

TREND MICRO™

InterScan™

Messaging Hosted Security 1

Integrated email threat protection in a hosted service

End-user Guide



Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice. Before using the service, please review the readme files, release notes and/or the latest version of the End-user Guide, which are available from the Trend Micro Web site at:

<http://www.trendmicro.com/download/documentation/>

NOTE: A license to the Trend Micro Software usually includes the right to basic technical support for one (1) year from the date of purchase only. Maintenance must be renewed on an annual basis at Trend Micro's then-current Maintenance fees.

Trend Micro, the Trend Micro t-ball logo, InterScan, TrendLabs, Trend Micro Control Manager, and Trend Micro Damage Cleanup Services are trademarks or registered trademarks of Trend Micro, Incorporated. All other product or company names may be trademarks or registered trademarks of their owners.

Copyright© 1995-2007 Trend Micro Incorporated. All rights reserved. No part of this publication may be reproduced, photocopied, stored in a retrieval system, or transmitted without the express prior written consent of Trend Micro Incorporated.

Document Part No. **HSEM13182/70427**

Release Date: April 2007

Protected by U.S. Patent No. 5,623,600; 5,951,698; 5,983,348; 6,272,641

The End-user Guide for Trend Micro InterScan Messaging Hosted Security Web End-user Quarantine is intended to provide information about the main features of the service. You should read through it prior to using the service.

For technical support, please see your company's email administrator. Detailed information about how to use specific features within the service are available in the online help file and online Knowledge Base at Trend Micro's Web site.

Trend Micro is always seeking to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro documents, please email us at the following address:

`docs@trendmicro.com`

Your feedback is always welcome. You can evaluate this documentation at the following Web site:

<http://www.trendmicro.com/download/documentation/rating.asp>

Contents

Chapter 1: Introducing Web EUQ	
Accessing the Web EUQ Service	1-1
Creating an Account	1-2
Logging into IMHS Web EUQ	1-3
Working with Quarantined Spam	1-4
Using the Approved Senders Screen	1-6
Changing Your Password	1-8

Introducing Web EUQ

Trend Micro™ InterScan™ Messaging Hosted Security (IMHS) Web End-user Quarantine (Web EUQ) is a user interface that helps end-users manage spam email messages held in quarantine. They can also set up a list of approved email senders whose messages should be delivered, not quarantined. It is easy to use as shown in Figure 1-1.

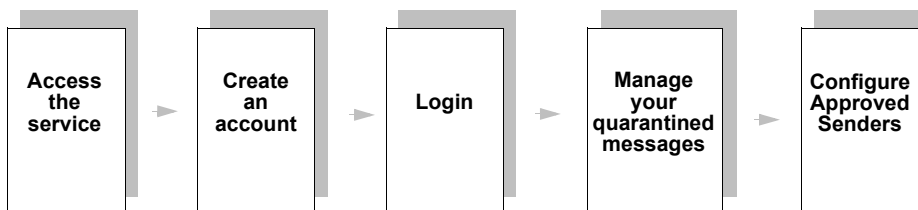


FIGURE 1-1 Getting Started with IMHS Web EUQ

Accessing the Web EUQ Service

Accessing the Web EUQ Service requires Internet access and one of the following browsers:

- Microsoft® Internet Explorer®, version 6.0 or higher
- Mozilla™ FireFox™, version 2.0 or higher

To access the service:

1. Open your browser.
2. Go to the URL provided by your system email administrator.

Creating an Account

You must create your account before you can use Web EUQ.

To register a new account:

1. Access the service.
2. Click the **Register a new account** link on the login page shown in Figure 1-2.

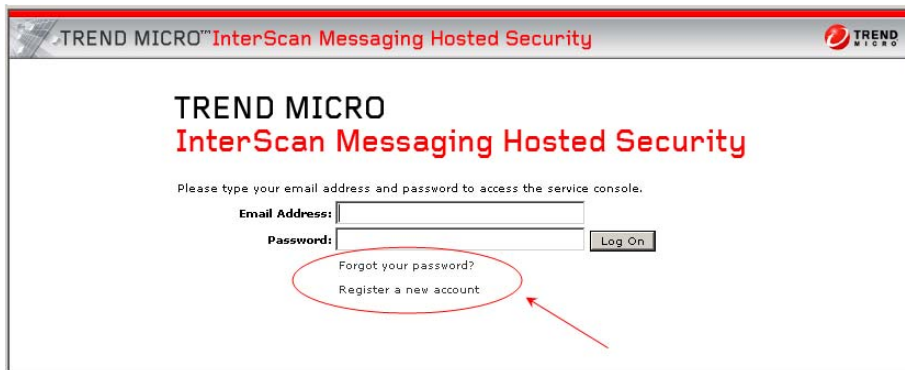
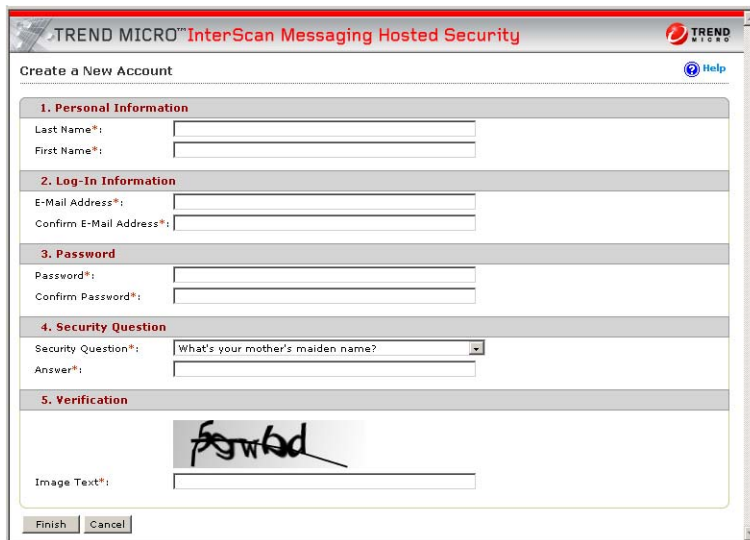


FIGURE 1-2 IMHS Web EUQ Login Screen

3. Type your last name and first name in the Personal Information fields shown in Figure 1-3.



The screenshot shows a web browser window titled "TREND MICRO™ InterScan Messaging Hosted Security". The page is for "Create a New Account" and features a "Help" link. The form is divided into five sections:

- 1. Personal Information:** Fields for "Last Name*" and "First Name*".
- 2. Log-In Information:** Fields for "E-Mail Address*" and "Confirm E-Mail Address*".
- 3. Password:** Fields for "Password*" and "Confirm Password*".
- 4. Security Question:** A dropdown menu for "Security Question*" (currently set to "What's your mother's maiden name?") and an "Answer*" field.
- 5. Verification:** An "Image Text*" field with a CAPTCHA image showing the word "forward" in a stylized font.

At the bottom of the form are "Finish" and "Cancel" buttons.

FIGURE 1-3 Create a new account

4. Type and confirm your email address in the Log-in Information fields.
5. Type and re-type the password to be associated with the new account.
6. Select a security question and type the answer.
7. Type the text displayed in the image.
8. Click **Finish**.

When your information is successfully authenticated, you will receive an email almost immediately with an activation URL. Click on the URL to activate your new password. Login to the Web EUQ console with the password you chose in Step 5.

Logging into IMHS Web EUQ

After creating a new account, you will receive an email that your information has been authenticated and your account has been created.

To login to Web EUQ for the first time:

1. Go to the email you received that verifies your account was created.
2. Click on the activation URL link.
You will see the Web EUQ login screen shown in Figure 1-2.
3. Type the email address you used to set up the account.
4. Type the password you selected when creating the account.
5. Click **Log On**.

Working with Quarantined Spam

The Quarantined Spam screen is the first screen you see when you log in to IMHS Web EUQ. It allows you to:

- View and sort a list of quarantined messages that were prevented from reaching your Inbox
- Perform one of three optional actions upon your quarantined message(s):
 - Delete
 - Deliver (Not Spam)
 - Deliver and Approve Sender

The Quarantined Spam screen displays the number of currently approved sender addresses above the table on the screen. Go to the [Using the Approved Senders Screen](#) on page 1-6 to learn how to add or edit Approved Sender addresses.

