

USER GUIDE

This guide walks through the user interface of ContentCatcher, and the features and parameters contained therein.

Accessing the User Interface

The ContentCatcher user interface is a secure web-based portal that you can use to:

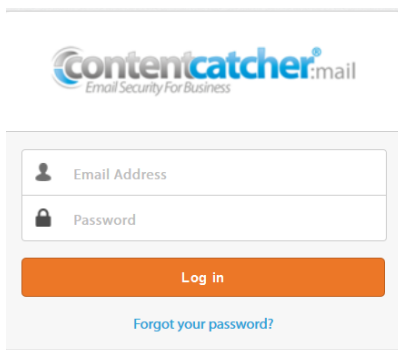
- Manage your user information
- Update your preferences
- Create and manage your safe and blocked sender lists
- Search your email logs
- Access your Emergency Inbox

Login Page <https://www.contentcatcher.com>



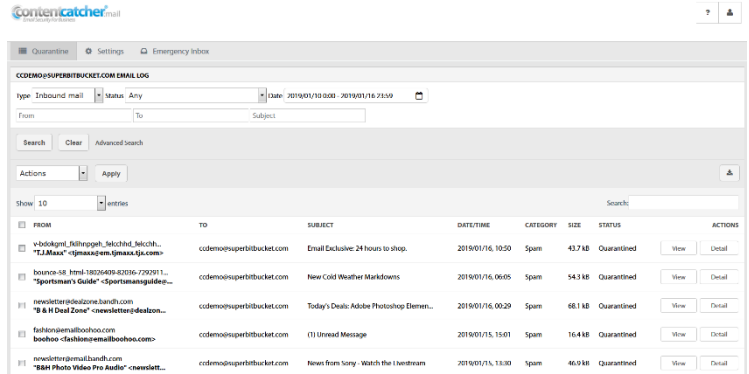
Logging In

1. Open a web browser and navigate to the appropriate URL
2. Click the correct Login location - Login US or Login EU



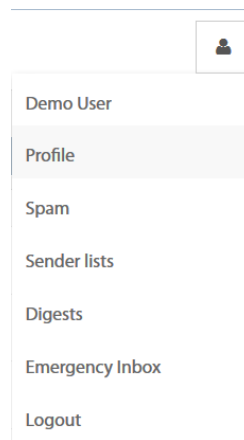
3. Your username is your full email address (ie username@domain.tld)

*If you do not know your password, click the "Forgot your password?" link, type in your email address and click "Email". An email will then be sent to you with instructions on how to reset your password.

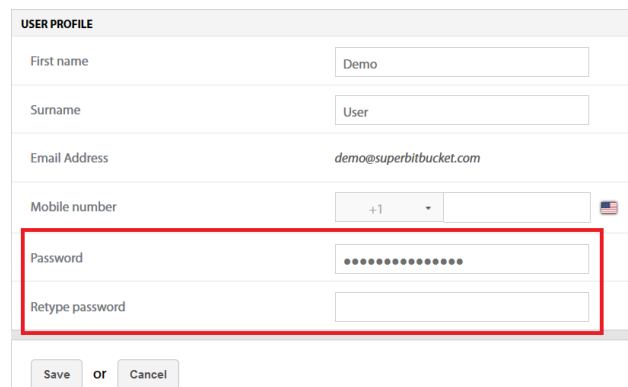


Resetting your Password

1. Click on your name in the top right hand side of the screen
2. Select Profile

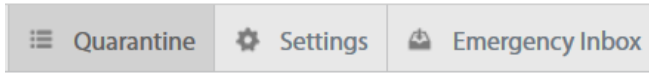


3. Type in your new Password in the Password field
4. Type in your new Password in the Retype Password field
5. Click on Save



Navigating the User Interface

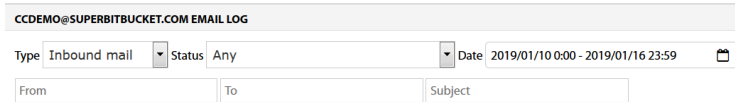
Quarantine



The quarantine tab allows you to view your quarantined email. In addition, you can adjust the options to display additional email messages such as all email, email that has been cleared or blocked.

