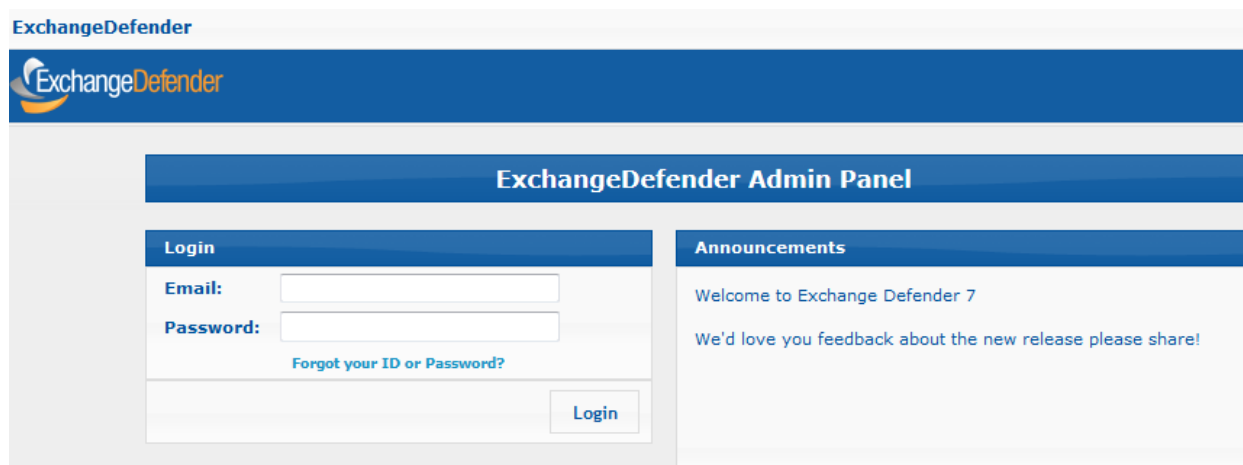
Live Archive

When your mail server goes down, either due to maintenance or an unscheduled outage, you can continue to work using **Live Archive**. If you have a smartphone or access to a web browser, you can get to your emails.
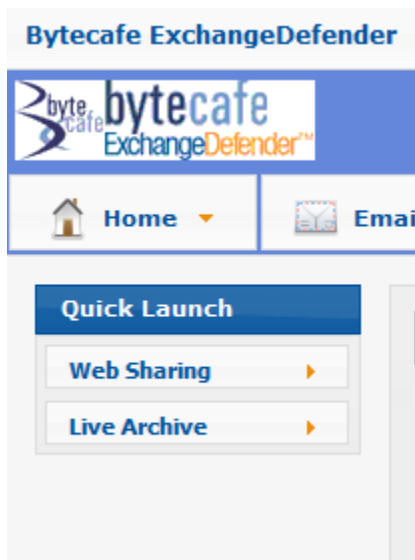
Logging In Using the ExchangeDefender Admin Portal

