

Roaring Penguin User Guide

<u>Emails and Spam Training</u>	<u>2-3</u>
<u>The Quarantine Summary</u>	<u>4-5</u>
<u>Logging in to the Roaring Penguin Web Interface</u>	<u>6-8</u>
<u>Roaring Penguin Home Screen</u>	<u>9-10</u>
<u>Opting out of Spam Scanning</u>	<u>11-12</u>
<u>Notification Settings</u>	<u>13-15</u>
<u>Sender Rules</u>	<u>16-18</u>
<u>Domain Rules</u>	<u>19-21</u>
<u>Approving Senders</u>	<u>22-23</u>
<u>Rejecting Senders</u>	<u>24-25</u>
<u>Approving Domains</u>	<u>26-27</u>
<u>Rejecting Domains</u>	<u>28-29</u>

One of the exciting and innovative new features of Roaring Penguin is its approach to email filtering and spam training. As Roaring Penguin scans your emails for SPAM and virus activity, it adds a set of three links to the bottom of your emails. These links are an extremely helpful tool to assist in the training of the spam filter so it can better determine what you personally consider to be Spam and what you don't.

Your feedback to Roaring Penguin using these links will help to ensure that you get more of the emails that you want and less of the emails that you don't want.

These links will show up as one of the two below examples and they are labeled **Spam**, **Not spam**, and **Forget previous vote** or **Forget vote**.

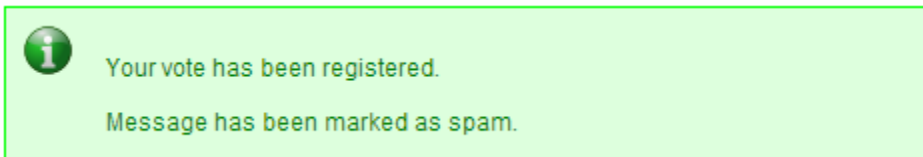
Example 1:

[Spam](#)
[Not spam](#)
[Forget previous vote](#)

Example 2:

```
BEGIN-ANTISPAM-VOTING-LINKS
-----
Teach CanIt if this mail (ID 0dKNFvz6U) is spam:
Spam:      https://antispam.roaringpenguin.com/canit/b.php?i=0dKNFvz6U&m=eccb67be46f3&t=20131115&c=s
Not spam:  https://antispam.roaringpenguin.com/canit/b.php?i=0dKNFvz6U&m=eccb67be46f3&t=20131115&c=n
Forget vote: https://antispam.roaringpenguin.com/canit/b.php?i=0dKNFvz6U&m=eccb67be46f3&t=20131115&c=f
-----
END-ANTISPAM-VOTING-LINKS
```

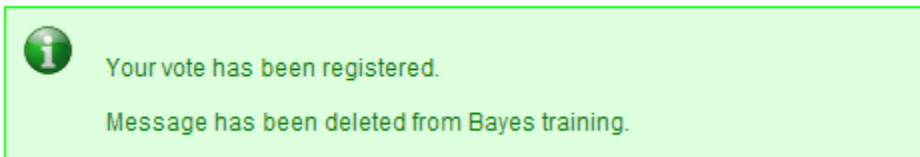
The **Spam** link tells Roaring Penguin that you consider the message to be Spam and it takes that into account when scanning similar messages in the future. When clicked, this link will take you to a confirmation page showing a message like the one below.



The **Not spam** link tells Roaring Penguin that you consider the message to be a valid one and it takes that into account when scanning similar messages in the future. When clicked, this link will take you to a confirmation page showing a message like the one below.



The **Forget previous vote** or **Forget vote** link is to be used if you mistakenly clicked the wrong link and you want Roaring Penguin to forget the choice you have made regarding this specific email. When clicked, this link will take you to a confirmation page showing a message like the one below.



Remember that Roaring Penguin learns from your input and intuitively determines what is considered spam to you so it is recommended that you use these links on each email you receive to ensure that the spam filtering provided by Roaring Penguin will become as efficient as possible in suiting your needs.

If an email is determined by Roaring Penguin to be a spam message, it is moved to the quarantine pending your approval to either accept the message and have it delivered to your inbox or reject the message as spam and have it removed.

To make the process of accepting or rejecting these quarantined messages easier, Roaring Penguin will send you an email similar to the example below listing the messages that have been quarantined.

Example:

Please *do not* reply to this email. If you no longer wish to receive quarantine notifications, contact your email administrator. Any reply to this email will bounce.

Pending Messages

To submit your selection using Outlook 2007, click the **Other Actions** button, then **View in Browser**.

Date	Subject	Sender	Country	Score	Action
2013-11-15 15:31:03	The Proven Weight Loss Program that Will Slim You Down For Summer	weight@loss.net	CA	11.5	Accept · Reject · Whitelist Sender
2013-11-15 15:31:01	Nations Lowest Home Loan Rates	lose@weight.ca	CA	18.7	Accept · Reject · Whitelist Sender
2013-11-15 15:30:51	Lose Weight Faster withGarcinia Extract	cheap@meds.com	CA	18.7	Accept · Reject · Whitelist Sender

[View Quarantine \(Requires Login\)](#)

[Reject All as Spam](#)

The quarantine summary email is formatted to give you all of the important information you need as well as some helpful options to help better train the spam filter. For each email quarantined by Roaring Penguin, it will show you the **Date**, **Subject**, **Sender**, **Country**, **Score**, and let you choose an **Action**.

Date – The date and time that the email was quarantined by the spam filter.

Subject – The subject line of the quarantined email. Clicking on the subject line will open the quarantined email in a separate window to show you the content of the message. This will help you determine if the message is of any value to you.

Sender – The email address of the person who sent the email that was quarantined. This will help you determine if the email was coming from a trusted sender.

Country – The country code that the email was received from. This lets you know whether the email is of a foreign origin. CA is the country code for Canada, US for the United States, RU for Russia, etc.

Score – The spam score this email received. The higher this number is, the more likely it is to be a spam message. Anything over the score of 5.0 will be quarantined by the spam filter.

Action – Options for what you would like to do with the quarantined email. These actions consist of **Accept**, **Reject**, and **Whitelist Sender**.

- **Accept** – This option delivers the quarantined email to your inbox.
- **Reject** – This option tells the spam filter that you do not wish to receive the quarantined email, marks it as spam, and removes it from the system.
- **Whitelist Sender** – This option tells Roaring Penguin that you trust the sender of the quarantined email and adds them to your approved senders list. A Whitelisted sender will never be blocked by the quarantine.

Aside from the above listed options that appear for each quarantined email, the quarantine summary also has two extra options listed at the bottom of the email. These options are **View Quarantine (Requires Login)** and **Reject All as Spam**.

View Quarantine (Requires Login) – Clicking this link will allow you to view your quarantine through the Roaring Penguin website. Before you can view the quarantine, it will require you to log in with your email address and password.

Reject All as Spam – Clicking this link will mark all of the emails included in the quarantine summary as spam and remove them from our system. This is best used when you do not wish to receive any of the emails listed in the quarantine summary.

Roaring Penguin was designed to be an automated system that learns from your feedback to better accommodate your spam filtering needs. They have included links in your emails and options in your quarantine summary to make using their system as easy as possible and to make the need to log in to their web interface as minimal as possible. If the need to log in to their web interface arises, there are three different methods of doing so.

Method 1: The Quarantine Summary

Please *do not* reply to this email. If you no longer wish to receive quarantine notifications, contact your email administrator. Any reply to this email will bounce.