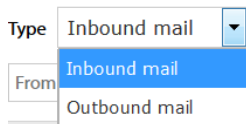
To view your Quarantine:

1. Click on the Quarantine tab
 - A default email logs view will be returned.
 - This will show you any inbound quarantined email received in the last 7 days.



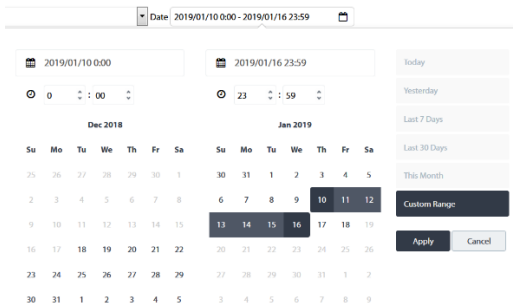
2. To modify your results, select the Type from the drop-down list

- **Inbound:** Will include emails that were sent to you.
- **Outbound:** Will include emails that were sent by you.



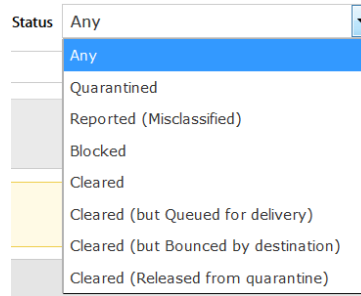
3. Select the Date drop-down button, and choose the range:

- **Today**
- **Yesterday**
- **Last 7 days**
- **Last 30 Days**
- **This Month**
- **Or choose a Custom Range**



4. Select Status from drop-down list:

- **Any:** Will include all email types.
- **Quarantined:** Will include emails that have been quarantined.
- **Reported (Misclassified):** Will include emails that have been reported as Spam by the user.
- **Blocked:** Will include emails that have been blocked by a filter.
- **Cleared:** Will include emails that were received and delivered.
- **Cleared (but Queued for delivery):** Will include emails that have been received but are queued for delivery.
- **Cleared (but Bounced by destination):** Will include emails that have been received but were bounced by the target destination server.
- **Cleared (Released from quarantine):** Will include emails that have been released from the quarantine.



5. Click on **Search**

Results are displayed on the screen.

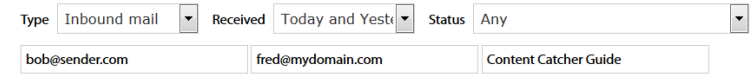
You can include additional options when searching your logs, including:

- **From Address or Domain:** Type in an email address or domain (i.e. domain.com) to only display results that were sent from the address/domain specified.

- **To Address or Domain:** Type in an email address or domain (i.e. domain.com) to only display results that were sent to the address/domain specified.

- **Subject:** Type in the subject line of the email.

- **Categories:** Select Advanced Search to access this control. Check the categories you wish to include in your results.

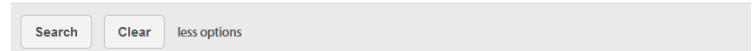
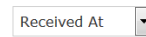


ADVANCED SEARCH OPTIONS

Include these Categories

- Filtered: Block
- Spam
- Virus
- Clean
- Filtered: Allow

Customise search sort order

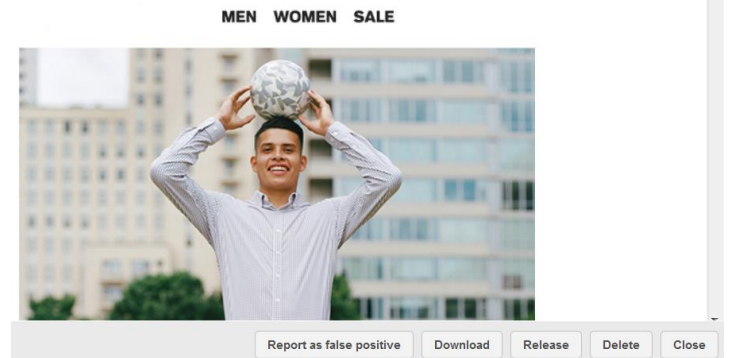


To view a quarantined email:

1. Click on the View button next to the email you wish to view

- **Download:** Will download a copy of the email to your local desktop.
- **Release:** Will release the email so that it is delivered to your mailbox.
- **Delete:** Will remove the email from your view of the quarantine.

