



Start-OVER by AutumnTECH v6 Email Messaging Firewall Appliance

Quick Start Guide for Users

Updated May 31, 2015

What is Start-OVER by AutumnTECH?

Start-OVER by AutumnTECH is designed to collect and manage ALL of your incoming email in a new 'Start-OVER' email mailbox that is attached to your email address and accessed within your Outlook profile through an additional email account setup by you or by your System Administrator. Once setup, you no longer will need to contact your system administrator to locate a 'missing' email message. You have full access into your Start-OVER landing queue Inbox and can search for and train as whitelist by using the Outlook search feature and by dragging messages into the Whitelist_Train folders.

Start-OVER works by queuing email from senders, sender domains, and from a portion of the email message header Message-Id that you have never seen before. Senders that you have sent email to, or that are in your existing Outlook Inbox (and subfolders) can be seeded by you copying into your Start-OVER Whitelist_Train folder or by having your System Administrator log in and run the IMAP train tool available within the Start-OVER Webtivity web-based system administrator.

Once the initial training is completed, your normal Outlook Inbox will begin receiving email from senders that you know, your Start-OVER inbox will begin storing message from senders that you do not know. You will need to review your Start-OVER Inbox periodically to located and train senders that you would like to receive email from.

User System Requirement:

- Outlook 2007+ Email Client (other email clients will work as well)
- Start-OVER Email Mailbox Created and connected to Outlook and an additional account via the IMAP protocol. Contact your System Administrator for login and setup info
- Initial training of your Start-OVER mailbox by your System Administrator using the IMAP connection Webtivity tool or by you copying messaging from your existing Outlook Inbox into the Start-OVER Whitelist_Train folder. NOTE: DO NOT drag messages from your Outlook Inbox or subfolders into Whitelist_Train or you will delete the message out of your Inbox. You can locate training mistakes in the _Recover folders.
- Internet Web Browser (we recommend Chrome)

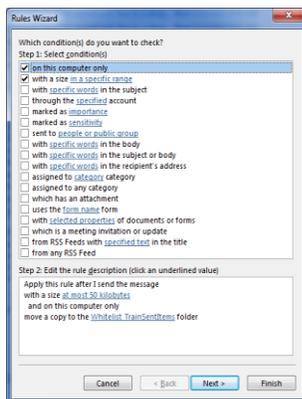
NOTE: Whitelisted => Good Sender ----- Blacklisted => Bad Sender



What does my Start-OVER Mailbox look like?

Once connected to your Outlook profile, your Start-OVER mailbox will contain a series of folders located under your Inbox. These folders are used to train white and blacklisted senders by dragging and copying email messages into.

- Inbox => Email arriving that does not pass the whitelist check and Spamassassin anti-spam check lands in here for review
- Sent => If the outbound sending rule has been created, email that you send from Outlook will train all recipients as whitelisted senders and copy that message into your Sent folder
- Trash => Email arriving that has been 'Blacklist_Train' or that does not pass the Spamassassin anti-spam checks will land in this folder
- Blacklist_Recover => Blacklist_Train email lands in this folder after being trained. This folder is cleared periodically by the system.
- Blacklist_Train => Drag email from your normal Outlook mailbox or from your Start-OVER Inbox into Blacklist_Train to teach the filter that you would like to tag incoming email from that sender as 'Trash'
- Whitelist_Recover => Email that has been dragged from your Start-OVER Inbox or copied in from your normal Outlook Inbox will land in this folder for review and undoing if necessary. This folder is cleared periodically by the system.
- Whitelist_Train => Drag email from your Start-OVER Inbox or copy into from your normal Outlook Inbox into this folder if you would like to train the sender as whitelisted and DO NOT wish to actually deliver the email message to your normal Outlook Inbox.
- Whitelist_TrainDeliver => Drag email from your Start-OVER Inbox or copy into from your normal Outlook Inbox into this folder if you would like to train the sender as whitelisted and WANT to actually deliver the email message to your normal Outlook Inbox.
- Whitelist_TrainSentItems => Create an Outlook rule attached to your normal Outlook mailbox that will copy any outgoing emails you compose into this folder. The recipient will be trained as whitelisted allowing them to respond without delay.
- ZMXBackup => Whitelisted senders and domains will save into this folder before delivery.



COOL FEATURE:

When your normal Outlook email server is unavailable for any reason (outage or maintenance) your Start-OVER mailbox is available for you to access your incoming email! Look in the ZMXBackup and Inbox folders.