Pending Messages

To submit your selection using Outlook 2007, click the **Other Actions** button, then **View in Browser**.

Date	Subject	Sender	Country	Score	Action
2013-11-15 15:31:03	The Proven Weight Loss Program that Will Slim You Down For Summer	weight@loss.net	CA	11.5	Accept · Reject · Whitelist Sender
2013-11-15 15:31:01	Nations Lowest Home Loan Rates	lose@weight.ca	CA	18.7	Accept · Reject · Whitelist Sender
2013-11-15 15:30:51	Lose Weight Faster with Garcinia Extract	cheap@meds.com	CA	18.7	Accept · Reject · Whitelist Sender

[View Quarantine \(Requires Login\)](#)

[Reject All as Spam](#)

Shown above is an example of a quarantine summary delivered from the Roaring Penguin spam filter. Underneath the list of emails that have been quarantined, there is a link labeled **View Quarantine (Requires Login)**. Click that link to open the login screen for the Roaring Penguin web interface.

Please Log In

Username:

Password:

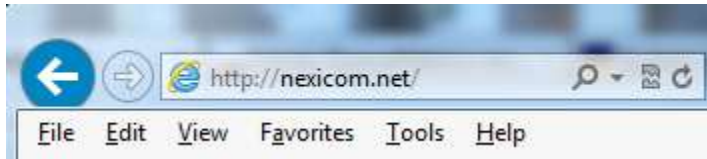
Language:

Remember Me

Note: Cookies must be enabled in your browser to log in.

When the login screen opens, type your full Nexicom email address in to the **Username** box and your password into the **Password** box then click the **Log In** button.

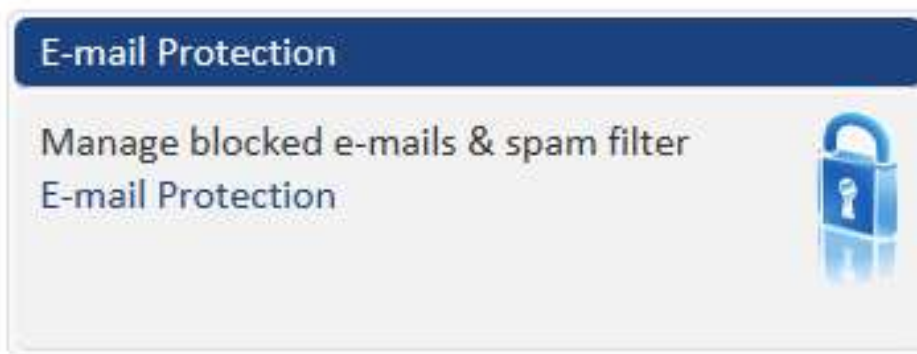
Method 2: The Nexicom Website



1. Open your web browser (Internet Explorer, Mozilla Firefox, Google Chrome, etc.) and browse to <http://nexicom.net> to go to the Nexicom homepage.



2. At the top right corner of the screen, click the link labeled **My Account**.



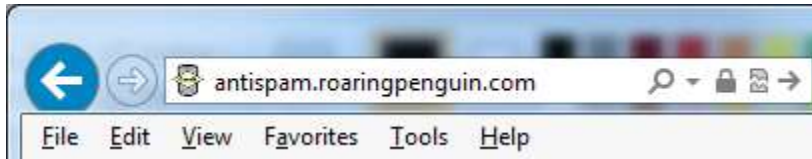
3. In the middle of the screen, click the link labeled **Email Protection**.

A screenshot of the "Please Log In" login form. The form has a black header with the text "Please Log In" in white. Below the header, there are four input fields: "Username:" with the value "username@nexicom.net", "Password:" with a masked password of ten dots, "Language:" with a dropdown menu set to "Browser Default", and a checkbox labeled "Remember Me". At the bottom right of the form is a "Log In" button.

Note: Cookies must be enabled in your browser to log in.

4. This will take you to the login screen for Roaring Penguin. Enter your full Nexicom email address into the **Username** box and your password into the **Password** box then click the **Log In** button.

Method 3: The Roaring Penguin Website



1. Open your internet browser (Internet Explorer, Mozilla Firefox, Google Chrome, etc.) and browse to <https://antispam.roaringpenguin.com>

A screenshot of a login form titled "Please Log In". The form has a black header with the text "Please Log In" in white. Below the header, there are three input fields: "Username:" with the text "username@nexicom.net", "Password:" with a masked password of ten dots, and "Language:" with a dropdown menu set to "Browser Default". At the bottom of the form, there is a checkbox labeled "Remember Me" and a "Log In" button.

Note: Cookies must be enabled in your browser to log in.

2. This will take you to the login screen for Roaring Penguin. Enter your full Nexicom email address into the **Username** box and your password into the **Password** box then click the **Log In** button.

Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream [hexicom-net:username@nexicom.net](#) (Details)

[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

My Filter

Accept and Reject List

Always accept mail from...

View current accept/reject lists: [Senders](#) [Domains](#)

Pending Messages (1 to 1 of 1)

All: [?](#) [✓](#) [✗](#)

Date ▲▼	Subject ▲▼	Sender	Status
2013-11-12 12:45 Tue	Approved cures accessible without prescription	Pharmaceutix initiative@pharmacvrx.ga W	Pending <input type="button" value="Do Nothing"/>

All: [?](#) [✓](#) [✗](#)

Page: 1

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. [System Status](#)

Theme: View:

Above is an example of what you will see when you log in to the Roaring Penguin web interface.

Under the **Accept and Reject List** heading, you are given the option to add senders or domains to an accept list or a reject list which will either allow any email from that sender or domain to bypass the spam filter or cause any email from that sender or domain to be bounced back to them depending on your choice. You will also see an option to **View current accept/reject lists** for **Senders** or **Domains** which will allow you to evaluate and make changes to your existing lists.

Under the **Pending Messages** heading, you will see everything that has been quarantined and is currently pending action. For each email in this list, you will see information under four different columns. These columns are **Date**, **Subject**, **Sender**, and **Status**.

The **Date** column displays the date, time, and day of the week on which the email was quarantined. Clicking on the date hyperlink for an email in this list will take you to an incident screen displaying detailed information regarding the quarantined email.

The **Subject** column displays the subject line of the quarantined message. Clicking on the subject of an email in this list will take you to a page which displays the content of the quarantined email.

The **Sender** column displays the name and email address of the person who sent you the email. Clicking on the part of the email address that appears before the @ will take you to a page where you can set up a rule for this particular email address. Clicking on the part of the email address that appears after the @ will take you to a page where you can set up a rule for the sender's entire domain. Clicking the **W** that appears beside the email address will take you a page that displays detailed information regarding the domain from which the email was sent.

The **Status** column displays the status of and allows you to choose an action for the quarantined email.

Date ▲▼	Subject ▲▼	Sender	Status
2013-11-12 12:45 Tue	Approved cures accessible without prescription	Pharmaceutix initiative@ pharmacvrx.ga W	Pending

All: ? ✓ ✗

Submit Changes

Page: 1

Do Nothing
 Accept message
 Reject message
 Blacklist sender
 Whitelist sender
 Blacklist domain
 Whitelist domain

The available actions for a quarantined email as shown above are **Accept message**, **Reject message**, **Blacklist sender**, **Whitelist sender**, **Blacklist domain**, and **Whitelist domain**.