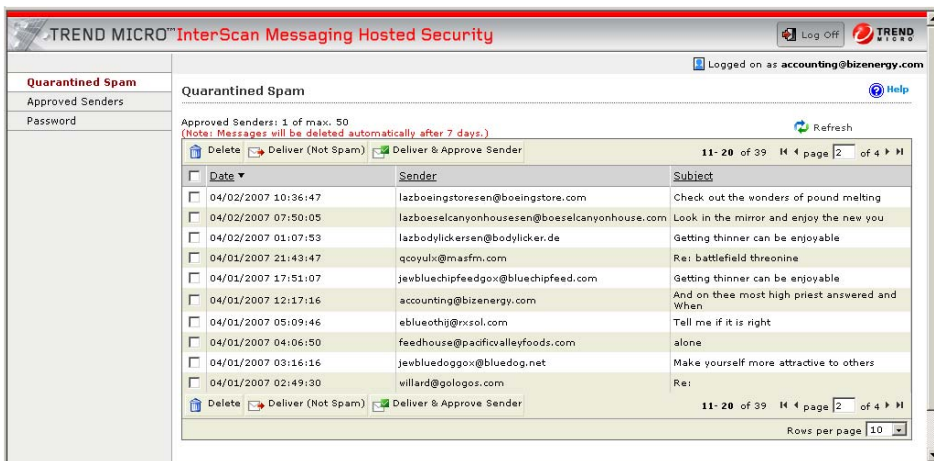





FIGURE 1-4 Quarantined Spam Screen

To view and sort quarantined items in the table:

1. Toggle the number of message entries displayed (10, 25, 50, 100, 250, 500) using the drop-down box at the bottom right of the table.
2. Navigate through the message entries by clicking on the images in the right side of the heading row:
 - |< first page
 - < back one page
 - > forward one page
 - |> last page
3. Sort message entries by ascending or descending order in the following categories:
 - Time and date received (mm/dd/yy, hh:mm:ss)
 - Sender address
 - Subject

To perform one of three actions for quarantined item(s):

1. Select the message(s) in question by doing one of the following:
 - Click on the checkboxes to the left of each individual entry
 - Click on the checkbox to the left of "Date" column heading to select all messages on the currently visible page
2. Select an action to be performed:
 -  Delete: Selected message(s) are deleted.
 -  Deliver (Not Spam): Selected message(s) are sent to your email account.
 -  Deliver and Approve Sender: Selected message(s) are sent to your email account and sender's address will be added to your Approved Senders List.

Note: Trend Micro IMHS maintains up to seven days of quarantined messages which would be subsequently deleted.

Using the Approved Senders Screen

The Approved Senders screen allows you to:

- Display a list of the existing Approved Senders and sort them by Date Approved or by Sender address.
- Approve specific addresses and/or domains to send email to your email address
- Delete existing Approved Senders addresses and/or domains
- Edit existing Approved Senders addresses and/or domains

When using Approved Senders, the following conditions apply:

- IMHS will contain no more than 50 Approved Senders on the list.
- Email Reputation Services (ERS) will not block any email messages from the senders (or domains) specified.
- Content-based heuristic spam rules will not apply to email message received from the specified senders or domains.

- All virus, content-based, and attachment rules set by your administrator will still apply.

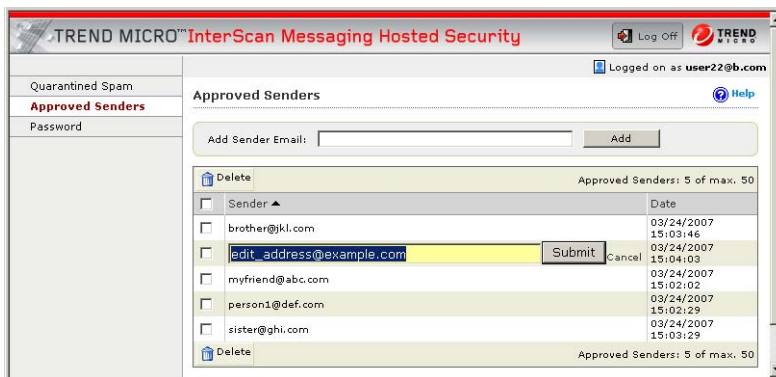


FIGURE 1-5 Editing an Address in the Approved Senders Screen

To sort message entries:

You can view existing approved senders by ascending or descending order by:

- Time and date approved (mm/dd/yy, hh:mm:ss)
- Sender address

To add an Approved Sender:

1. Enter a single address or domain in the Add field.
 - For a single address, type: name@example.com
 - For a domain, type: *@example.com

Note: The above two examples are the only formats allowed as an Approved Sender. *@* or other variable address formats are not accepted.

2. Click **Add**.

To delete existing Approve Sender(s):

1. Select the message(s) in question:
 - Click the checkboxes to the left of each individual entry

- Click the checkbox to the left of **Sender** column heading to select all entries on the currently visible page

2. Click **Delete**.

To edit existing Approved Senders addresses and/or domains:

1. Click on the link of the email address to be changed.
It becomes an editable field.
2. Edit the address or domain.
3. Click Submit to save the edited address/domain or Cancel to return to the last saved address.

Changing Your Password

Trend Micro recommends changing the password regularly. In addition, IMHS Web EUQ requires a password between four and thirty-two characters.

Web EUQ offers two ways to change your password:

- To change your password if you know your password:
- To reset your password if you forgot it:

To change your password if you know your password:

1. Click **Password** in the left menu.
2. Type your current/old password.

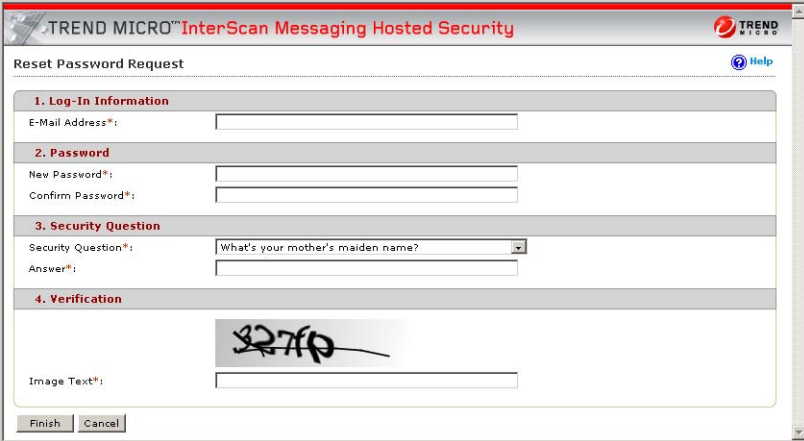
Note: Trend Micro strongly recommends using passwords that contain multiple characters (a mix of letters, numbers, and other special characters) and that are not easy to guess.

3. Type and confirm your new password.
4. Click **Save**.

To reset your password if you forgot it:

To reset your Web EUQ password, you must remember the security question you chose when creating your account. If you don't know the question and answer, your system email administrator can reset your password for you.

1. Go to the **Login screen** and click the **Forgot your password?** link.
You will see the screen shown in Figure 1-6.



TREND MICRO™ InterScan Messaging Hosted Security

Reset Password Request

1. Log-In Information

E-Mail Address*:

2. Password

New Password*:

Confirm Password*:

3. Security Question

Security Question*: What's your mother's maiden name?

Answer*:

4. Verification

Image Text*:

Finish Cancel

FIGURE 1-6 Reset Password Request Screen

2. Type your email address.

Note: The email address must match the contact email address that you entered when you activated the service.

3. Type the new password you prefer and confirm it.
4. Select the security question you selected when you created your account.
5. Type the answer to the security question.
6. Type the text shown in the image.
7. Click **Finish**.

When your information is successfully authenticated, you will receive an email with an activation URL. Click on the URL to activate your new password. Login to the Web EUQ console with the password you chose in Step 3.

If your information cannot be authenticated, the password will not be reset. If you forgot your original email address and/or security question, please contact your system administrator and they can reset your password for you.