



Reflexion

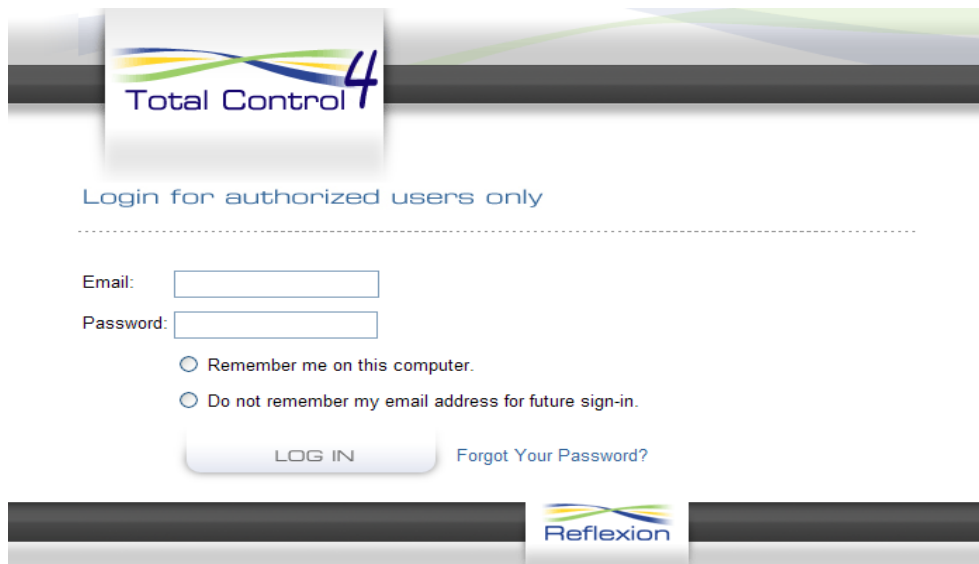
**END-USER GUIDE**

**BURTON HOSTING**

Modified 1/22/07

## LOGGING IN

An e-mail will be sent with your username and password. Your systems administrator will provide to you a link to reach the log in page. Click on the link and it will bring you to the initial log in page like below:



Total Control 4

Login for authorized users only

Email:

Password:

Remember me on this computer.

Do not remember my email address for future sign-in.

LOG IN [Forgot Your Password?](#)

Reflexion

Please take a moment to record your username & password here:

Your User Name: \_\_\_\_\_

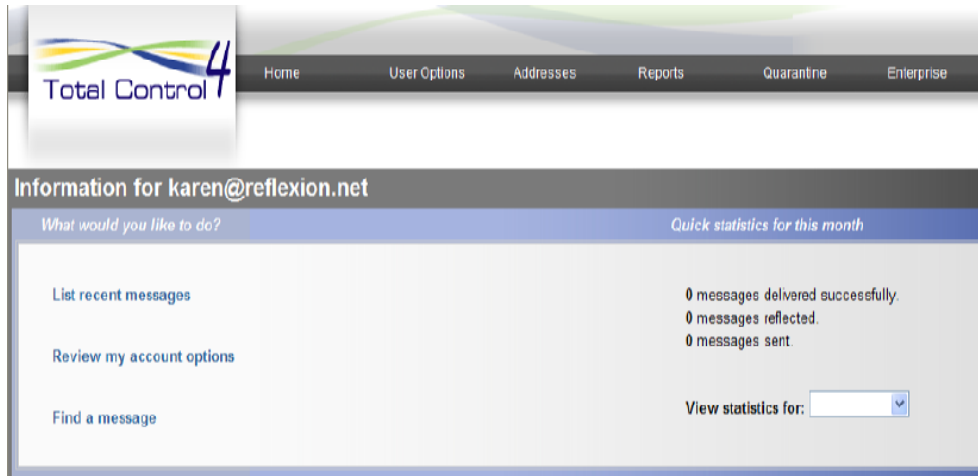
Your Password: \_\_\_\_\_

Your username will always be your e-mail address. When you first log in, please check “Remember me on this computer” so that you will not need to enter in your information unless you clear your cookies.

**If you forget your password, please click “Forgot Your Password?” and the screen will prompt you to enter your e-mail address, and it will be mailed to you.**

To change your password, once you have logged in, under User Options, select the password option. You will be prompted to enter your old password, a new password and to confirm it. Select Save when complete.

Your administrator has taken the time to set up your account options. The next screen that you will see is your Home Screen:



From this screen you can view recent mail messages along with statistics for your account.

**Before making changes to your account (User Options Tab), please contact your systems administrator, as they may have specific guidelines for you to follow.**

Your email will come in with a control panel at the bottom of your message. Depending on the settings chosen for you by your administrator, the Control Panels will vary. Below you will find a brief description of different operating levels that you may see in your account.

### CONTENT FILTERING

In Filter mode, there are 3 options, Low, Medium & High. Each Control Panel will give specific information as to why the message was delivered.

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#### Reflexion Control Panel

To: [user@yourdomain.com](mailto:user@yourdomain.com)

From: [spammer@junk.com](mailto:spammer@junk.com)

**Message Score:** 98  
**My Spam Blocking Level:** Medium

High (75): **Fail**

Medium (87): **Fail**

Low (93): **Fail**

[Login](#)

*This message was flagged because the content filter score exceeded your threshold.*

In the Control Panel above, you will see that the message was flagged because the message exceeded the threshold chosen for this account.