+ \$100 off suits! Basically, there's no excuse not to look good. | View Web Version



2. Click on the Close button to close the email view

You can only view emails that have been quarantined.

To view more information about a quarantined email:

1. Click on **Detail** next to the email you wish to select
 - **General Description:** Basic information about the email including the sender, subject and time stamp.
 - **Scan Information:** Scan results for both spam and virus analysis.
 - **Pre-Recipient Classification & Delivery Status:** Classification of the email and current status.

Detailed email log entry ✕

Email Detail

Permalink
https://contentcatcher.cloud-protect.net/index01.php?mod_id=13&mod_option=logitem&mail_id=1503601717-z5n

General Description

Envelope Sender: <bo-b362rfdatcwa4raur8mapqdkp7vyx@b.e.express.com> ▾

'From' Header: "Men's Clothes" <mc@mensclothes.com> ▾

Subject: Today only: ALL mens shirts \$39.90

Timestamp: 15:08:37 EDT, Thursday 24 August 2017

Message-ID: <b362rfdatcwa4raur8mapqdkp7vyx.14737762539.139@mta601.e.express.com>

Scan Information

Virus Summary: Clean

Spam Summary: Spam

Spam Details: Stock pumping
Confirmed bulk email

- **Other Information:** Sending IP address, country and email size.

Per-Recipient Classification & Delivery Status

Recipient: <ccdemo@superbitbucket.com>

Classification: Spam

Delivery: Status: Quarantined
Summary: This message is in quarantine

Released? No

Reported? No

Other Information

Client IP Address: 38.100.169.25

Client GeolIP Lookup: United States

Email Size: 23.2 kB

Encrypted? No

2. Click on **Close**

To take an action with a selected email:

1. Check the checkbox next to the email you wish to take action on
2. Select the Actions drop-down list.
3. Choose the action
 - **Release from Quarantine:** Will release the selected email from the quarantine.
 - **Release and Approve:** Will release the selected email from the quarantine and add it to the Safe Sender List.
 - **Classify as clean:** Will classify the email as not spam.
 - **Classify as spam:** Will classify the email as spam.
 - **Hide email from logs:** Will remove the email from view.
4. Click on **Apply**

Actions ▾

Actions

- Release from quarantine
- Release and approve
- Classify as spam
- Classify as clean
- Hide email from logs

Settings

Profile

Use this page to update your personal information. You can also access this screen by clicking on your name in the header and selecting Profile.

Profile Aliases Spam Digests Groups Sender Lists

USER PROFILE

First name

Surname

Email Address

Mobile number

Password

Retype password

To make changes to your profile:

1. Click on **Settings**
2. Click on **Profile**
3. Update your information
4. Click on **Save**

Aliases

Use this page to view the alias addresses registered to your account. An alias is another email address that is registered to you.

Profile Aliases Spam Digests Groups Sender Lists

ALIASES FOR: <CCDEMO@SUPERBITBUCKET.COM>

ALIAS ADDRESS

ccdemo2@superbitbucket.com

Showing 1 to 1 of 1 entries

For example: john.smith@domain.com may also have the alias: jsmith@domain.com. Emails to both addresses will arrive at John Smith's inbox.

Spam

Use this page to make changes to your spam settings. Spam settings are used to determine how aggressive ContentCatcher spam engines should be for your account. Your company administrator may have restricted this setting for all users and therefore it is recommended you contact your administrator if you wish to make changes.

