Mail Assure

Quick Start Guide

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Introduction

Solarwinds Mail Assure is a **filtering and continuity service**.

Mail Assure provides SPAM, virus and junk mail filtering.

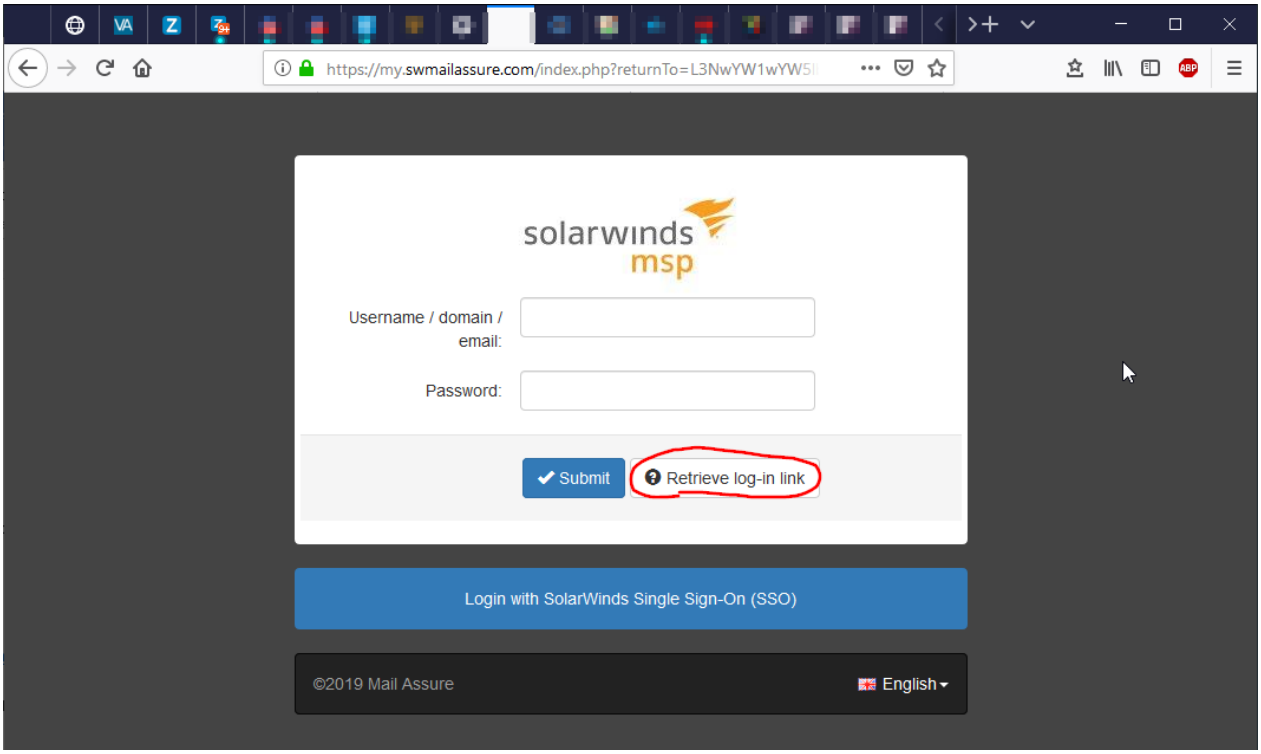
Mail Assure also provides a continuity feature that gives subscribers the ability to read, reply and send e-mail even if their own mail server is offline for any reason.

Login Page

Mail Assure login is accessible at https://my.swmailassure.com.