- **Accept message** - Sends the email through to your inbox.
- **Reject message** - Deletes the quarantined email and removes it from the pending list.
- **Blacklist sender** - Adds the sender's email address to your reject list causing any future emails from that email address to be bounced back to the sender.
- **Whitelist sender** - Adds the sender's email address to your accept list causing any future emails from that email address to bypass the spam filter and be delivered directly to your inbox.
- **Blacklist domain** - Adds the sender's entire domain to your reject list causing any future emails from that domain to be bounced back to the sender.
- **Whitelist domain** - Adds the sender's entire domain to your accept list causing any future emails from that domain to bypass the spam filter and be delivered directly to your inbox.

After choosing your desired action for a quarantined email, click the **Submit Changes** button for the action to take effect. If there are multiple emails in your pending list, you can choose an option for each email and then submit them all at once using the **Submit Changes** button.



If you have a long list of emails in your pending list and wish to take the same action for all of them, you can use one of the three circles shown above to do so.

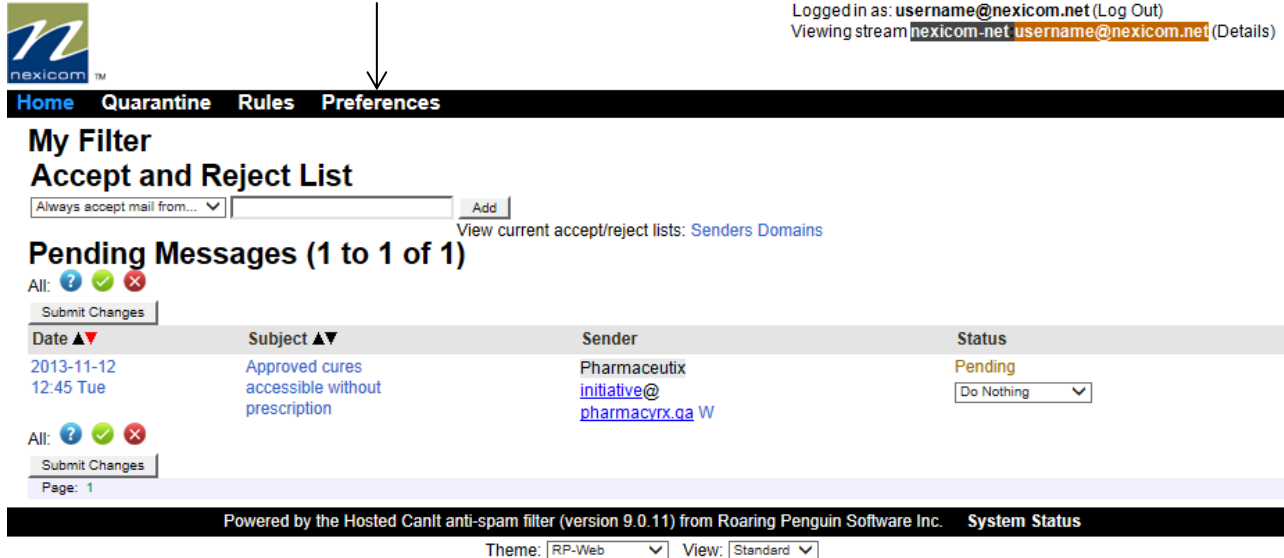
The **Blue** circle will reset all of the emails in the list to the default **Do Nothing** option.

The **Green** circle will set all of the emails in the list to the **Accept message** option.

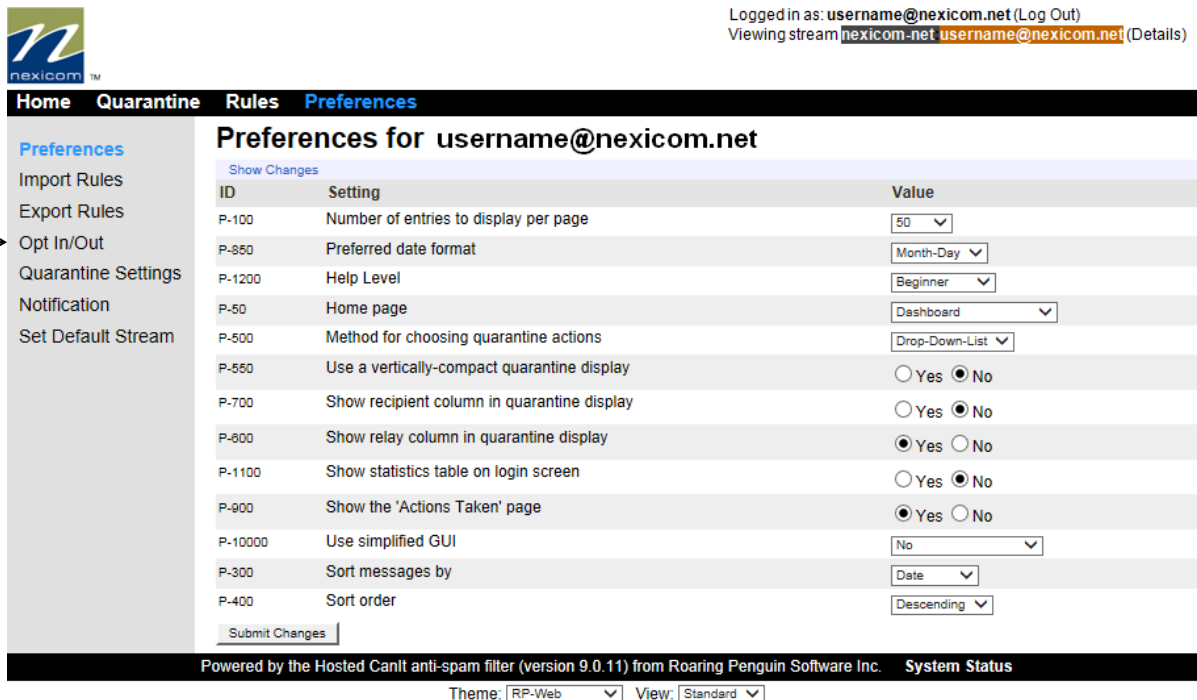
The **Red** circle will set all of the emails in the list to the **Reject message** option.

The **Submit Changes** button still needs to be clicked in order for these changes to take effect.

If you wish to opt out of spam-scanning for your email address, log in to the Roaring Penguin web interface and follow the steps below:



1. Click the **Preferences** option in the top menu bar.



2. Click the **Opt In/Out** option in the left menu bar.



Home **Quarantine** **Rules** **Preferences**

Preferences
Import Rules
Export Rules
Opt In/Out
Quarantine Settings
Notification
Set Default Stream

Opt-In Status for stream 'username@nexicom.net'

Stream 'username@nexicom.net' has opted IN to Spam-Scanning

Mail for [username@nexicom.net](#) will be scanned for spam.

[Click to opt OUT of spam-scanning](#) ←

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

[Add to Quick Links](#) [Clear Quick Links](#)

Theme: [RP-Web](#) View: [Standard](#)

3. Click the **Click to opt OUT of spam-scanning** button.



Home **Quarantine** **Rules** **Preferences**

Preferences
Import Rules
Export Rules
Opt In/Out
Quarantine Settings
Notification
Set Default Stream

Opt-In Status for stream 'username@nexicom.net'

Stream 'username@nexicom.net' has opted OUT of Spam-Scanning

Mail for [username@nexicom.net](#) will *not* be scanned for spam.