To adjust your spam settings:

1. Click on *Settings*
2. Click on *Spam*

Quarantine Settings Emergency Inbox

Profile Aliases Spam **Digests** Groups Sender Lists

SPAM SETTINGS

Spam Sensitivity **Current Trigger Level** 7

Passed

Stopped

3. Click on the slider control on your screen
4. Drag the control to the left (more aggressive) or right (less aggressive)
5. Click on **Save**

There are additional options you can set on this page:

Quarantine bulk email: Yes

Spam stamp & forward: No

Spam stamp & forward subject tag: ***Spam***

Include an easy-spam-reporting disclaimer in passed email: Yes

Crosscheck inbound DSNs (bounces, receipts) using outbound logs: Yes

Save OR Cancel

- **Quarantine Bulk Email:** this will treat bulk email (i.e., email newsletters, promotional offer from a site you have given permission to market to you) as Spam and quarantine these emails.
- **Spam Stamp & Forward:** Choose “Yes” to stamp and deliver all emails to your inbox regardless of whether they are classified as spam or not. Choose “Partial” to forward emails whose spam score is between 9 and 19.
- **Spam Stamp & Forward Subject Tag:** If Spam stamp & forward is enabled, the subject line of any email identified as spam will be modified to include the Tag you enter here. It will include “***SPAM***” by default.
- **Include Easy Spam Reporting disclaimer in passed email:** This will add a footer to all your inbound emails. The footer will include a link for you to report to ContentCatcher that the email is Spam.
- **Cross check inbound DSNs:** Performs additional email analysis on emails based on outbound delivery logs.

We recommend you do not change any of these settings without contacting your administrator beforehand.

Digests

This page allows you to change your quarantine digest delivery settings.

Enable digests for user: Yes

Only include messages quarantined since the last Quarantine Digest was sent: No

Quarantine Digest delivery start time: 07:00

Interval between digest checks: 4 h

Retention period: 30 days

Timestamp of last Quarantine Digest check: 07:00:02 EDT, Tuesday 29 August 2017

Include emails that have been quarantined by:
 Organization filters and/or blocked sender list entries
 Group filters and/or blocked sender list entries
 End-user filters and/or blocked sender list entries

Exclude messages from the Quarantine Digest that are most likely to be spam:

Send Quarantine Digest **Send Digest**

- **Enable digests for user:** Use this option to enable/disable digests.
- **Only include messages quarantined since the last Quarantine Digest was sent:** Use this option to only send out digests if new mail has been received.
- **Quarantine Digest delivery start time:** The first time of the day that the digest should be delivered.
- **Interval between digest checks:** Use this option to choose the frequency of digest delivery.
- **Retention period:** Use this option to choose how long mail will remain in the quarantine.
- **Timestamp of last Quarantine Digest Check:** The timestamp of the last digest delivered to you.
- **Include emails that have been quarantined by:** If selected, will include messages that have been quarantined as a result of a company, group, or end user filter or sender list block entry.
- **Exclude messages from the Quarantine Digest that are most likely to be spam:** If selected, any message that scores the highest possible spam score will not be included in the quarantine digest. Effected messages will still be visible in the web-based quarantine view.
- **Send Quarantine Digest:** sends the current Digest to the user.

Your company administrator has defined the quarantine digest settings. Any changes made will apply to you only. The administrator can reset these settings back to their defaults as needed.

To Adjust your digest settings:

1. Click on *Settings*
2. Click on *Digests*
3. Update your settings
4. Click on **Save**

Groups

Profile Aliases Spam Digests **Groups** Sender Lists

GROUPS

Select **Apply**

GROUP NAME	DESCRIPTION
Sales Team	Sales team members

Showing 1 to 1 of 1 entries

This page will display any groups that you belong to.

Sender Lists

Sender lists allows you to define senders ([user@domain.com](#)), domains ([*@domain.com](#)), or IP addresses that you wish to either receive or block email from.