1. Go to https://admin.exchangedefender.com

2. Enter your email address and password.

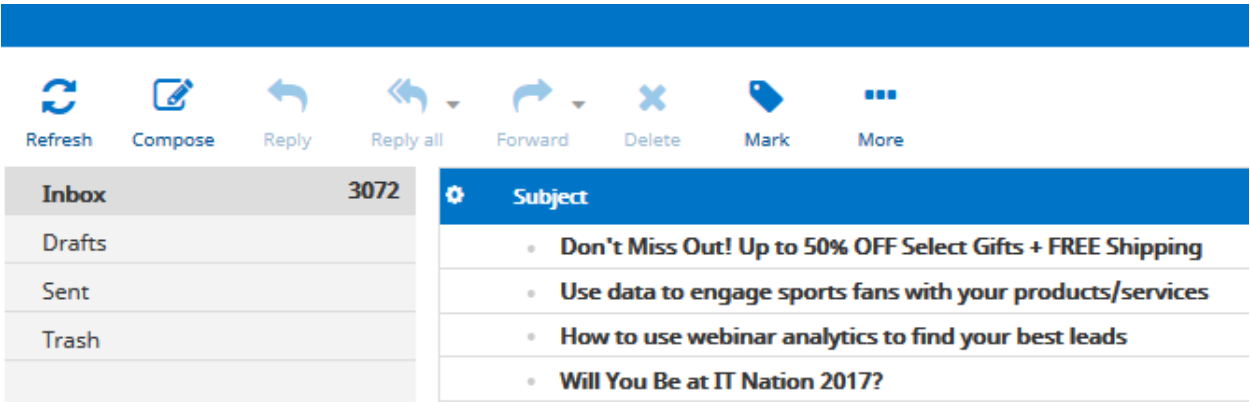3. Under the **Quick Launch** section, click the **Live Archive** tab.

Sending a New Email
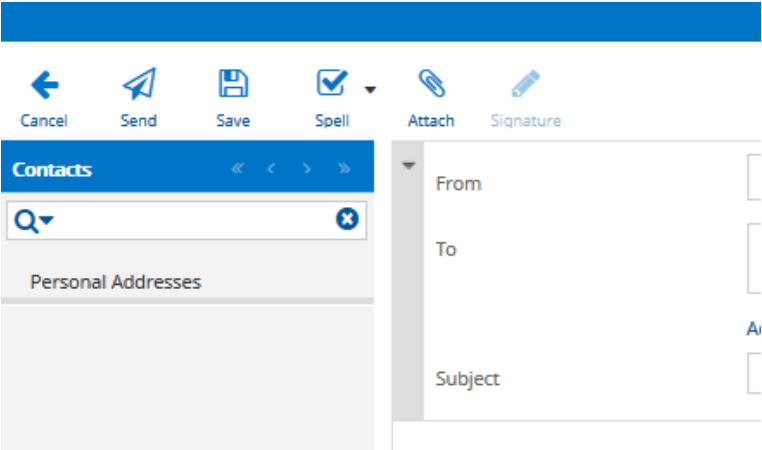
Once you've entered Live Archive from the main ExchangeDefender page, you'll see the **Mail** tab is already preselected.
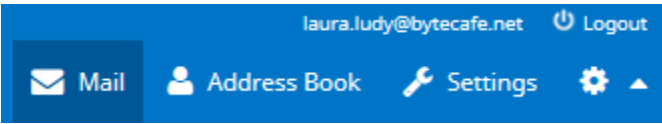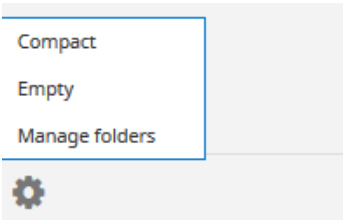
Press the **Compose** icon ✏️ near the top left-hand side of the page to create a new email and proceed as normal.
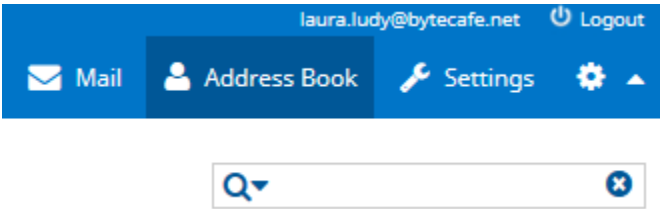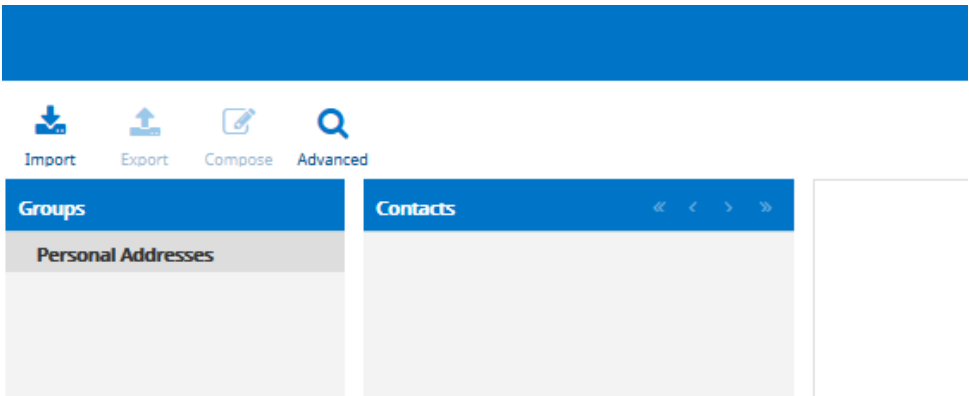
You have the option to **Send** or **Save**.