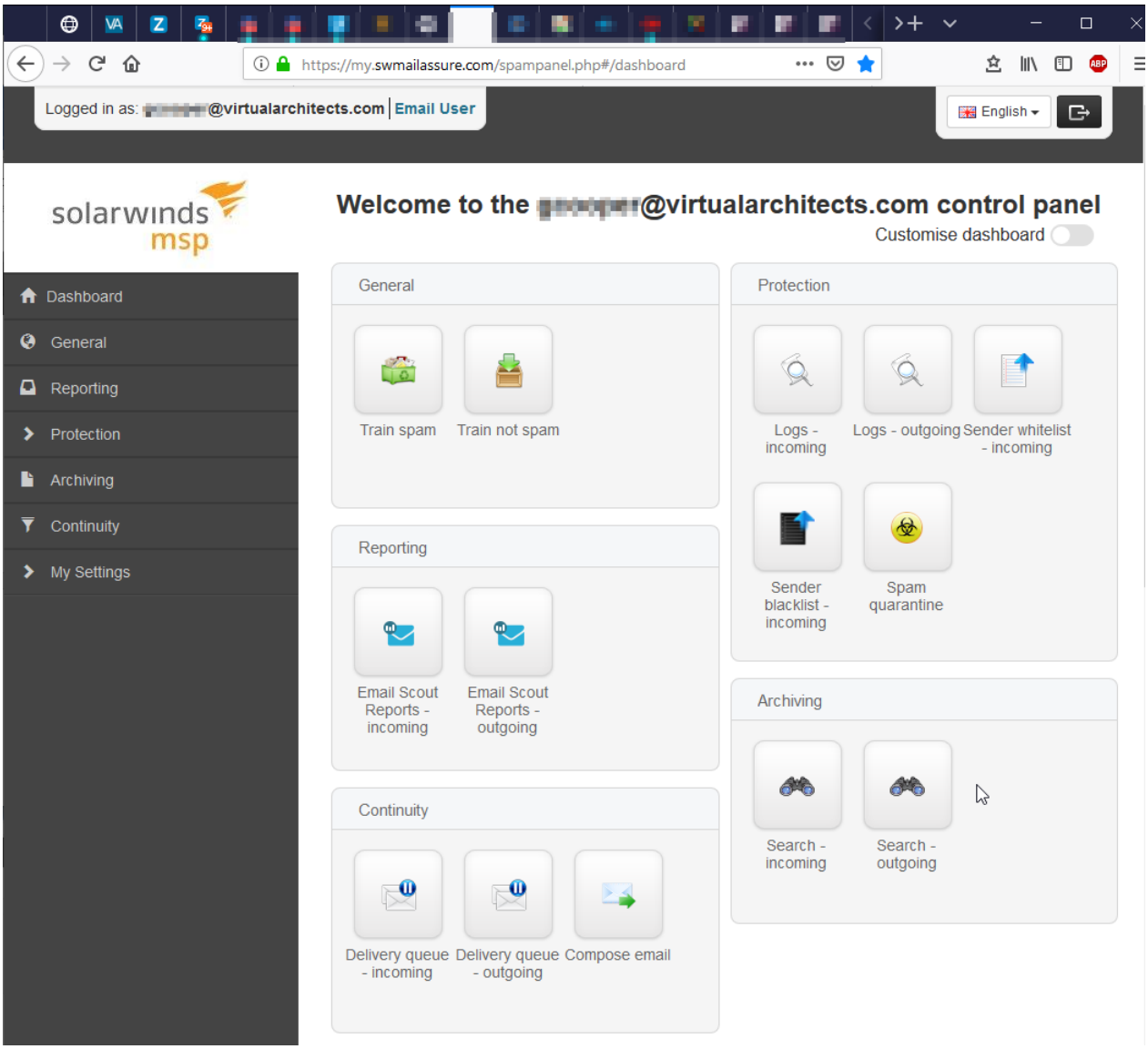
Please use your e-mail address as the username for access to Mail Assure.

If you do not know your Mail Assure password, please click the 'Retrieve log-in link'.