[Click to opt IN to spam-scanning](#)

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

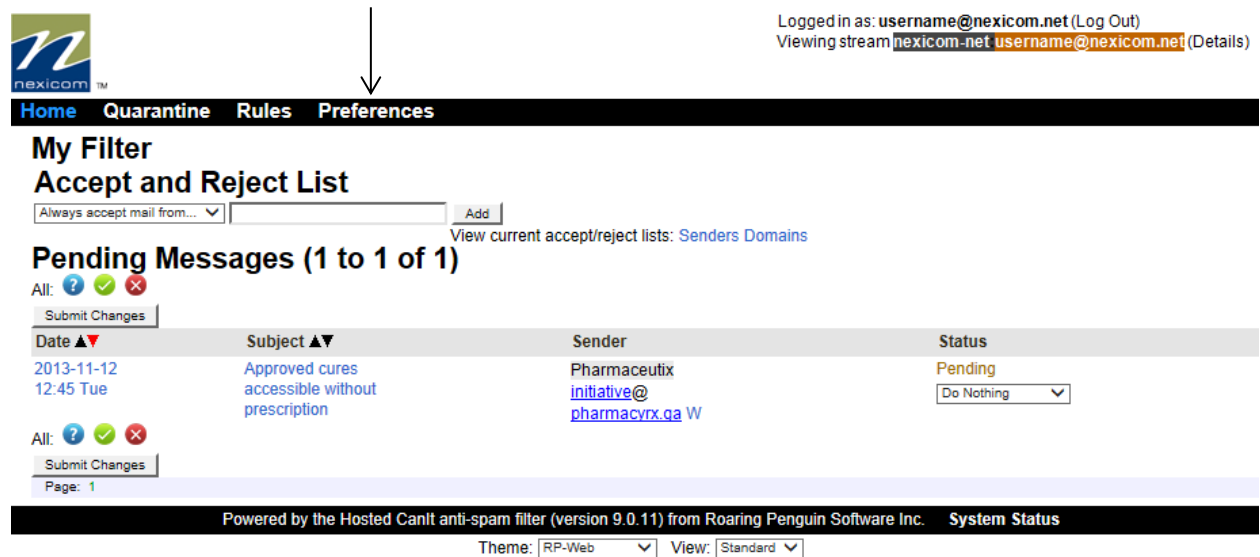
[Add to Quick Links](#) [Clear Quick Links](#)

Theme: [RP-Web](#) View: [Standard](#)

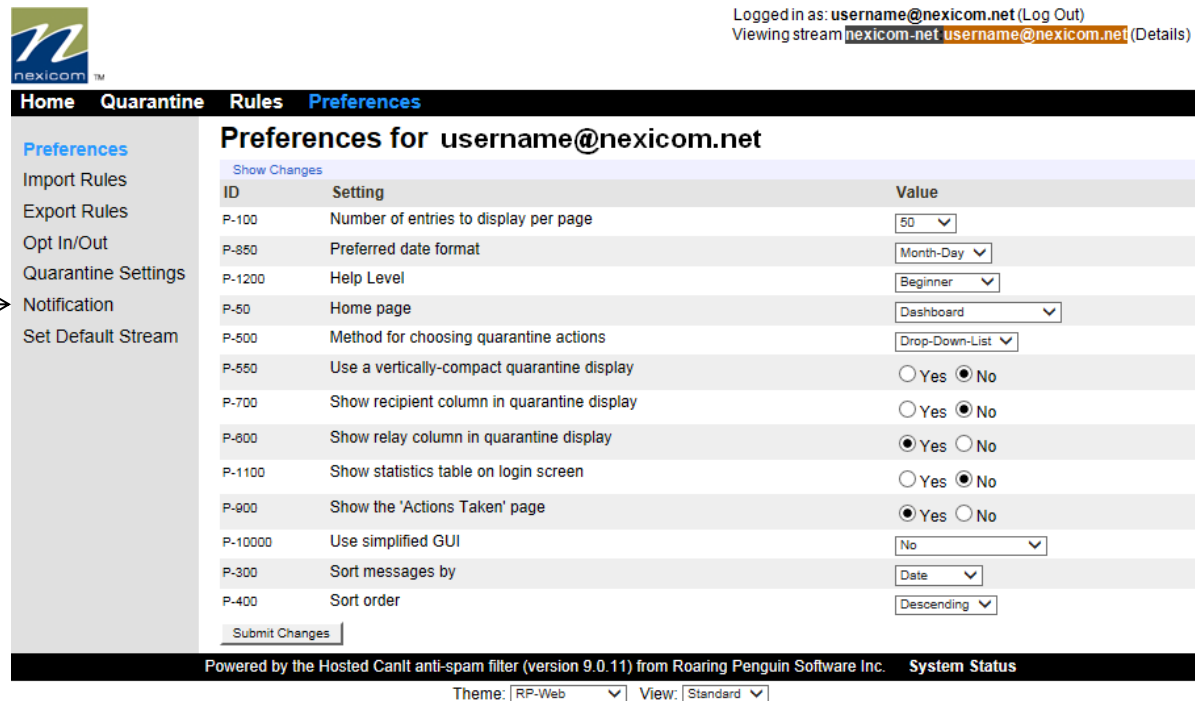
As shown in the picture above, you should see a page confirming that you have opted out of spam-scanning. Should you wish to opt back in to spam-scanning, you can return to this page at any time and click the button labeled **Click to opt IN to spam-scanning**.

Note: Opting out of spam-scanning means that your emails are no longer being scanned for spam activity and are all delivered to your inbox. This also means that any rules you may have set up to reject particular senders or domains are no longer in effect. Your messages will still be scanned for virus activity.

One of the great new features offered by Roaring Penguin is the option to choose how frequently you receive a quarantine summary email. To view or change this setting, log in to the Roaring Penguin web interface and follow the steps below:



1. Click the **Preferences** option in the top menu bar.




2. Click the **Notification** option in the left menu bar.



- Preferences
- Import Rules
- Export Rules
- Opt In/Out
- Quarantine Settings
- Notification**
- Set Default Stream

Notification

 Not receiving notifications? Make sure your mail server isn't deleting them or putting them in your "Spam" folder.

Setting	Value
E-mail address for notification of pending messages:	<input type="text" value="username@nexicom.net"/>
Notification type:	<input type="text" value="HTML with Links"/>
Maximum number of entries per notification message (1-1000):	<input type="text" value="40"/>
Do not include messages scoring above this threshold in notifications (1-2000):	<input type="text" value="2000"/>
Incidents to include in notifications:	<input type="text" value="All Pending Incidents"/>

Notification Times

The current server time is 20:52 (8:52pm). Please take your time zone into account when setting notification times.

Please select the times at which you would like notification messages to be sent. *Note that these times are approximate.*

<input type="checkbox"/> 1am	<input type="checkbox"/> 2am	<input type="checkbox"/> 3am	<input type="checkbox"/> 4am	<input type="checkbox"/> 5am	<input type="checkbox"/> 6am	<input type="checkbox"/> 7am	<input type="checkbox"/> 8am
<input type="checkbox"/> 9am	<input type="checkbox"/> 10am	<input checked="" type="checkbox"/> 11am	<input type="checkbox"/> 12pm	<input type="checkbox"/> 1pm	<input type="checkbox"/> 2pm	<input checked="" type="checkbox"/> 3pm	<input type="checkbox"/> 4pm
<input type="checkbox"/> 5pm	<input type="checkbox"/> 6pm	<input type="checkbox"/> 7pm	<input type="checkbox"/> 8pm	<input type="checkbox"/> 9pm	<input type="checkbox"/> 10pm	<input type="checkbox"/> 11pm	<input type="checkbox"/> 12am

Notification Days

Please select the days on which you would like notification messages.