Clicking the gear icon at the bottom left-hand side of the page gives you a menu of options: compact, empty, and manage folders.
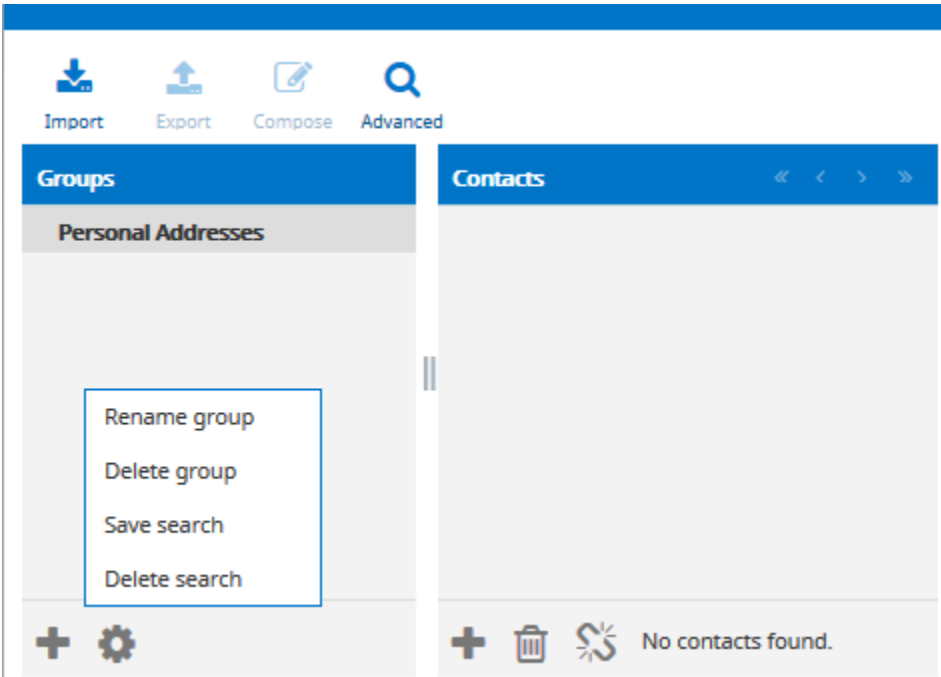
Address Book

Under the **Address Book** tab, you can import or search for contacts.
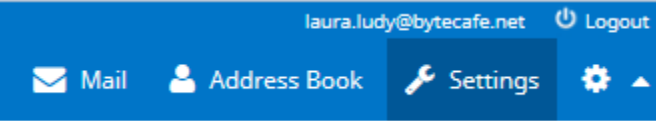

Alternatively, you may manually add contacts and groups. Look for the ➕ icon under the **Groups** and **Contacts** modules.

Within the **Groups** module, pressing the gear icon ⚙ reveals a menu of options: rename group, delete group, save search, and delete search.

Under the **Contacts** module, press the icon to remove selected contacts from a group.