Dashboard

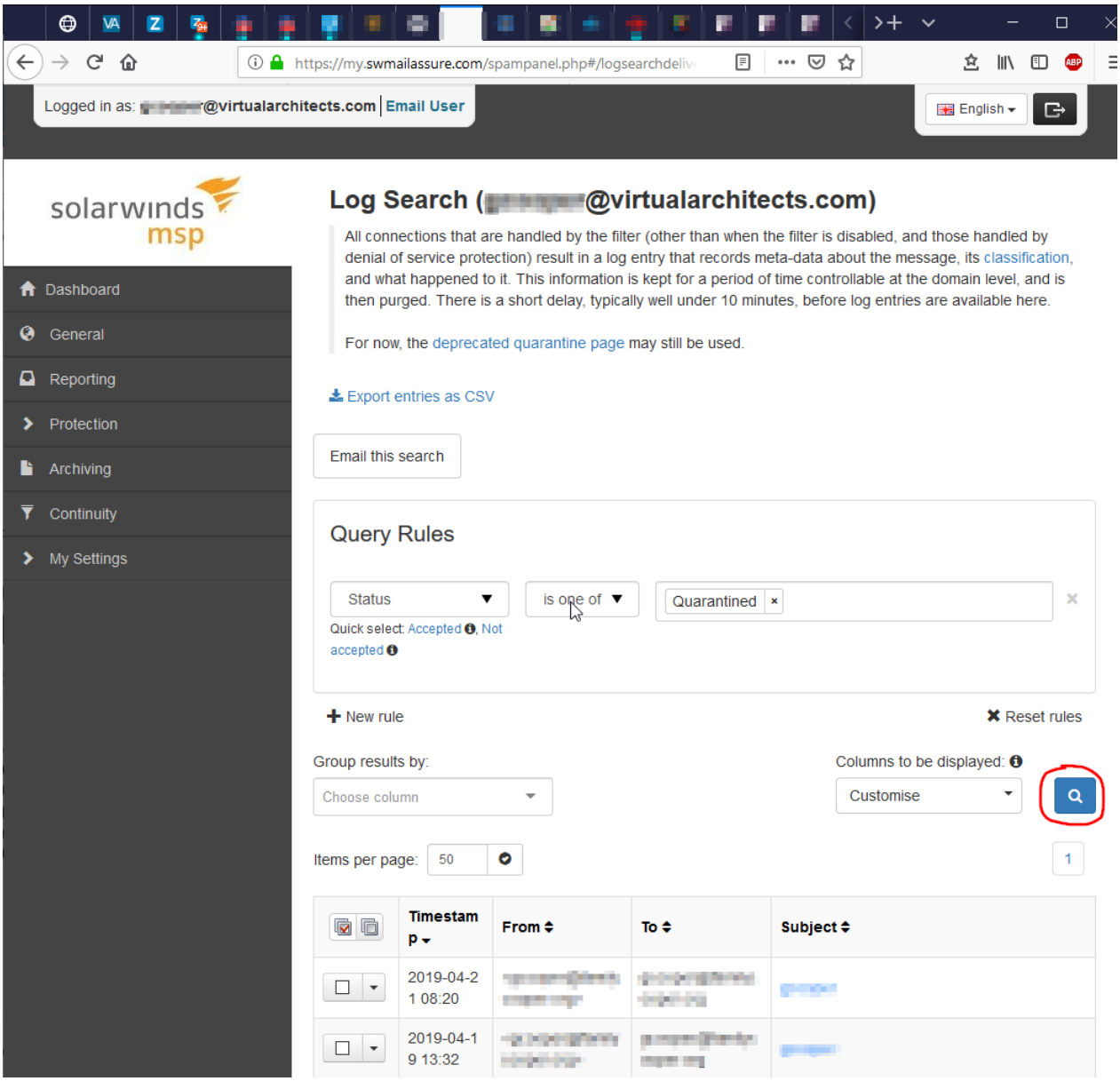
Upon Logging in, you will be presented with the Mail Assure Dashboard.



From the dashboard, you may access all options, either on the left column or from the icons in the main body of the dashboard.

Spam Quarantine

In the SPAM Quarantine option, all the incoming messages to your email address that were quarantined by Mail Assure will be displayed.



On this page you can perform many functions, including:

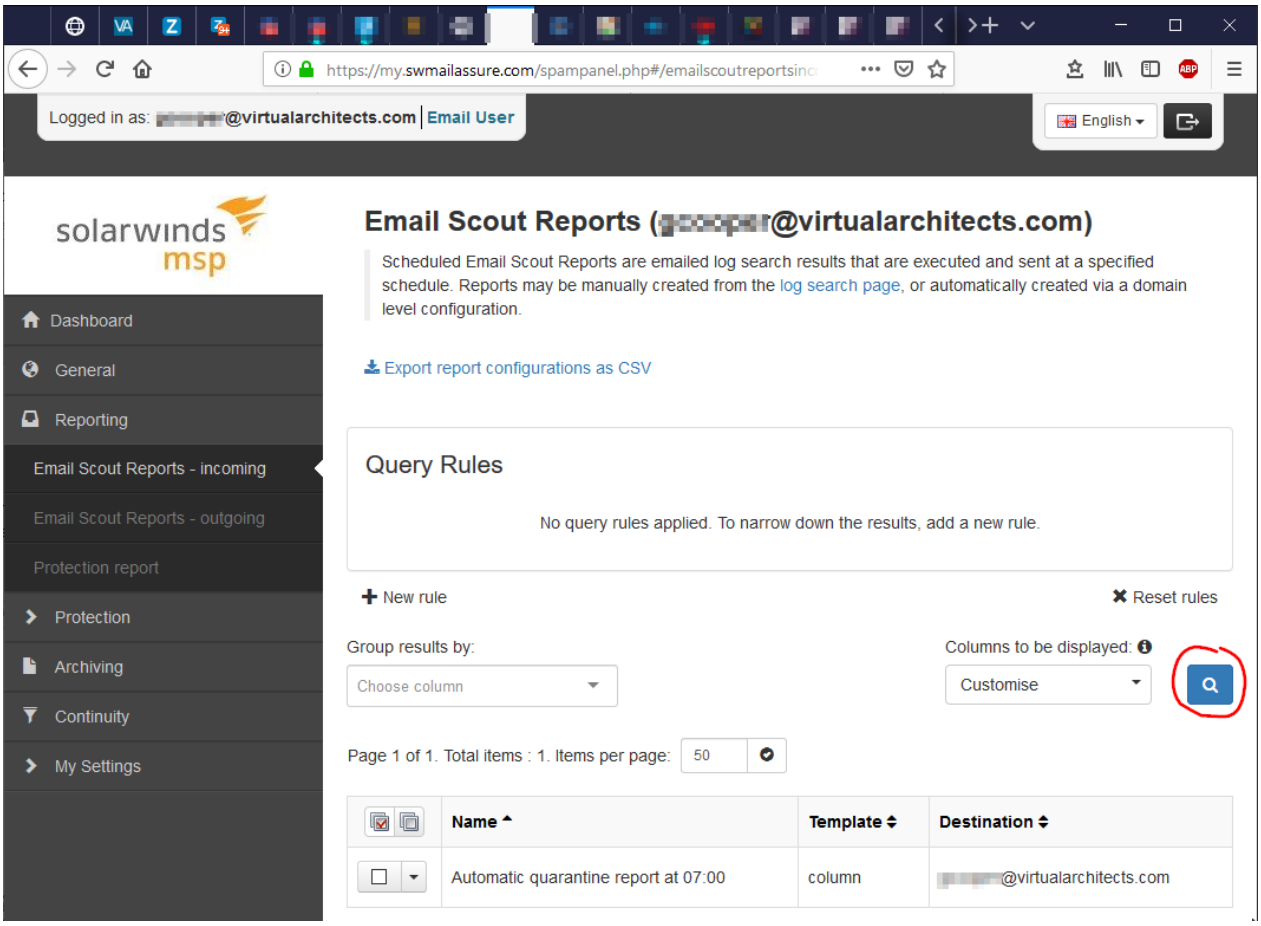
- Search for a quarantined message
- View quarantined message content
- Reply to messages
- Release quarantined messages
- Remove/delete messages
- Blacklist/Whitelist messages/senders

E-Mail Scout Reports - Incoming

The E-Mail Scout Report option under Reporting provides an e-mailed message digest one or more times per day and provides a simple way for you to monitor your spam quarantine.

From this screen you can **enable/disable** the E-Mail Scout Reports and configure the **frequency** of the e-mailed reports.

Click the search button to see your current configuration.