<input type="checkbox"/> Sunday	<input checked="" type="checkbox"/> Monday	<input checked="" type="checkbox"/> Tuesday	<input checked="" type="checkbox"/> Wednesday	<input checked="" type="checkbox"/> Thursday	<input checked="" type="checkbox"/> Friday	<input type="checkbox"/> Saturday
---------------------------------	--	---	---	--	--	-----------------------------------

Theme: View:

3. This page lets you choose the days on which Roaring Penguin will send your quarantine summary emails as well as the times at which it will do so.

Under the **Notification Times** heading, place a checkmark beside the time(s) at which you would like to receive a quarantine summary.

Under the **Notification Days** heading, place a checkmark beside the day(s) on which you would like to receive a quarantine summary.

When finished making adjustments, click the **Submit Changes** button for these changes to take effect.

In the example above, the **Notification Times** are set so that Roaring Penguin will send a quarantine summary twice during the day, the first being at approximately **11am** and the second being at approximately **3pm**. The **Notification Days** are set so that Roaring Penguin will send a quarantine summary on each weekday (**Monday, Tuesday, Wednesday, Thursday, and Friday**) but not on the weekend.

Incidents to include in notifications:

All Pending Incidents
Only New Incidents since Previous Notification

Another option given to you on this page is labeled **Incidents to include in notifications**. This can be set to either **All Pending Incidents** or **Only New Incidents since Previous Notification**.

All Pending Incidents – Choosing this setting will include any quarantined email still in the status of pending in every notification email sent to you. A quarantined email stays in the status of pending if you do not choose to either accept the email, reject the email, or whitelist the sender as per the options in the notification email.

Only New Incidents since Previous Notification – Choosing this setting will include only the quarantined emails that have not yet seen in the notification email sent to you. If you are choosing to have the notification emails sent to you on a more frequent basis, this is likely the better option for you to prevent seeing repeat emails appear in your notification emails.

Remember that any changes made to the notification settings will not take effect until you click on the **Submit Changes** button.

Sender Rules

[Back to Top](#)

Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream [nexicom-net](#) [username@nexicom.net](#) (Details)

[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

My Filter

Accept and Reject List

Always accept mail from...

View current accept/reject lists: [Senders](#) [Domains](#)

Pending Messages (1 to 1 of 1)

All: ?

Date ▲▼	Subject ▲▼	Sender	Status
2013-11-12 12:45 Tue	Approved cures accessible without prescription	Pharmaceutix initiative@ pharmacyrx.ga W	Pending <input type="button" value="Do Nothing"/>

All: ?

Page: 1

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. [System Status](#)

Theme: View:

From the home page, access the sender rules menu by either clicking on the **Senders** hyperlink in the middle of the page or by clicking the **Rules** option from the top menu bar then clicking **Senders**.

Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream [nexicom-net](#) [username@nexicom.net](#) (Details)

[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

Senders (1 to 1 of 1)

[Show Changes](#)

Page: 1

Filter: Sender: Action:

Enter a specific Sender's e-mail address:

Sender	Who	Action	Expiry	Comment
test@nexicom.net	username@nexicom.net	<input type="button" value="Always Allow"/>	<input type="text"/>	<input type="text"/>

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. [System Status](#)

Theme: View:

Listed on this page, you will see any sender rules that you have already set up. You can make changes to your current rules, remove rules from the list, or you can add new rules.

To add a new rule for a specific sender, type their full email address in the box labeled **Enter a specific Sender's e-mail address** and click the **Add Rule** button.



Home Quarantine Rules Preferences

Senders

Domains

Countries

Bulk Entry

Valid Recipients

Vote

Sender support@nexicom.net (Show Help)

Sender	Who	Action	Expiry	Comment
<input type="text" value="support@nexicom.net"/>	<input type="text" value="username@nexicom.net"/>	<input type="text" value="No Change"/> <ul style="list-style-type: none"> No Change Always Allow Always Reject Always Hold for Approval Hold/Tag if Looks Like Spam Delete from Table 	<input type="text"/>	<input type="text"/>

Submit Changes

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Add to Quick Links Clear Quick Links

Theme: View:

Under the **Action** heading, select the type of rule you wish to set up from the drop-down menu. The options you can choose from are: **No Change**, **Always Allow**, **Always Reject**, **Always Hold for Approval**, **Hold/Tag if Looks Like Spam**, and **Delete from Table**.

- **No Change** – This option will not do anything
- **Always Allow** – This option allows the email address specified to bypass the spam filter and deliver directly to your inbox
- **Always Reject** – This option will cause all emails sent to you from the email address specified to be bounced back to their sender.
- **Always Hold for Approval** – This option will cause all emails sent to you from the email address specified to be caught in the quarantine pending your approval.
- **Hold/Tag if Looks Like Spam** – This option is the default for all senders. There is no need to select this option as it is active without needing to create a rule.
- **Delete from Table** – If creating a new rule, this option will not do anything. If there is a rule active on an email address, this option will remove that rule.



Home Quarantine Rules Preferences

Senders

Domains

Countries

Bulk Entry

Valid Recipients

Vote

Sender support@nexicom.net (Show Help)

Sender	Who	Action	Expiry	Comment
<input type="text" value="support@nexicom.net"/>	<input type="text" value="username@nexicom.net"/>	<input type="text" value="Always Allow"/>	<input type="text"/>	<input type="text"/>

Submit Changes

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc.

Add to Quick Links Clear Quick Links

Theme: View:

Clear Close

<Prev Today Next>

November 2013

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

After selecting the type of rule you wish to create, you have the option of setting an **Expiry** date for that rule. To do so, click inside the **Expiry** box and select a date from the calendar. This is helpful if you are expecting an important email from a sender but still want their emails to be scanned afterwards.



Home **Quarantine** **Rules** Preferences

Senders (Show Help)

Sender	Who	Action	Expiry	Comment
<input type="text" value="support@nexicom.net"/>	username@nexicom.net	Always Allow	<input type="text"/>	safe sender <input type="button" value="x"/>

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Theme: View:

You also have the option of entering a **Comment** for your new rule. This comment will only be seen by you and can be helpful when trying to remember why you may have created that rule. After you have finished, click the **Submit Changes** button to activate your new rule.

Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream [nexicom-net](#) [username@nexicom.net](#) (Details)

Home **Quarantine** **Rules** Preferences

Senders (1 to 2 of 2) (Show Help)

Changes have been applied.

Show Changes
Page: 1
Filter: Sender: Action: All Filter:

Enter a specific Sender's e-mail address:

Sender	Who	Action	Expiry	Comment
support@nexicom.net	username@nexicom.net	Always Allow	<input type="text"/>	safe sender
test@nexicom.net	username@nexicom.net	Always Allow	<input type="text"/>	<input type="text"/>

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Theme: View:

After your changes have been submitted, you will be taken back to your list of active rules where you should now see the newly created one in the list.

Sender	Who	Action	Expiry	Comment
support@nexicom.net	username@nexicom.net	Always Allow	<input type="text"/>	safe sender
test@nexicom.net	username@nexicom.net	Always Allow	<input type="text"/>	<input type="text"/>

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Theme: View:

If you wish to change or remove an active rule, select a new option from the **Action** drop-down menu and click the **Submit Changes** button.

Domain Rules

[Back to Top](#)

Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream [nexicom-net](#) [username@nexicom.net](#) (Details)

[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

My Filter

Accept and Reject List

Always accept mail from...