Settings

Under the **Settings** module, go to **Preferences** to adjust your mailbox view, how to display messages, etc.
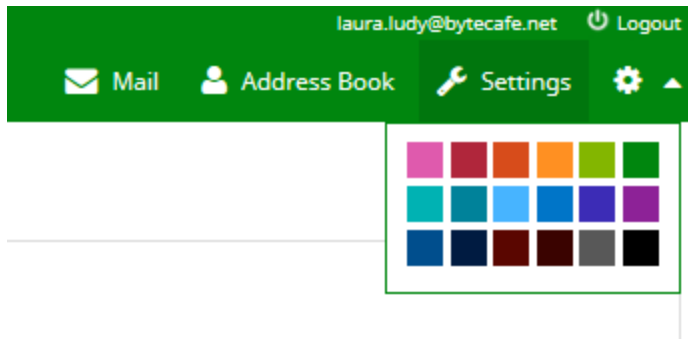

The **Folders** section allows you to add folders ➕. Press ⚙ to empty or delete folders.

To change the color scheme of your Live Archive headers, press the gear icon next to the **Settings** tab in the toolbar.

To minimize your toolbar so that it shows only icons, press the up arrow next to the gear icon.
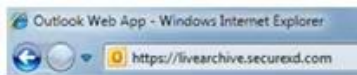

The toolbar becomes this:

Logging In with the Microsoft Outlook Web App

1. Open your web browser and go to the Live Archive address that was provided to you when the service was activated.
2. On the login page, enter your email address and password. Then, click **Sign In** to proceed.

Features

This is your mailbox. On the left, you will see your **Inbox** and **Sent Items** folders. Live Archive only creates an archive of your email, so you will not have access to contacts or calendars.
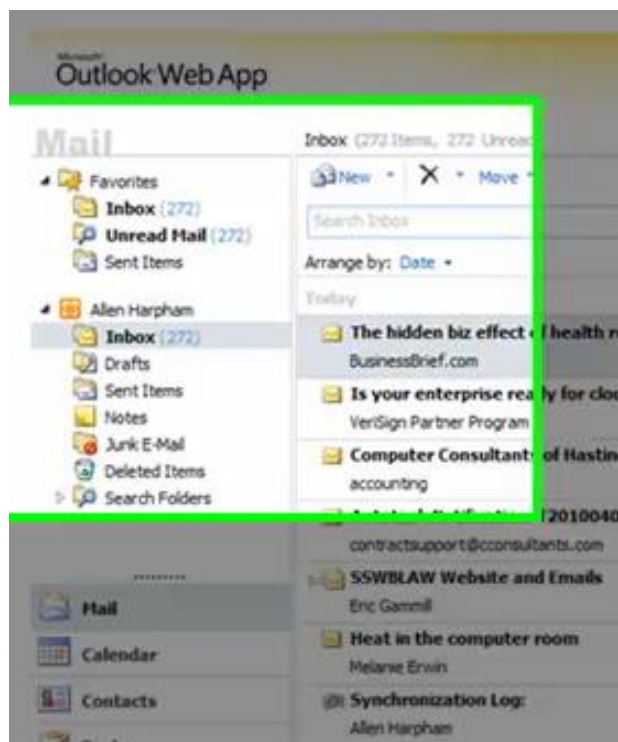

