

# Overview

The [ExchangeDefender](#) admin portal is a powerful tool that gives you access to all of the benefits our software has to offer, from the safety and convenience of your web browser. This guide will familiarize you with the Whitelist & Trusted Sender portion of the admin portal and offer helpful tips on how to manage your service to get the most out of your Inbox experience.

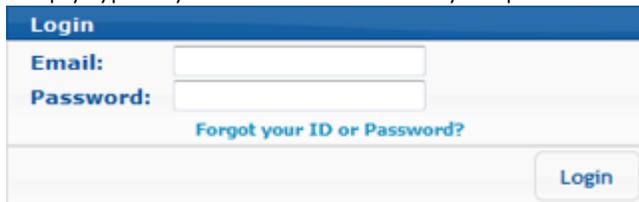
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# Logging In

Your login credentials should have been emailed to you by your IT Solution Provider when your organization was protected by ExchangeDefender.

1. To manage your ExchangeDefender service simply open a browser and point it to:  
<https://admin.exchangedefender.com>
2. Simply type in your email address and your password to login.



The image shows a login form with a blue header labeled "Login". Below the header, there are two input fields: "Email:" and "Password:". Below the "Password:" field, there is a link that says "Forgot your ID or Password?". At the bottom right of the form, there is a "Login" button.

**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 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 you will have to contact your IT Solution Provider for further assistance. For security reasons, passwords cannot be emailed to a different address or reset without access to your mailbox.

# Dashboard Overview

Across the top of the site you will see that 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 web site and presents the most relevant data.



Dashboard page will offer your network operations alerts, quick launch links to other ExchangeDefender applications, Find Messages section for quick SPAM searches as well as your SPAM quarantine reports which reflect real-time SPAM contents of all your protected email addresses.

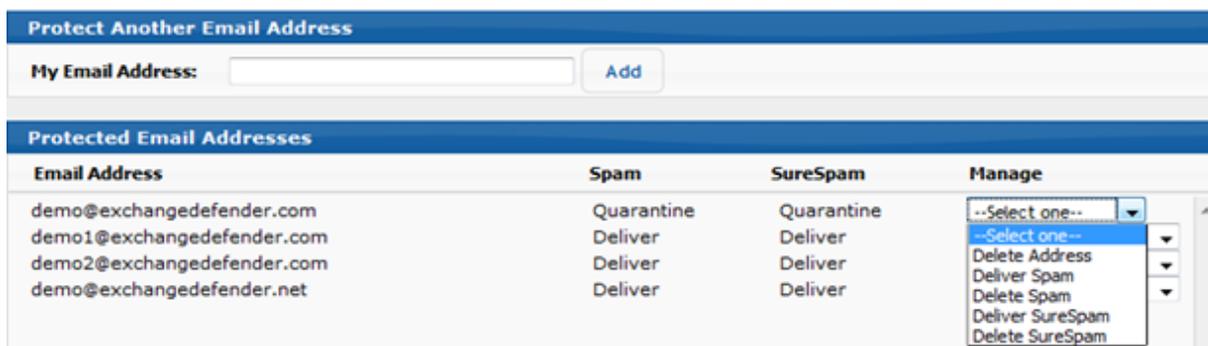
A screenshot of the Exchange Defender 7 Admin Portal dashboard. The page has a blue header with the word 'Dashboard'. Below the header is a welcome message: 'Welcome to your Exchange Defender 7 Admin Portal. Please take a moment to configure all your email addresses and teach Exchange Defender 7 Admin Portal how to manage your spam.' The main content area is divided into several sections. On the left, there is a 'Own Web Now Corp Network Operations' section with a list of events: 'LOUIE Maintenance' (Wed, May 11th 2011 - 4:46:16 PM), 'Possible Outage at Australian Exchange' (Wed, May 11th 2011 - 9:31:35 AM), 'Louie Backups' (Wed, May 4th 2011 - 8:35:36 AM), 'Network Outage Research' (Tue, May 3rd 2011 - 10:20:51 AM), and 'LOUIEMBOX2 High Page Count' (Mon, May 2nd 2011 - 6:26:15 PM). To the right of this is a 'Find Messages' section with a search form. The search form has a 'Search for:' field, a 'Sent to:' dropdown menu with 'demo@exchangedefender.com' selected, and a 'Search' button. Below the search form is a 'SPAM' section for 'demo@exchangedefender.com', showing 'Spam: 72 new of 159 Messages' and 'SureSpam: 1616 new of 3765 Messages'. At the bottom left, there is a 'Quick Launch' section with two buttons: 'Web Sharing' with a folder icon and 'Live Archive' with a stack of disks icon.