View current accept/reject lists: [Senders](#) [Domains](#)

Pending Messages (1 to 1 of 1)

All: [?](#) [✓](#) [✗](#)

Date ▲▼	Subject ▲▼	Sender	Status
2013-11-12 12:45 Tue	Approved cures accessible without prescription	Pharmaceutix initiative@ pharmacyrx.ga W	Pending <input type="button" value="Do Nothing"/>

All: [?](#) [✓](#) [✗](#)

Page: 1

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. [System Status](#)

Theme: View:

From the home page, access the domain rules menu by either clicking on the **Domains** hyperlink in the middle of the page or by clicking the **Rules** option from the top menu bar then clicking **Domains**.

Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream [nexicom-net](#) [username@nexicom.net](#) (Details)

[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

Domains (0 to 0 of 0)

[Show Changes](#) [\(Show Help\)](#)

Filter: Domain: Action:

Enter a specific Domain:

Domain	Who	Action	Expiry	Comment
--------	-----	--------	--------	---------

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. [System Status](#)

Theme: View:

Listed on this page, you will see any domain rules that you have already set up. You can make changes to your current rules, remove rules from the list, or you can add new rules.

To add a new rule for a specific domain, type the domain name in the box labeled **Enter a specific Domain** and click the **Add Rule** button.



Home **Quarantine** Rules Preferences

Domain safedomain.net [\(Show Help\)](#)

Domain	Who	Action	Expiry	Comment
<input type="text" value="safedomain.net"/>	username@nexicom.net	No Change Always Allow Always Reject Always Hold for Approval Hold/Tag if Looks Like Spam Delete from Table	<input type="text"/>	<input type="text"/>

Submit Changes

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Add to Quick Links | Clear Quick Links

Theme: View:

Under the **Action** heading, select the type of rule you wish to set up from the drop-down menu. The options you can choose from are: **No Change**, **Always Allow**, **Always Reject**, **Always Hold for Approval**, **Hold/Tag if Looks Like Spam**, and **Delete from Table**.

- **No Change** – This option will not do anything
- **Always Allow** – This option allows any email address with that domain to bypass the spam filter and deliver directly to your inbox
- **Always Reject** – This option will cause all emails sent to you from any email address with that domain to be bounced back to their sender.
- **Always Hold for Approval** – This option will cause all emails sent to you from any email address with that domain to be caught in the quarantine pending your approval.
- **Hold/Tag if Looks Like Spam** – This option is the default for all domains. There is no need to select this option as it is active without needing to create a rule.
- **Delete from Table** – If creating a new rule, this option will not do anything. If there is a rule active on a domain, this option will remove that rule.



Home **Quarantine** Rules Preferences

Domain safedomain.net [\(Show Help\)](#)

Domain	Who	Action	Expiry	Comment
<input type="text" value="safedomain.net"/>	username@nexicom.net	Always Allow	<input type="text"/>	<input type="text"/>

Submit Changes

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc.

Add to Quick Links | Clear Quick Links

Theme: View:

Clear Close

<Prev Today Next>

November 2013

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

After selecting the type of rule you wish to create, you have the option of setting an **Expiry** date for that rule. To do so, click inside the **Expiry** box and select a date from the calendar. This is helpful if you are expecting an important email from a domain but still want their emails to be scanned afterwards.



Home **Quarantine** **Rules** Preferences

Domain safedomain.net [\(Show Help\)](#)

Domain	Who	Action	Expiry	Comment
<input type="text" value="safedomain.net"/>	username@nexicom.net	Always Allow	<input type="text"/>	<input type="text" value="safe sender"/>

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Theme: View:

You also have the option of entering a **Comment** for your new rule. This comment will only be seen by you and can be helpful when trying to remember why you may have created that rule. After you have finished, click the **Submit Changes** button to activate your new rule.



Home **Quarantine** **Rules** Preferences

Domains (1 to 1 of 1) [\(Show Help\)](#)

Changes have been applied.

Show Changes
Page: 1
Filter: Domain: Action: All

Enter a specific Domain:

Domain	Who	Action	Expiry	Comment
safedomain.net	username@nexicom.net	Always Allow	<input type="text"/>	<input type="text" value="safe sender"/>

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Theme: View:

After your changes have been submitted, you will be taken back to your list of active rules where you should now see the newly created one in the list.

Domain	Who	Action	Expiry	Comment
safedomain.net	username@nexicom.net	<ul style="list-style-type: none"> No Change Always Allow Always Reject Always Hold for Approval Hold/Tag if Looks Like Spam Delete from Table 	<input type="text"/>	<input type="text" value="safe sender"/>

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Theme: View:

If you wish to change or remove an active rule, select a new option from the **Action** drop-down menu and click the **Submit Changes** button.

Roaring Penguin has made the process of approving or whitelisting senders very easy. In fact, there are three easy methods in which you can do so.

Method 1: The Quarantine Summary

Please *do not* reply to this email. If you no longer wish to receive quarantine notifications, contact your email administrator. Any reply to this email will bounce.

Pending Messages

To submit your selection using Outlook 2007, click the **Other Actions** button, then **View in Browser**.

Date	Subject	Sender	Country	Score	Action
2013-11-15 15:31:03	The Proven Weight Loss Program that Will Slim You Down For Summer	weight@loss.net	CA	11.5	Accept Sender · Reject · Whitelist ←
2013-11-15 15:31:01	Nations Lowest Home Loan Rates	lose@weight.ca	CA	18.7	Accept Sender · Reject · Whitelist
2013-11-15 15:30:51	Lose Weight Faster with Garcinia Extract	cheap@meds.com	CA	18.7	Accept Sender · Reject · Whitelist


[View Quarantine \(Requires Login\)](#)

[Reject All as Spam](#)

Above is an example of a quarantine summary email. If a sender that you trust gets mistakenly blocked by the quarantine, their email will show up in the quarantine summary email sent to you by Roaring Penguin. If you would like to prevent them from being blocked in the future, all you have to do is click the **Whitelist Sender** hyperlink that appears beside their email in your quarantine summary.

Methods 2 & 3: Web Interface Home Screen

Both methods 2 and 3 can be accomplished from the home screen of the Roaring Penguin web interface.



Note: Cookies must be enabled in your browser to log in.

Log in to the Roaring Penguin web interface using your email address and password.



Home Quarantine Rules Preferences

My Filter

Accept and Reject List

Always accept mail from... Add

View current accept/reject lists: [Senders Domains](#)

Pending Messages (1 to 1 of 1)

All: ? ✓ ✗

Submit Changes

Date ▲▼	Subject ▲▼	Sender	Status
2013-11-12 12:45 Tue	Approved cures accessible without prescription	Pharmaceutix initiative@ pharmacvrx.qa W	Pending

All: ? ✓ ✗

Submit Changes

Page: 1

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. **System Status**

Theme: View:

If a sender you trust has been blocked by the spam filter, they will appear in the **Pending Messages** list. If you wish to prevent this from happening again, first click the drop-down menu under the **Status** heading and choose the **Whitelist Sender** option. In order for this change to take effect, you must click the **Submit Changes** button.



Home Quarantine Rules Preferences

My Filter

Accept and Reject List

Always accept mail from... test@nexicom.net ✗ Add

If you wish to add a sender who has not yet been blocked to your whitelist so that they won't be blocked in the future, you can do so under the **Accept and Reject List** heading. First, type the email address you wish to whitelist in the empty box.



Home Quarantine Rules Preferences

My Filter

Accept and Reject List

Always accept mail from... test@nexicom.net Add

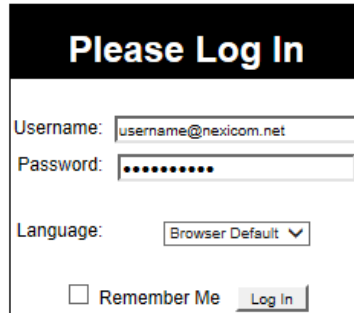
Always reject mail from...