### WHITELISTING

Whitelisting allows you to communicate with your current contacts using your primary address. Adding these contacts to your whitelist means that these are trusted contacts.

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To: [user@yourdomain.com](mailto:user@yourdomain.com)  
From: [trustedcontact@abc123.com](mailto:trustedcontact@abc123.com)

**Please contact your administrator to block messages from the domain abc123**

*You received this message because the domain abc123.com is on the enterprise whitelist.*

**PLEASE NOTE: You do NOT want to exempt domains such as AOL, Yahoo, Hotmail, Comcast, Verizon, etc... You only want to exempt the sender!**

### **SUPPLEMENTAL ADDRESSES**

Supplemental Addresses are based on the principal that two addresses are better than one; three are better than two, etc.

This option allows Reflexion to create your unique addresses for your new contacts, or you can use an alias for outbound communications for all new contacts.

### **ADDRESS ON THE FLY**

Address on the Fly feature allows you to create an address without having to enter it into the system. When giving out your address to someone one the phone or online, you can customize your address with no interaction with the product.

The format is: user.**anythingyouwant**@domain.com

### **What should Reflexion do with the messages**

#### Flag the Subject line and deliver to the inbox:

This option allows for mail determined to be spam to be delivered to your inbox with the subject line modified with a **\*\*Reflected\*\***.

#### Flag the subject line and deliver to this inbox:

This option is created for an administrator to review the messages deemed as spam with a **\*\*Reflected\*\*** in the subject. The administrator can then release the message to the user's inbox if they believe it is legitimate.

#### Send a change-of-address request to the sender:

This option does not allow the message into your inbox, and sends a message to the sender with the correct address for that sender to use.

#### Quarantine and send a change-of-address request:

This option is the same as above, allowing the sender an opportunity to have their message delivered, as well as a copy of the message does go into the quarantine folder.

#### Quarantine only

This option places the message into the quarantine folder.

### Ignore, no quarantine and no notice

Does just what it says, it deletes the messages that were sent to your primary address and were not on your Whitelist. The only way to see these messages is if you have options checked below to keep copies of blocked messages – you can find your messages that were blocked in your Quarantine Folder.

## **QUARANTINE FOLDER**

To see any messages that have been blocked, log into the link provided by your administrator. At the top of the page, you will see a menu bar. One option is **Quarantine**, click on that, and it will bring you to a page that looks similar this:

<input type="checkbox"/> Select	From	Subject	Received	Size
<input type="checkbox"/>	confirmationdept@choicetempo.com	Best Buy Gift Card Offer Confirmation #VGXB-4785	16:18:42	10K
<input type="checkbox"/>	bounce-88-44-0-0-d37731879h@invisi0523...	"DEAL OR NO DEAL?" Choose	15:25:00	6K
<input type="checkbox"/>	unts-0-72d1df-271a.reflexion.net.-kar...	View photos of singles in your area Tonight	15:07:14	7K
<input type="checkbox"/>	aaakgx0x3f50k2 pg6ta_g32n41s2mtki7v_w...	Dr. Pepper vs Dr. Brown's, Vote now and get 12 cases at no cost	14:42:38	10K
<input type="checkbox"/>	confirmationdept@nationaltempo.com	karen.caseimedia@reflexion.net, Congratulations on your Chili's	14:21:52	10K
<input type="checkbox"/>	wdaily_401f8fc20493bae734c23dec6278ed1...	InfoWorld Daily - May 23, 2006	13:53:01	19K
<input type="checkbox"/>	report_401f8fc20493bae75fa70dbe2be2a80...	Berners-Lee sees threat to Net openness	13:44:18	24K

There are two ways to view the message:

1. Click on the subject line and the e-mail will open up in that window. From that page you can release the e-mail into your inbox, whitelist the sender & release the message, or delete one or all.
2. Check the box under select, and either release the messages to your inbox, whitelist & release the message to your inbox, or delete selected items.

Please note that if there is an attachment, you need to release the e-mail to view attachment.

## **TRICKS TO THE TRADE**

There is a unique feature of this product to help you give out e-mail addresses safely. It is called **Address on the Fly**. For example, if you want to buy something on E-Bay, and it requires an e-mail address for you, you can submit: [user.ebay@domain.com](mailto:user.ebay@domain.com), which will always get through unless

you block it. You can also do this when you are on the phone with someone such as a friend: [user.friend@domain.com](mailto:user.friend@domain.com). This is a very unique feature that is also very useful. If unwanted e-mails result from disclosing that address, you can stop the original sender from sharing it as well as block the entire address completely.

With Reflexion, you will gain control of your corporate e-mail to ensure ALL your e-mail gets through, without ANY unwanted e-mails in the mix.

### **How to: WHITELIST**

Your administrator has taken the time to exempt most of your contacts. If you want to add some more exemptions, there are a few ways to do so.

1. Send e-mail to: [rfx\\_exempt\\_on@somedomain.com](mailto:rfx_exempt_on@somedomain.com). In the body of the e-mail, list all e-mail address to be whitelisted. This will exempt just the e-mail address you provided.
2. Send e-mail to: [rfx\\_exempt\\_domain\\_on@somedomain.com](mailto:rfx_exempt_domain_on@somedomain.com). In the body of the e-mail, list all e-mail addresses to be whitelisted. This will exempt the domains that are listed.