

HOW TO: Use the Sophos User Portal to Manage Mail Delivery

The Sophos User Portal is a web-based management tool you can use to manage your mail account. It allows you to check the delivery history of all emails going to and from your account so that you can see if something was blocked or quarantined as spam. You can also maintain a list of email addresses that can bypass spam checking (Whitelist) or be permanently blocked (Blacklist).

To access the Sophos User Portal:

- 1) Open your web browser and enter <https://userportal.apexcloudservices.com> in the address bar. (See Figure 1)



Figure 1

- 2) You will be prompted by a security certificate warning. Click on "Continue to this website (not recommended)". (See Figure 2)

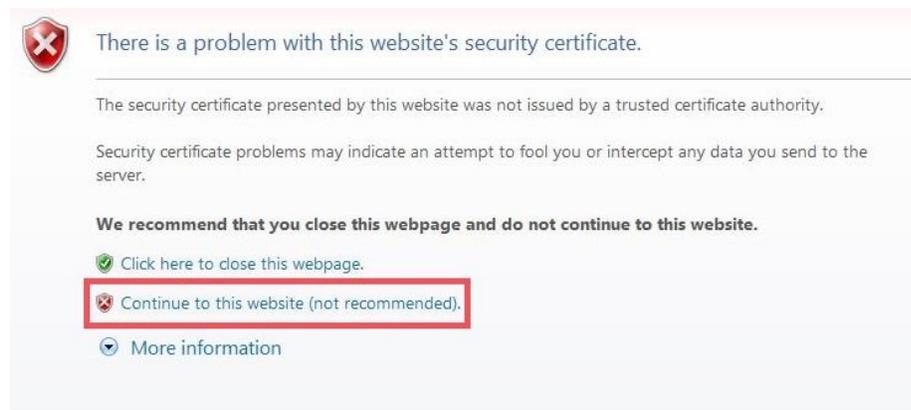


Figure 2

- 3) The login screen for User Portal will appear. Type in your username and password. Your username will be in the format of First Initial and Last Name. For example, if your name was "John Smith", your username would be "jsmith". This will be the same account you would use to login to your mailbox or hosted desktop account. (See Figure 3)



Figure 3

- 4) Once logged in, use the tabs in the menu bar at the top of the screen to navigate the different areas of the User Portal. (See Figure 4)



Figure 4

- a) **Mail Quarantine:** This tab displays any emails quarantined by the spam filter. Emails that are in this list have not been blocked, but are waiting for approval to be released. This list will mostly be filled with Spam and other junk mail, but sometimes valid email will be stuck in quarantine. Emails in quarantine will be kept for 14 days. If not released by then, they are automatically deleted. (See Figure 5)