Next, choose the **Always accept mail from...** option from the drop down menu and click the **Add** button.

Roaring Penguin has made the process of rejecting or blacklisting senders very easy. In fact, there are two easy methods in which you can do so.

Methods 1 & 2: Web Interface Home Screen

Both methods 1 and 2 can be accomplished from the home screen of the Roaring Penguin web interface.



Please Log In

Username:

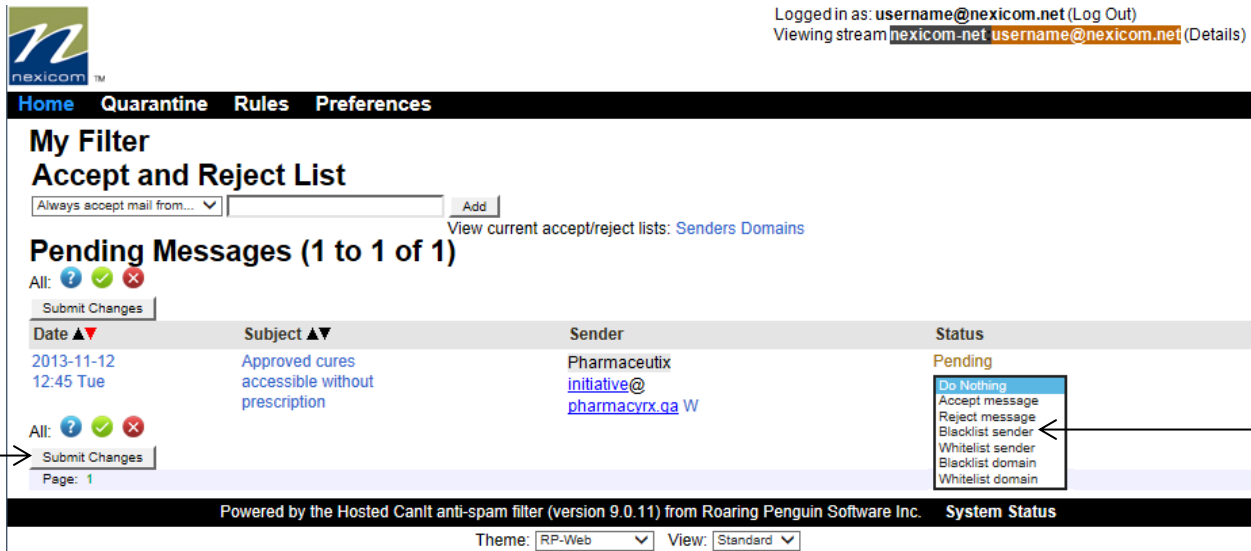
Password:

Language:

Remember Me

Note: Cookies must be enabled in your browser to log in.

Log in to the Roaring Penguin web interface using your email address and password.



Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream: [nexicom-net](#) [username@nexicom.net](#) (Details)

[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

My Filter

Accept and Reject List

Always accept mail from...

View current accept/reject lists: [Senders](#) [Domains](#)

Pending Messages (1 to 1 of 1)

All:

Date ▲▼	Subject ▲▼	Sender	Status
2013-11-12 12:45 Tue	Approved cures accessible without prescription	Pharmaceutix initiative@ pharmacyrx.qa W	Pending

All:

Page: 1

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. [System Status](#)

Theme: View:

If the sender you wish to blacklist has been blocked by the spam filter, they will appear in the **Pending Messages** list. If you wish to prevent them from being able to send you future messages, first click the drop-down menu under the **Status** heading and choose the **Blacklist Sender** option. In order for this change to take effect, you must click the **Submit Changes** button.



[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

My Filter Accept and Reject List

Always accept mail from...

If you wish to add a sender who has not yet been blocked to your blacklist so that they won't be able to send you messages in the future, you can do so under the **Accept and Reject List** heading. First, type the email address you wish to blacklist in the empty box.



[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

My Filter Accept and Reject List

Always accept mail from...
Always reject mail from...

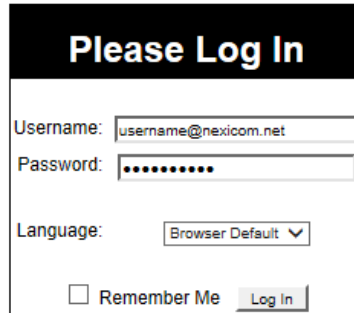
Next, choose the **Always reject mail from...** option from the drop down menu and click the **Add** button.

Note: Emails from blacklisted senders will not show up in your quarantine. The sender will instead receive a bounce back message stating that they are on a blacklist.

Roaring Penguin has made the process of approving or whitelisting domains very easy. In fact, there are two easy methods in which you can do so.

Methods 1 & 2: Web Interface Home Screen

Both methods 1 and 2 can be accomplished from the home screen of the Roaring Penguin web interface.



Please Log In

Username:

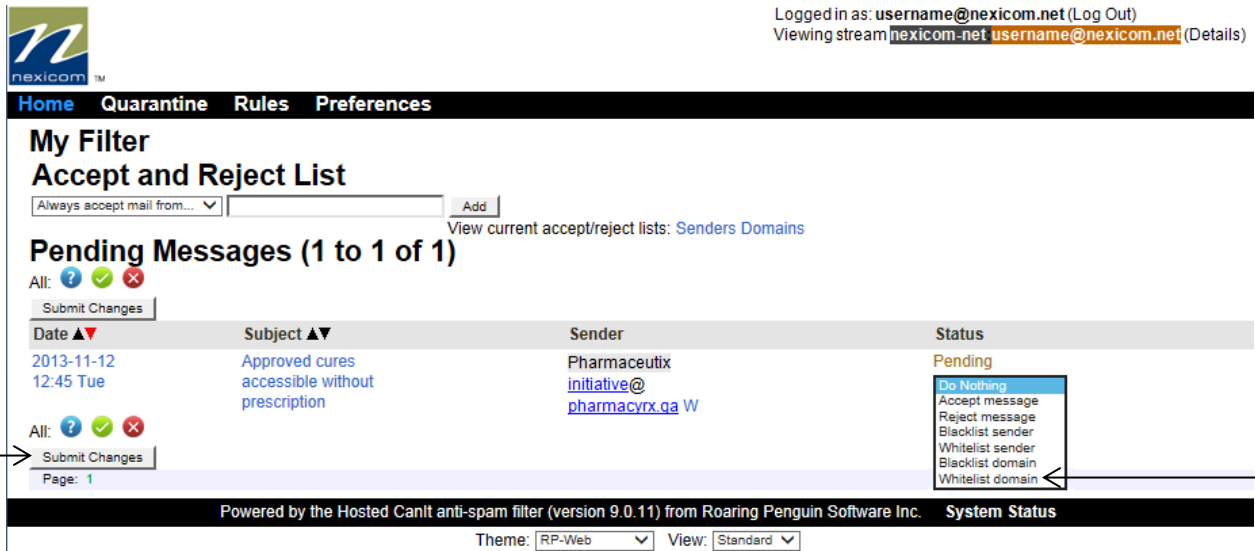
Password:

Language:

Remember Me

Note: Cookies must be enabled in your browser to log in.

Log in to the Roaring Penguin web interface using your email address and password.



Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream [nexicom-net](#) [username@nexicom.net](#) (Details)

[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

My Filter

Accept and Reject List

Always accept mail from...