SENDER LISTS	
Blocked Sender List	<p>Messages from addresses, domains or IP addresses that you include on the blocked sender list will be quarantined.</p> <p>To add addresses, domains (e.g., *@domain.com, *@.domain.com) or IP addresses to the list, type them in the text box and use a line, comma or semi-colon to separate entries. IP addresses may contain wildcards (e.g., 10.20.*.20, 10.*.*, 10.*.0.*) and CIDR notation (e.g., 10.0.62.0/24). Click the save button to save your changes.</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">*@.denied.com *@baddomain.com bob@badsender.com fred@blocked.com</div>
Safe Sender List	<p>Messages from addresses, domains or IP addresses that you include on the safe sender list will not be quarantined.</p> <p>To add addresses, domains (e.g., *@domain.com, *@.domain.com) or IP addresses to the list, type them in the text box and use a line, comma or semi-colon to separate entries. IP addresses may contain wildcards (e.g., 10.20.*.20, 10.*.*, 10.*.0.*) and CIDR notation (e.g., 10.0.62.0/24). Click the save button to save your changes.</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">*@gooddomain.com bob@goodsender.com fred@allowed.com</div>

To add an entry to the Safe/Blocked sender list:

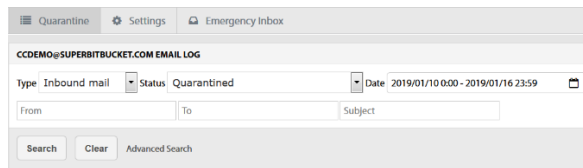
1. Click on *Settings*
2. Click on *Sender Lists*
3. Type in an SMTP address ([user@domain.com](#)) or domain ([*@domain.com](#))
You can add more than 1 entry by separating them with a line, comma or semi-colon.
4. Click on **Save**

To remove an entry from the Safe/Blocked sender list:

1. Click on *Settings*
2. Click on *Sender Lists*
3. Highlight the entry you wish to remove and hit delete using your keyboard
4. Click on **Save**

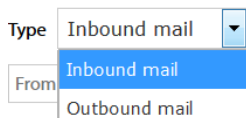
Searching Logs

You can search your own email logs depending on privileges.

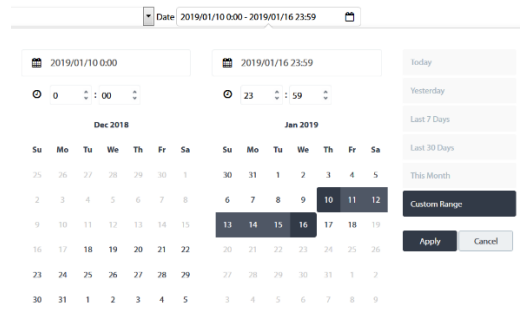


To search your logs:

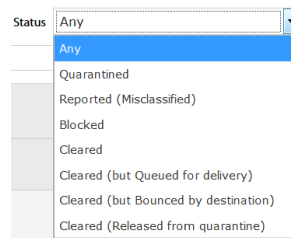
1. Click on *Quarantine*
2. Choose type
Inbound: Will search against all inbound email.
Outbound: Will search against all outbound email.



3. Choose date range



4. Choose status



Any: Will display any email associated with the user.

Quarantined: Will display email that belongs to the user and was quarantined.

Reported (misclassified): Will display email that was reported by the user as spam.

Blocked: Will display email that was blocked by ContentCatcher.

Cleared: Will display email that was cleared by ContentCatcher.

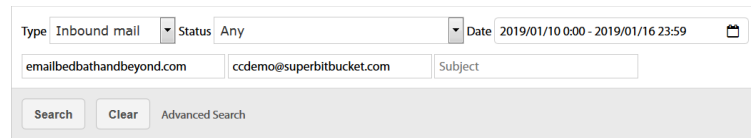
Cleared (But Queued for delivery): Will display email that was cleared by ContentCatcher but has not yet been delivered.

Cleared (but Bounced by destination): Will display email that was cleared but was bounced by destination.

Cleared (Released from quarantine): Will display email that was cleared based on the action of a user or administrator

5. Enter sender, recipient and/or subject content
Wildcard Domains are supported (format: domain.com)

6. Click on **Search:**



Advanced search options are available. This will add the ability to search based on additional categories such as:

- **Filtered: Block:** Display emails that have been blocked by a filter
- **Spam:** Display emails that have been classified as spam
- **Virus:** Display emails that have been identified as containing a virus
- **Clean:** Display emails that have been classified as clean
- **Filtered: Allow:** Display emails that have been cleared by a filter

ADVANCED SEARCH OPTIONS

Include these Categories

- Filtered: Block Spam Virus Clean Filtered: Allow

Customise search sort order



Viewing Search Results

Once you perform a search the system will execute the criteria against the log data and return search results to the screen. You can adjust the criteria if necessary and perform a new search.