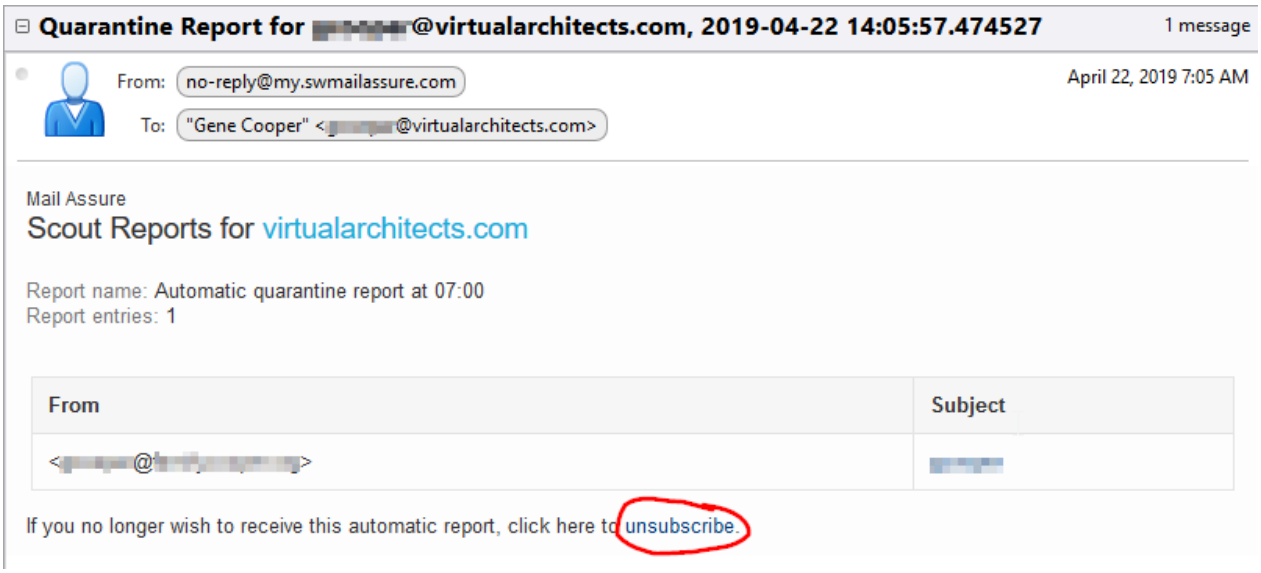


E-Mail Scout Reports - Message

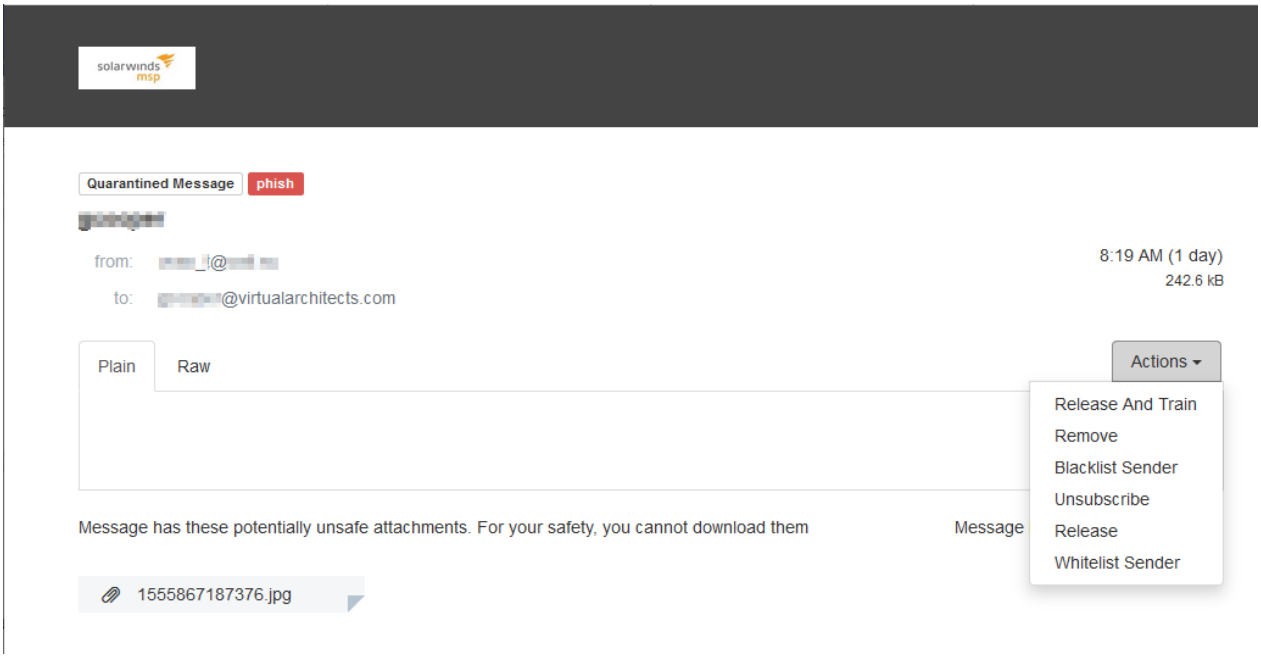
The e-mailed report will list your quarantined messages.

You can stop the delivery of E-Mail Scout Reports by clicking **unsubscribe**.

You can view a quarantined message by clicking the link under Subject.



From the linked web page, you can perform various other functions, such as **blacklist/whitelist a sender** or **release a message for normal delivery**.