Where is my email? How do I train Whitelisted Senders?

Your Start-OVER mailbox handles all incoming email to your email address. If a sender, a sender's domain, or a portion of the message header called the Message-Id has not been seen by you and whitelisted then the message will land and queue in your Start-OVER Inbox. You can train your Start-OVER mailbox to deliver email immediately by any of the following steps:

1. Create an Outlook rule for your mailbox that will copy any email you send into your Start-OVER Whitelist_TrainSentItems folder. The recipient will be immediately whitelisted allowing back and forth email communication without delay.
2. Email that has landed in your Start-OVER Inbox can be trained as Whitelisted by dragging the message into either Whitelist_Train or Whitelist_TrainDeliver. If you would like a Start-OVER Inbox queued email to be learned as a whitelisted sender AND delivered to your normal Outlook Inbox then drag into Whitelist_TrainDeliver. Whitelist_Train will train as a whitelisted sender without delivery.
3. **COPY** email from your existing Outlook Inbox or subfolders into Whitelist_Train. DO NOT drag email from your existing Outlook Inbox or the messages will be removed from your Outlook Inbox. You can travel back in time as far back as you like, senders will be learned as whitelisted. DO NOT copy into Whitelist_TrainDeliver or the email will be redelivered to you.
4. Similar to Step 3, contact your System Administrator and have them run the IMAP training utility available in the Start-OVER Webtility System Administrator. Your system administrator will be able to run a tool that will travel into your Outlook Inbox and subfolders training whitelisted senders as far back in days as you both choose.

Trained whitelisted email messages are stored in Whitelist_Recover for review and reversal training if a mistake is made. Email in the Recover and Trash folders are deleted periodically and automatically.

How do I train Blacklisted Senders?

Similar to training whitelisted sender above, dragging email in your Outlook Inbox or subfolders into Blacklist_Train will train that sender as a blacklisted sender. Email arriving from Blacklisted sender, sender domain, or blacklisted portion of the message header called Message_Id will be saved in your Trash folder for review.

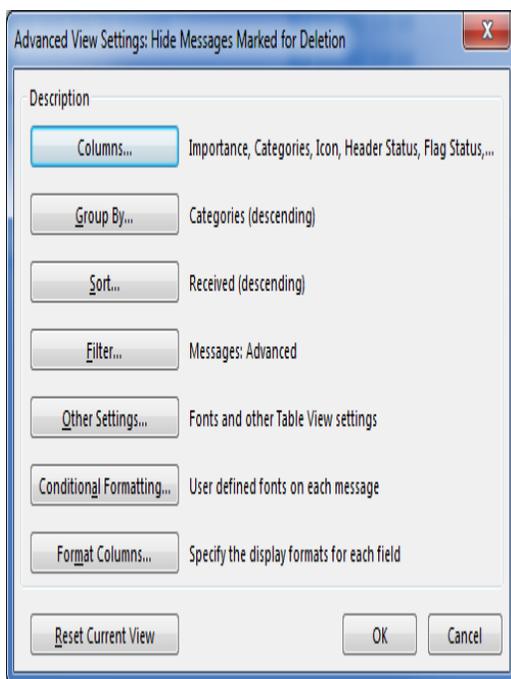
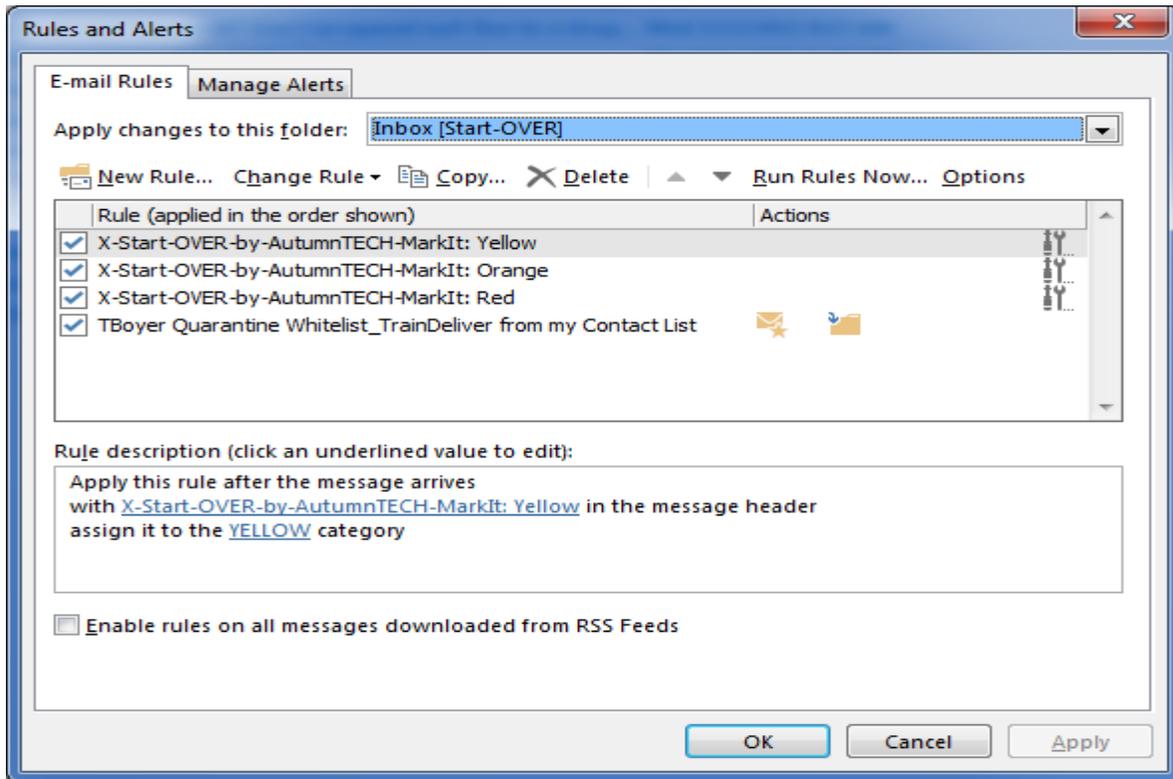
Trained blacklisted email messages are stored in Blacklist_Recover for review and reversal training if a mistake is made. Email in the Recover and Trash folders are deleted automatically.