In the middle of your screen, there's a listing of all your messages. The message you're currently reading is displayed on the preview screen located on the right-hand side of the page. Across the top, you'll see options to search, filter your view, reply, forward, and manage your account options.
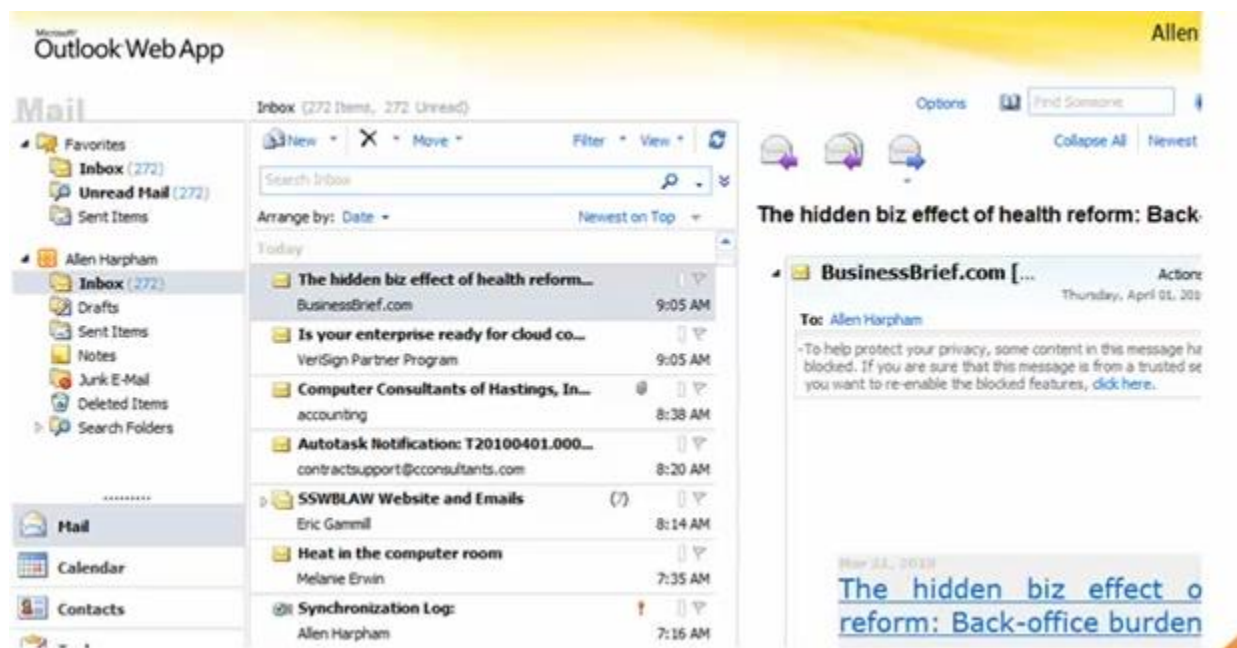
Sending a New Email

In the middle of your screen, there is a **New** button. When you click on it, the dropdown menu gives you the option to either send an email or a meeting request.
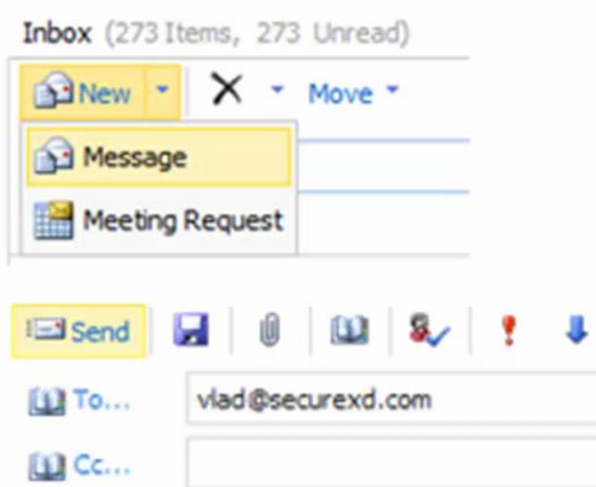
Type in the recipient's address, your subject title, message, and attach any files you wish to send as you normally would. Hit send when you're finished and that's it!

Configuring Live Archive Settings

If you expect to use Live Archive for a while due to a server issue, consider configuring your settings. Live Archive provides all the advanced features your Outlook does, including but not limited to, custom signatures, out of office responses, mail rules, custom filtering, distribution groups, and personal mailing lists. Simply click on the Options screen on the main page to customize settings.