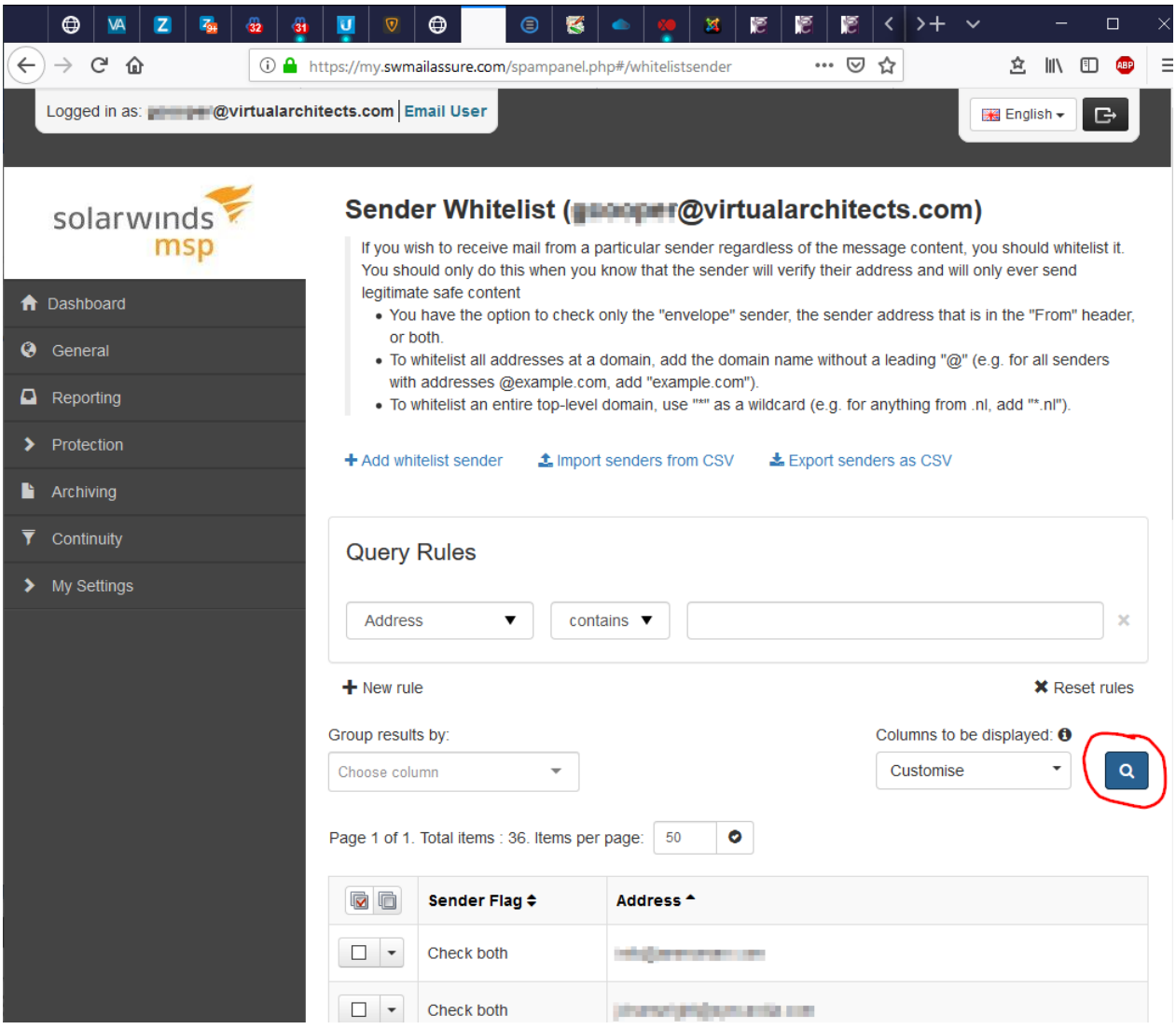
Sender Whitelist - Incoming

Here is where you can whitelist sender email addresses or domains.

Click the search button to view all whitelisted email addresses.

Alternately, you may search for specific whitelisted addresses by using the Query Rules. For example, set Query Rules to Address contains gmail.com. The result will display all whitelisted email addresses from gmail.com

You may also Edit or Remove individual entries by selecting the dropdown menu beside each whitelisted address.



To add a new Whitelist Email Address, click on **Add Whitelist Sender**.

You can whitelist an entire sender domain by entering only the sender domain part (after the '@' symbol).