View current accept/reject lists: [Senders](#) [Domains](#)

Pending Messages (1 to 1 of 1)

All:

Date ▲▼	Subject ▲▼	Sender	Status
2013-11-12 12:45 Tue	Approved cures accessible without prescription	Pharmaceutix initiative@ pharmacyrx.qa W	Pending

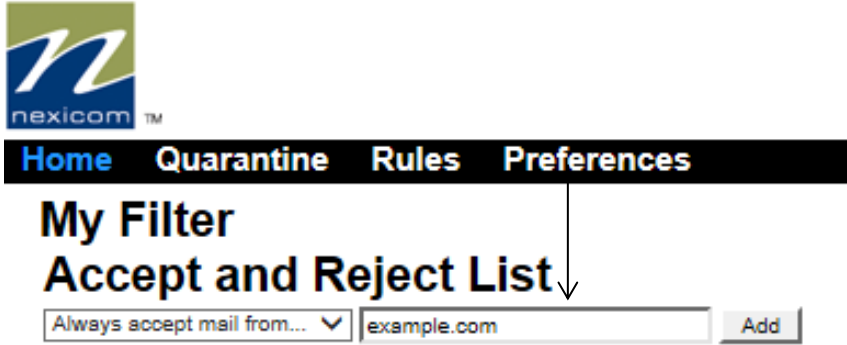
All:

Page: 1

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. [System Status](#)

Theme: View:

If the sender whose domain you wish to whitelist has been blocked by the spam filter, they will appear in the **Pending Messages** list. If you wish to prevent any sender from that domain from being blocked in the future, first click the drop-down menu under the **Status** heading and choose the **Whitelist domain** option. In order for this change to take effect, you must click the **Submit Changes** button.



If you wish to add a domain that has not yet been blocked to your whitelist so that nobody from that domain will be blocked by the spam filter, you can do so under the **Accept and Reject List** heading. First, type the domain you wish to whitelist in the empty box.



Next, choose the **Always accept mail from...** option from the drop down menu and click the **Add** button.

Note: Adding a domain to a whitelist will allow any email address associated with that domain to bypass the spam filter. It is not possible to whitelist the domain that you belong to as spammers often make it appear that they are sending emails from your domain.

Roaring Penguin has made the process of rejecting or blacklisting domains very easy. In fact, there are two easy methods in which you can do so.

Methods 1 & 2: Web Interface Home Screen

Both methods 1 and 2 can be accomplished from the home screen of the Roaring Penguin web interface.



Please Log In

Username:

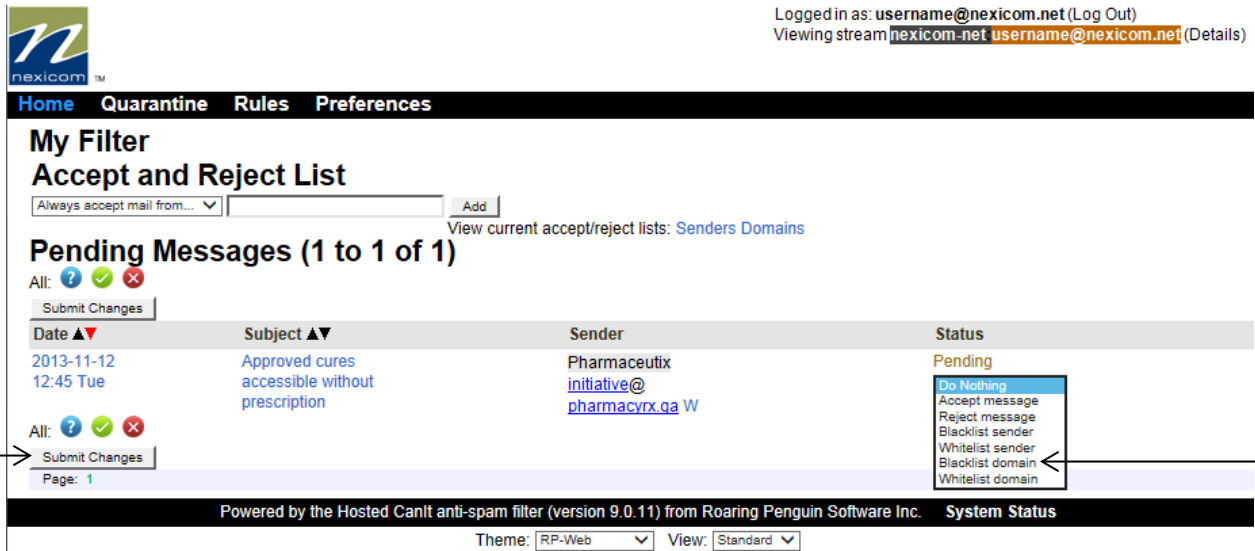
Password:

Language:

Remember Me

Note: Cookies must be enabled in your browser to log in.

Log in to the Roaring Penguin web interface using your email address and password.



Logged in as: [username@nexicom.net](#) (Log Out)
Viewing stream [nexicom-net](#) [username@nexicom.net](#) (Details)

[Home](#) [Quarantine](#) [Rules](#) [Preferences](#)

My Filter

Accept and Reject List

Always accept mail from...

View current accept/reject lists: [Senders](#) [Domains](#)

Pending Messages (1 to 1 of 1)

All:

Date ▲▼	Subject ▲▼	Sender	Status
2013-11-12 12:45 Tue	Approved cures accessible without prescription	Pharmaceutix initiative@ pharmacvrx.qa W	Pending

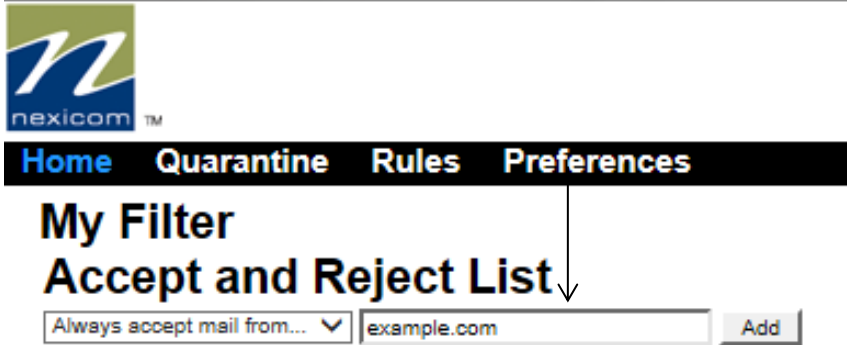
All:

Page: 1

Powered by the Hosted CanIt anti-spam filter (version 9.0.11) from Roaring Penguin Software Inc. [System Status](#)

Theme: View:

If the sender whose domain you wish to blacklist has been blocked by the spam filter, they will appear in the **Pending Messages** list. If you wish to prevent any sender from that domain from being able to send you future messages, first click the drop-down menu under the **Status** heading and choose the **Blacklist domain** option. In order for this change to take effect, you must click the **Submit Changes** button.



If you wish to add a domain that has not yet been blocked to your blacklist so that nobody from that domain will be able to send you messages in the future, you can do so under the **Accept and Reject List** heading. First, type the domain you wish to blacklist in the empty box.



Next, choose the **Always reject mail from...** option from the drop down menu and click the **Add** button.

Note: Adding a domain to a blacklist will block any email address associated with that domain from being able to send you emails. Emails from a blacklisted domain will not show up in your quarantine. The sender will instead receive a bounce back message stating that they are on a blacklist.