

eScout Quarantine Daily Emails Explained

Jtt.net email users will now be receiving a daily eScout Quarantine Digest. Inside these emails, you will see a list of Suspected Spam and Delivered Messages. Suspected Spam are those emails that were NOT delivered and are not in your inbox. Delivered Messages are those emails that did get delivered and are in your inbox. Below we will explain what the Actions mean.

Suspected Spam (if you would like to preview the email, you'll need to click on the hyperlink in the Subject column, and that will direct you to the eScout login page)

- **Rescue** – this option will allow the email from the sender to be delivered one-time.
- **Allow** – this option will allow the emails from the sender to always be delivered, not just one-time.

Delivered Messages (if you would like to preview the email, you'll need to click on the hyperlink in the Subject column, and that will direct you to the eScout login page)

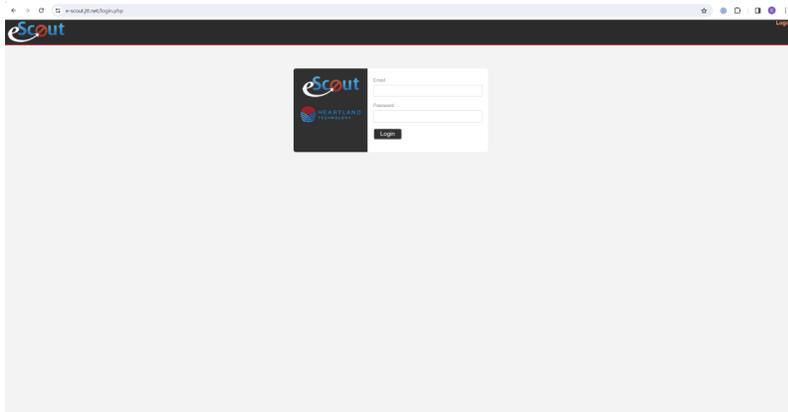
- **Report** – this option will send the email to Spam and the more you Report spam, the more the email server will learn about what you are reporting as Spam.
- **Block** – this option will permanently block the all the emails from the sender, not just one-time.

To manually access eScout settings and filters, see page 2.



eScout Website

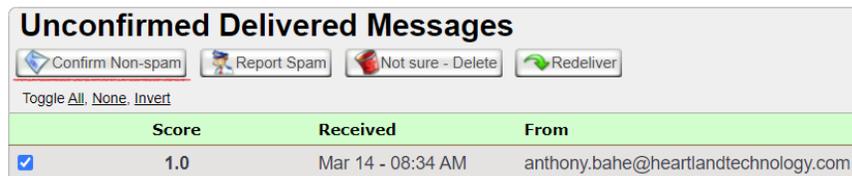
In order to adjust eScout filters, find undelivered messages, add/remove email address to blacklist and whitelist, etc., you will need to login to www.e-scout.jtt.net. Your username and password will be the same as your email address. The shortcut to this site can be found on our website, www.heartlandtechnology.com, under “Customer Portals”.



eScout is a learning filter that improves its accuracy over time, and one way to help train it is by confirming known good mail, known SPAM/Virus messages, or rescuing email that has been quarantined incorrectly.

Below are some tips and tricks to help you train your new eScout management interface.

Rescue Email



When an email is flagged as spam incorrectly, you’ll want to perform a “rescue” operation. Simply click the check mark next to the email and click “Confirm Non-spam”. An email that is rescued from eScout is immediately delivered to your Inbox.



Confirm Spam

Unconfirmed Delivered Messages

Toggle [All](#) [None](#) [Invert](#)

	Score	Received	From
<input checked="" type="checkbox"/>	1.0	Mar 14 - 08:34 AM	anthony.bahe@heartlandtechnology.com

One thing that may be slightly confusing is the existence of the “Report Spam” button. These emails are already quarantined are they not? Well, the answer is not so simple. Yes, they have been nabbed by your spam filter, however, when an email is confirmed as spam by using the “Report Spam” button, the email is learned by eScout for future reference and then removed from your mailbox entirely.

Not Sure – Delete

Unconfirmed Delivered Messages

Toggle [All](#) [None](#) [Invert](#)

	Score	Received	From
<input checked="" type="checkbox"/>	1.0	Mar 14 - 08:34 AM	anthony.bahe@heartlandtechnology.com

If at any time you’re not sure about an email, don’t need it but don’t necessarily want eScout to actively prevent these emails from showing up in your spam filter you can use the “Not sure – Delete” option. This will remove the email from your mailbox but will NOT teach eScout that this is in fact spam, basically ensuring you’ll see email from this sender in the future.

Scoring

Unconfirmed Delivered Messages

Toggle [All](#) [None](#) [Invert](#)

	Score	Received	From
<input type="checkbox"/>	1.0	Mar 14 - 08:34 AM	anthony.bahe@heartlandtechnology.com
<input type="checkbox"/>	-0.2	Mar 14 - 08:34 AM	anthony.bahe@heartlandtechnology.com



eScout provides you with a scoring system that is basically a statement of confidence that an email is spam. The scoring system goes from -5 to 10, the higher the score, the more certainty eScout has that an item is spam.

The screenshot shows the eScout web interface. On the left, a sidebar displays the user's email address 'anthony@jtt.net' and various statistics: Delivered Messages: 2, Suspected Spam: 0, Invalid Headers: 0, Suspicious Attachments: 0, and Virus/Malware: 0. Below these are links for 'Allowed/Blocked Senders', 'Settings', 'Advanced', and 'Logout'. The main content area features a section titled 'Add filtering exception for address:' with a text input field for an email address and 'Allow' and 'Block' buttons. Below this is a section titled 'The following addresses are always:' with a legend for 'Blocked' (red circle) and 'Allowed' (green circle). A table lists two addresses: 'appleverification@zonnet.nl' (Blocked) and 'vonecioonecib390@gmail.com' (Allowed), each with 'Block Address', 'Remove Rule', and 'Allow Address' buttons.

Below Virus/Malware on the left-hand side (see above), there are additional settings that are explained below:

- **Allowed/Blocked Senders** – this is what you use to tell eScout to automatically allow emails from someone directly to your inbox or inversely to automatically reject email from an email address. Simply enter the email in question and click either “Allow” or “Block”. In the old version of our eScout filters, this was called white listing and black listing.
- **Settings** – this is where you can adjust your spam sensitivity level that gets through to your inbox. Low protection will allow more emails to be delivered/not marked as spam and high protection will allow less emails to be delivered/more emails as spam.
- **Advanced** – here you can find a list of miscellaneous settings.