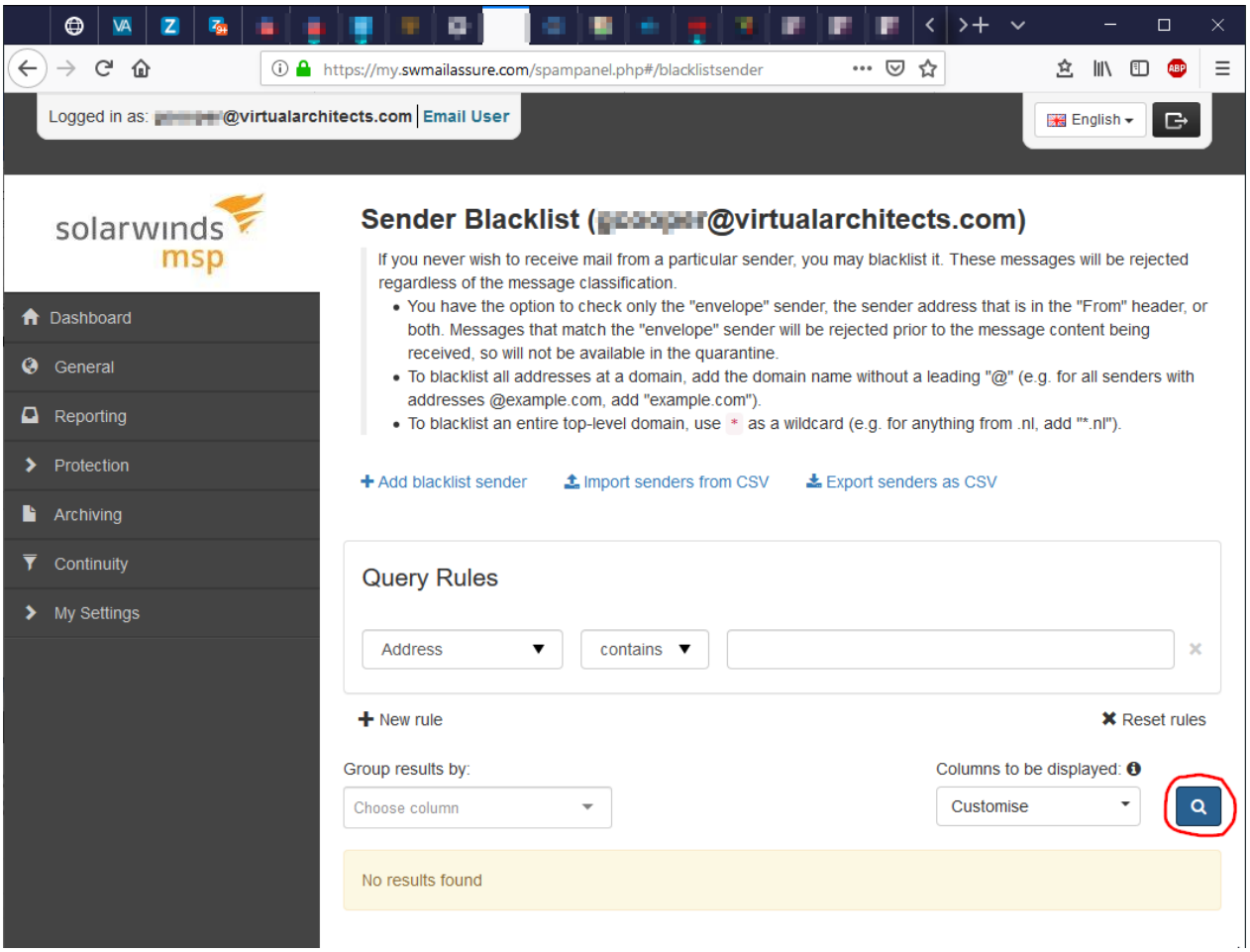
Sender Blacklist - Incoming

Here is where you can blacklist sender email addresses.

Click the search button to view all blacklisted email addresses.

Alternately, you may search for specific blacklisted addresses by using the Query Rules. For example, set Query Rules to Address contains gmail.com. The result will display all blacklisted email addresses from gmail.com.

You may also Edit or Remove individual entries by selecting the dropdown menu beside each whitelisted address.



To add a new Blacklist Email Address, click on **Add Blacklist Sender**.

You can blacklist an entire sender domain by entering only the sender domain part (after the '@' symbol).