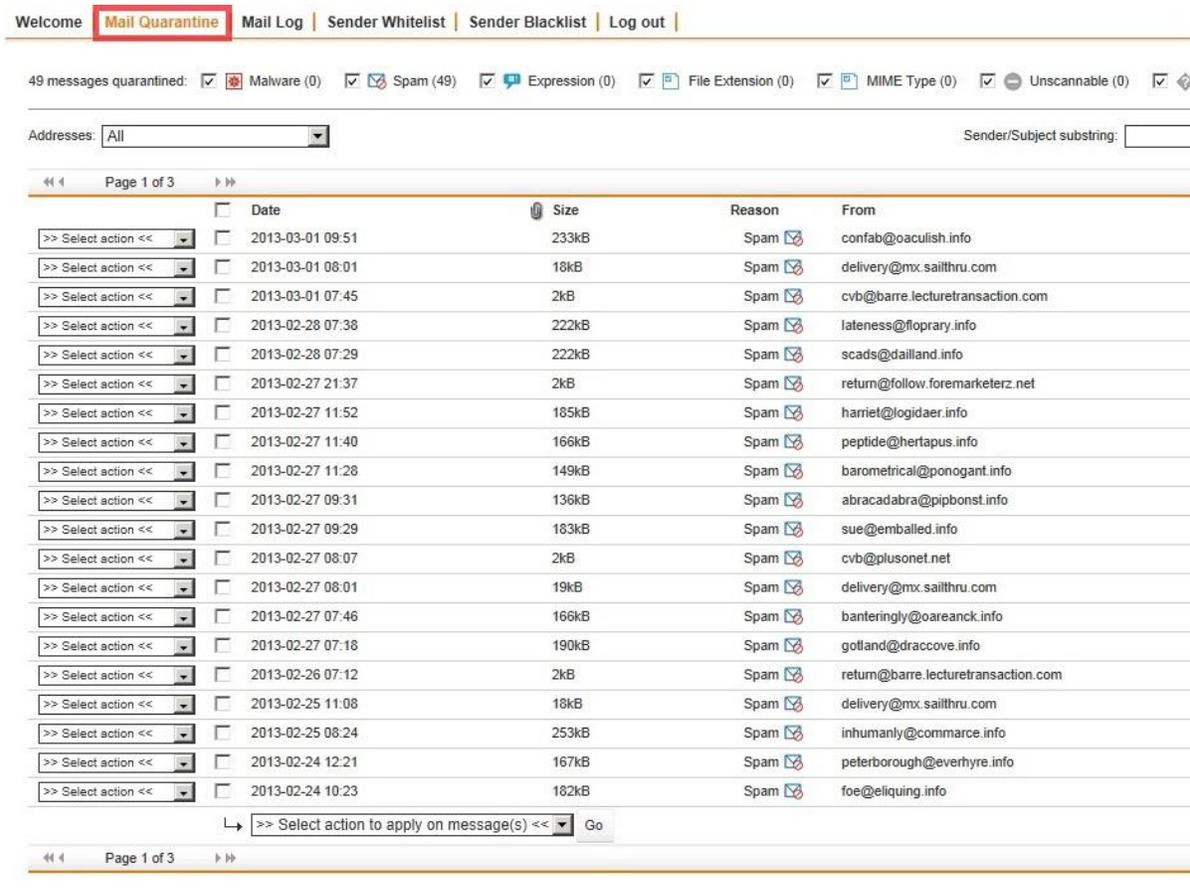


Figure 5

By clicking the “>> Select action <<” button next to an email, you will get the following options for processing the email: (See Figure 6)

- **View:** View the email in a safe popup window
- **Download:** Download the email as a viewable file on your PC
- **Delete:** Permanently remove the email from the system
- **Whitelist Sender:** Add the senders email address to the “Sender Whitelist”
- **Release:** Deliver the email to your Inbox
- **Release and report as false positive:** Deliver the email to your Inbox. Future emails from this sender will be less likely to go to quarantine

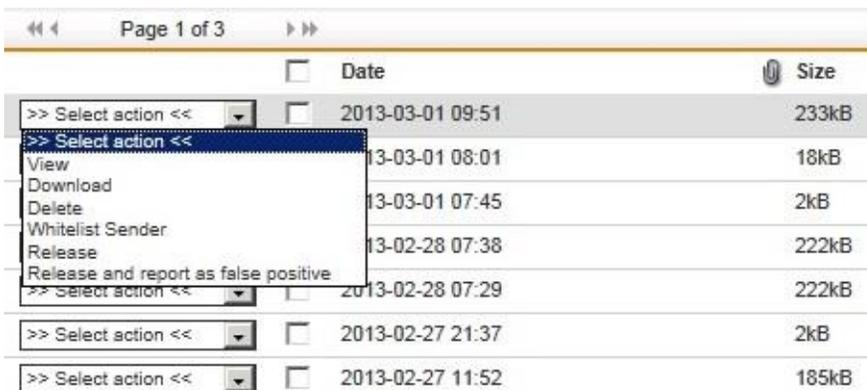


Figure 6

b) **Mail Log:** This tab displays your complete inbound and outbound email delivery history for the past 30 days. It will show all emails in the system regardless of whether they were delivered, quarantined, or blocked. The status of delivery is displayed in the column on the far right. If an email is not displayed in this list, it is either older than 30 days or was never received by our mail system. (See Figure 7)