The search results are displayed in a table and detailed information about each message is displayed including:

- From (Includes both 'From' Header and Envelope Sender when available.)
- To
- Subject
- Date/Time
- Category
- Size
- Status

FROM	TO	SUBJECT	DATE/TIME	CATEGORY	SIZE	STATUS	ACTIONS
codemag@superlabucket.com	codemag@superlabucket.com	AI IN: Year 20K offer is here!	2017/06/29 08:01	Clean	57.3 KB	Delivered	Detail
codemag@superlabucket.com	codemag@superlabucket.com	OPEN NDM You saw it on TV and...	2017/06/29 14:53	Spam	76.3 KB	Quarantined	View Detail
codemag@superlabucket.com	codemag@superlabucket.com	Save up to 51% on select items again.	2017/06/29 06:26	Spam	95.8 KB	Quarantined	View Detail

To view details about a specific message:

1. Locate the message you wish to view
2. Click on **Detail** next to the message in question

A pop-up window will appear and include a variety of information about the email. In addition, you can create filters to block content directly from this screen.

Only quarantined emails can be viewed.

Email Detail

Permalink
https://contentcatcher.cloud-protect.net/index01.php?mod_id=13&mod_option=logitem&mail_id=1504029906-xhlnOaAhLRVl&msgid=2943300276

General Description

Envelope Sender:	<bo-b39rtk6bgyh9ubau1jgdxq88y2t6c@b.e.sportsmansguide.com>	Update Sender
'From' Header:	"Sportsman's Guide Specials" <SportsmansGuideSpecials@e.sportsmansguide.com>	Update Sender
Subject:	Experience the Savings!... from Sportsman's Guide	
Timestamp:	14:05:06 EDT, Tuesday 29 August 2017	
Message-ID:	<b39rtk6bgyh9ubau1jgdxq88y2t6c.14714326480.25@mta814.e.sportsmansguide.com>	

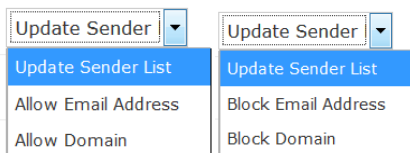
Scan Information

Virus Summary:	Clean
Spam Summary:	Clean

Report as false negative Print this page Close

To create a sender list from the message detail screen:

1. Click on the filter drop box
2. Select the appropriate action



Block email address: Will add the sender to your blocked sender list.

Block domain: Will add the sender domain to your blocked sender list.

Allow email address: Will add the sender to your safe sender list.

Allow domain: Will add the sender domain to your safe sender list.

To view a specific message:

1. Locate the message you wish to view
 2. Click on **View** next to the message in question
- A pop-up window will appear with the message and message header.

To view the header of a specific message:

1. While the message is open, click the arrow icon and it will expand the screen to show you the message header

To download a specific message:

1. While the message is open, click the download button and the original message will be downloaded locally (may only be accessible to administrators).

Emergency Inbox

The Emergency Inbox allows users to send and receive email when their company mail systems are offline, either for planned maintenance or an unexpected outage. The Emergency Inbox will automatically begin populating your email when your mail systems stop receiving email. And will clear out once your systems are functioning again. You should contact your company administrator to learn more about when to use the Emergency Inbox.

Contact Support

To open a support ticket:

1. Click the "?" button on the top right of the Content Catcher screen and choose "Help Documentation", or navigate to <https://www.contentcatcher.com/support>
2. Scroll to the Contact Our Support Experts form.
3. Enter your full name, email address, phone number and any details.
4. Answer the security question and click Submit.

In addition to the support portal, you can contact support by phone, and email:

By Phone: US: +1 (800) 463-7920 – Option 2

By Email: ccsupport@ccsupport.contentcatcher.com