How do I organize my Start-OVER Inbox to find emails being sent to me by senders multiple times?

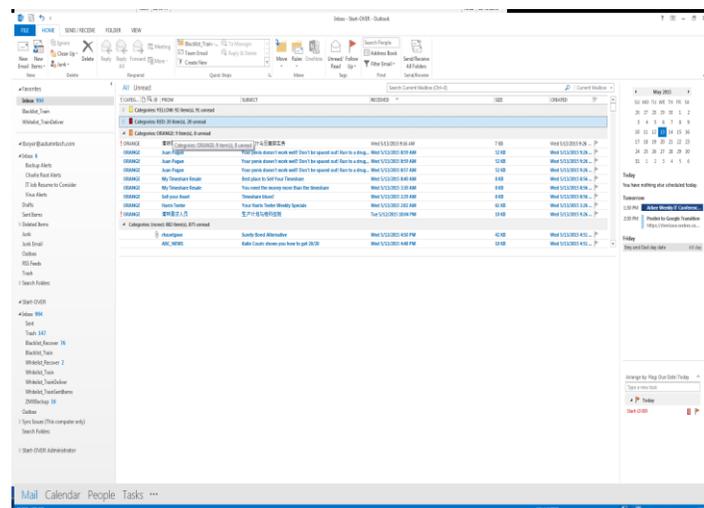
If a sender is attempting to send to you and you are missing the email in your Start-OVER mailbox you can create and organize by color.