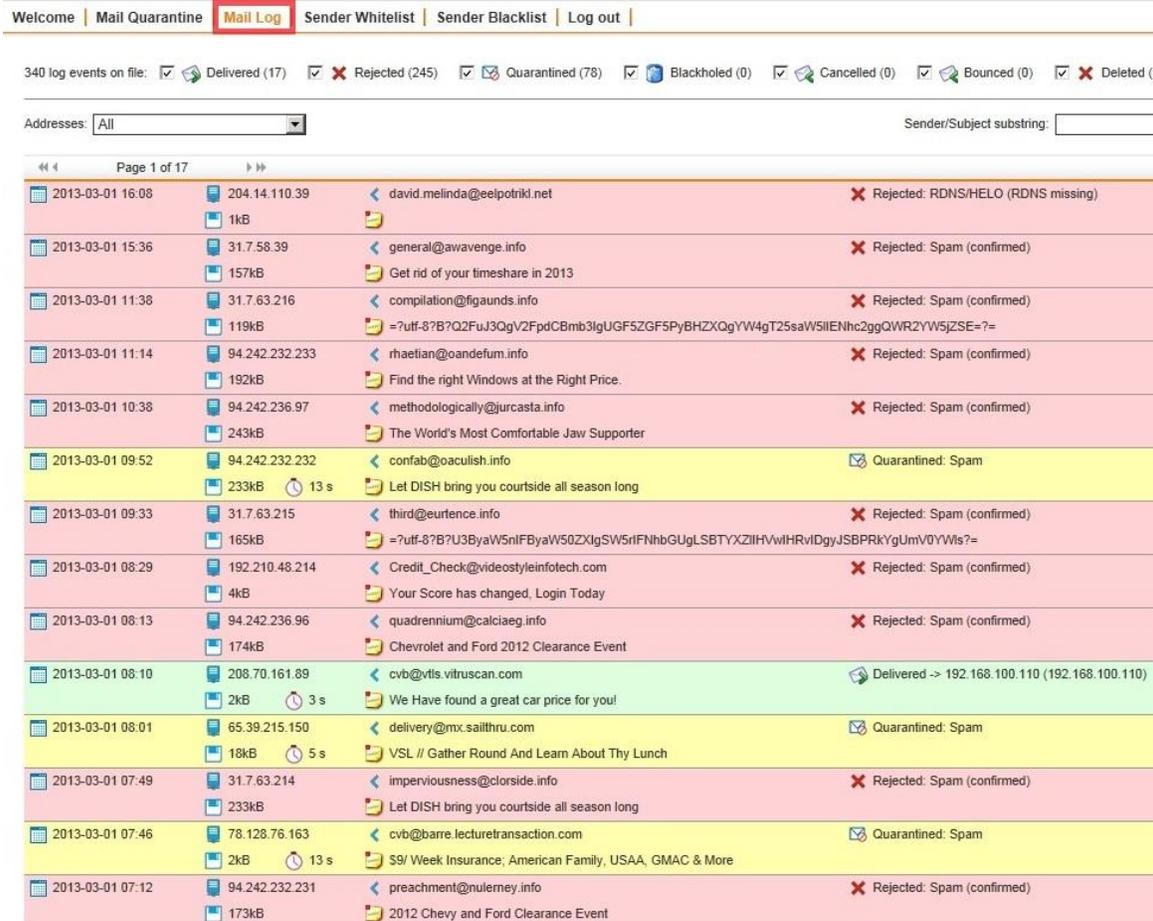


Figure 7

By checking or un-checking any of the boxes at the top of the Mail Log, you can filter email according to its status. (See Figure 8)

340 log events on file: Delivered (17) Rejected (245) Quarantined (78) Blackholed (0) Cancelled (0) Bounced (0) Deleted (0)

Figure 8

- c) **Sender Whitelist:** This tab displays the list of all email addresses that will bypass spam filtering. Any email address entered into this list is guaranteed to be delivered to your Inbox. (See Figure 9)



Figure 9

- d) **Sender Blacklist:** This tab displays the list of all email addresses that will be permanently blocked. Any email address entered into this list will *never* be delivered to your Inbox. (See Figure 10)



Figure 10

- 5) When finished using the User Portal, please log out using the Log Out link on the menu bar. (See Figure 11)



Figure 11