# Managing & Protecting Email Addresses

**ExchangeDefender** allows you to protect multiple email address 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.



The screenshot shows the 'Protect Another Email Address' interface. At the top, there is a blue header with the text 'Protect Another Email Address'. Below this, there is a form with a label 'My Email Address:' followed by a text input field and an 'Add' button. Below the form is a table titled 'Protected Email Addresses'. The table has four columns: 'Email Address', 'Spam', 'SureSpam', and 'Manage'. The 'Manage' column contains a dropdown menu with the following options: '--Select one--', '--Select one--', 'Delete Address', 'Deliver Spam', 'Delete Spam', 'Deliver SureSpam', and 'Delete SureSpam'.

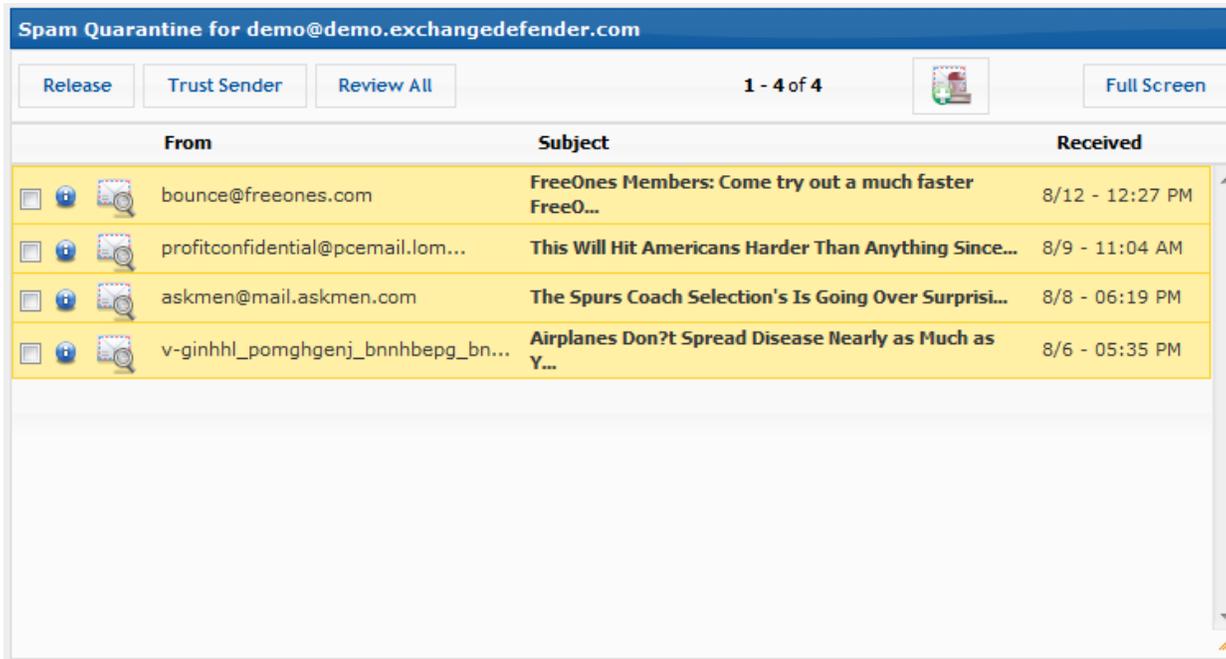
Email Address	Spam	SureSpam	Manage
demo@exchangedefender.com	Quarantine	Quarantine	--Select one--
demo1@exchangedefender.com	Deliver	Deliver	--Select one--
demo2@exchangedefender.com	Deliver	Deliver	Deliver Spam
demo@exchangedefender.net	Deliver	Deliver	Delete Spam

## Managing Existing Addresses

1. Below 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

SPAM quarantine to access messages that were identified by our content filtering 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.



What is the difference between **SPAM** and **SureSPAM**?

**ExchangeDefender** uses automated text and pattern to determine if there are many likely SPAM patterns in each message you receive. If we are fairly confident (80%) that the message is SPAM (99%) we will store it in the SureSPAM quarantine.

If you choose to (**Deliver** or **Delete**) your SPAM or SureSPAM messages you will not see the SPAM quarantines because no SPAM would be stored by our system. To browse the messages simply click on SPAM or SureSPAM quarantine you wish to review.

# Managing Whitelists & TrustedSenders

ExchangeDefender allows you to manage your own whitelist of email senders that you never want screened for SPAM content. Our software constantly learns from your usage patterns and adjusts the SPAM scores for your individual mailbox.

**Note:** This function should be used only 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 will then pop-up notifying you the address has been removed.

At the bottom of this page you will see a list of addresses, these are the current list of trusted senders/domains on the user

The screenshot shows the 'Add a trusted sender' form with the following fields:

- Trusted Sender:** [Empty text box]
- Sent To:** demo@exchangedefender.com (with a dropdown arrow)
- Apply to all my email addresses.
- Add Sender** button

Below the form is a table with two tabs: 'Users' and 'Domain'. The table has three columns: 'From', 'To', and 'Action'.

From	To	Action
bounce@inbound.trulia.com	demo@exchangedefender.com	X
bounce@info.citibankcards.com	demo@exchangedefender.com	X
champions-online.com	demo@exchangedefender.com	X

account.