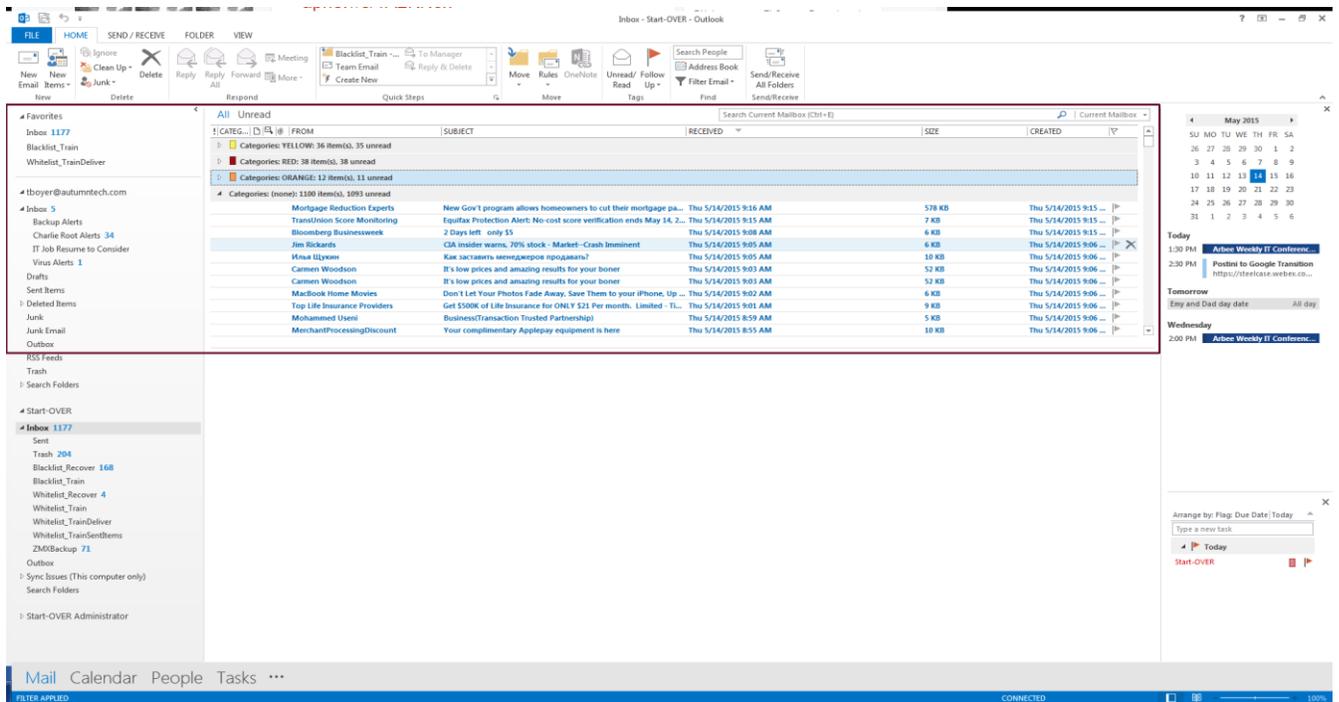
- Yellow = 2 attempts have been made to send you a message from this sender.
- Orange = 3 attempts have been made to send you a message from this sender.
- Red = More than 5 attempts have been made to send you a message from this sender.

Use your Rules Manager in Outlook to create the category rule. Assign the rules to your Start-OVER Mailbox. Organize multiple sending attempts by senders by the category the system is assigning.



Change the View Settings for your Start-OVER Inbox. You'll need to add 'Categories' as a view option. Set Categories next to Importance. Set the Group By...by Categories in descending





Organizing by message count and grouping by category will allow quicker access to senders both good and bad that are attempting to send to you many times. Spammers typically change their appearance so often the first place to look for a missing message is in the organized category lists.

What if I make a mistake training a whitelist or blacklisted sender?

No worries, the last training activity wins, so, simply locate the mistaken email message in the _Recover folder associated with the initial training and drag the message into the correct _Train folder.

I get a TON of spam. You may keep the spam out of my normal Inbox, how do you keep it out of my Start-OVER Inbox?

We have integrated the Spamassassin anti-spam filter service into the email processor in an effort to reduce the amount of spam landing in your Start-OVER Inbox. Email arriving that does not pass the initial white or blacklisting check will pass to the Spamassassin engine for processing. Email that fails the check will land in the Start-OVER Trash folder. Email that does not meet the criteria for 'spam' will land in your Start-OVER Inbox for your review.

How do I manage my white and blacklist settings?

Log into your personal Webtility account manager at <https://startover-servername-info-here/trapped>
 Contact your system administrator for the 'startover-servername-info-here' name and for your login credentials.

I whitelisted a freemail email address (i.e. gmail.com hotmail.com, yahoo.com, etc) however new email senders are saved in my landing queue. Can I whitelist a freemail domain?

No, the appliance is configured to block the ability to whitelist freemail domains and domains from the larger Internet service providers (aol, Comcast, Verizon, etc) by default. Why? Lots of email arrives from spammers pretending to be from a freemail domain or a larger ISP. If gmail.com was whitelisted, then anyone@gmail.com (for example) would be delivered defeating the purpose of keeping unwanted email out of your normal Outlook inbox. The list is fairly small and is managed by your System Administrator.

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