

# User's Quick Reference Guide

## CLOUDMARK® Server Edition

Your network administrator has installed Cloudmark Server Edition (CSE), an add-on program for your email gateway that blocks spam, phishing, and email-borne viruses before they reach your mailbox. Though

CSE performs this function automatically, you can influence which messages get blocked. This brief *User's Quick Reference Guide* explains how.

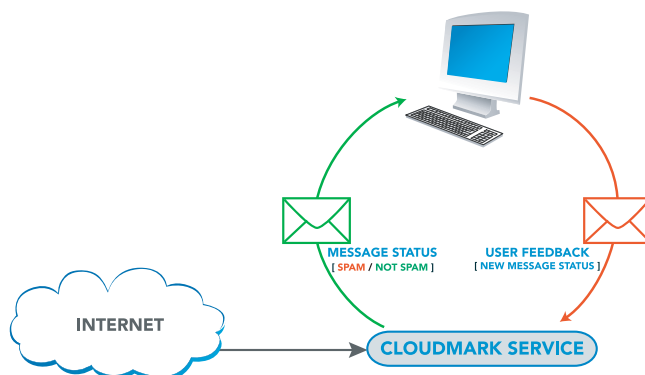
## How Cloudmark works

The Cloudmark network consists of many users like you, sending feedback to Cloudmark about which messages are spam and which ones are legitimate. You can also contribute information about spam that will help everyone in the network.

When you indicate to Cloudmark that a spam or phishing message has appeared in your mailbox, Cloudmark compiles your feedback together with feedback from other users. The overall consensus determines whether the message gets blocked automatically in the future.

Similarly, when you indicate to Cloudmark that a legitimate message has appeared in your spam folder,

Cloudmark compares your feedback with that of other users. If they agree, the message is unblocked throughout the Cloudmark network.

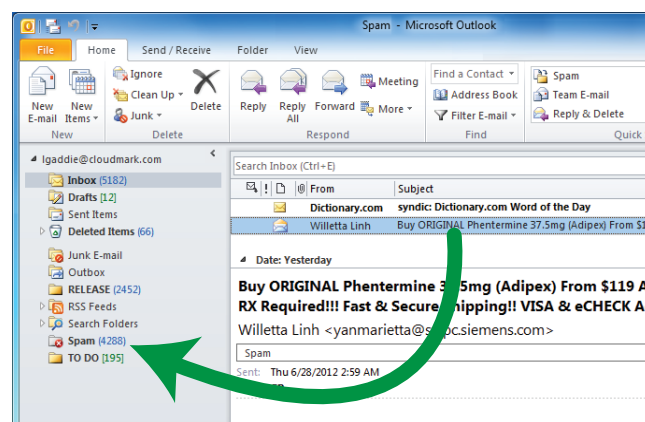


## Your spam folder

CSE automatically creates a spam folder in your mailbox. You can see it in your list of email folders in your email application.

Whenever a spam or phishing message is sent to you, CSE automatically moves it to the spam folder. These are messages that have been blocked by other users in the network, or that resemble messages they have blocked. You can open the spam folder to see the messages that were blocked.

It's a good idea to look in your spam folder from time to time in order to verify that the messages in it are indeed spam or phishing.



If you find a message in your spam folder that is not spam or phishing, you can tell Cloudmark about it by

moving it out of your spam folder. Similarly, if you find a spam or phishing message in your mailbox, you can

move it to your spam folder and it will be reported to Cloudmark.

## Moving messages in or out of your spam folder

On rare occasions, a spam or phishing message may appear in your mailbox instead of in your spam folder, or a legitimate message may appear in your spam folder instead of your Inbox. This might happen in the first few moments after a new type of spam appears on the Internet. You can help fight new spam attacks by moving these messages.

### IF YOU FIND SPAM OR PHISHING IN YOUR MAILBOX

- 1 Select the spam or phishing message.
- 2 Drag the message into your spam folder.

This reports the message to the Cloudmark network, where it is used to prevent delivery of similar messages throughout the network.

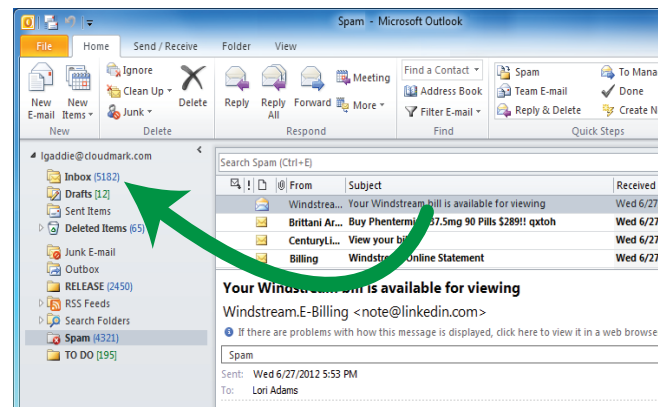
If you are moving messages from one public folder to a public folder that your administrator has designated for spam and fraud, right-click the messages and select “Move to Folder.”

### IF YOU FIND A LEGITIMATE MESSAGE IN YOUR SPAM FOLDER

- 1 Select the message.
- 2 Drag the message out of your spam folder.

You can drag the message to your Inbox folder or to any other folder. This reports the message to the Cloudmark network, where it is used to prevent similar messages from being mis-categorized.

If you are moving spam or fraud from a public folder that your administrator has designated for spam and fraud to another public folder, right-click the messages and select “Move to Folder.”



If you find that a particular kind of message is consistently mis-categorized as spam, such as a newsletter that you subscribe to, contact your network administrator. Your administrator can configure Cloudmark Server Edition to permanently allow the message.

## Emptying your spam folder

You can free some space in your mailbox by emptying your spam folder.

### TO EMPTY THE SPAM FOLDER

- 1 In your mail folder list, select the spam folder.

- 2 Select all of the messages in the folder.  
You can do this by typing CTRL-A.
- 3 Drag the selected messages to the Deleted Items folder.

The messages will be deleted the next time you empty your Deleted Items folder.