

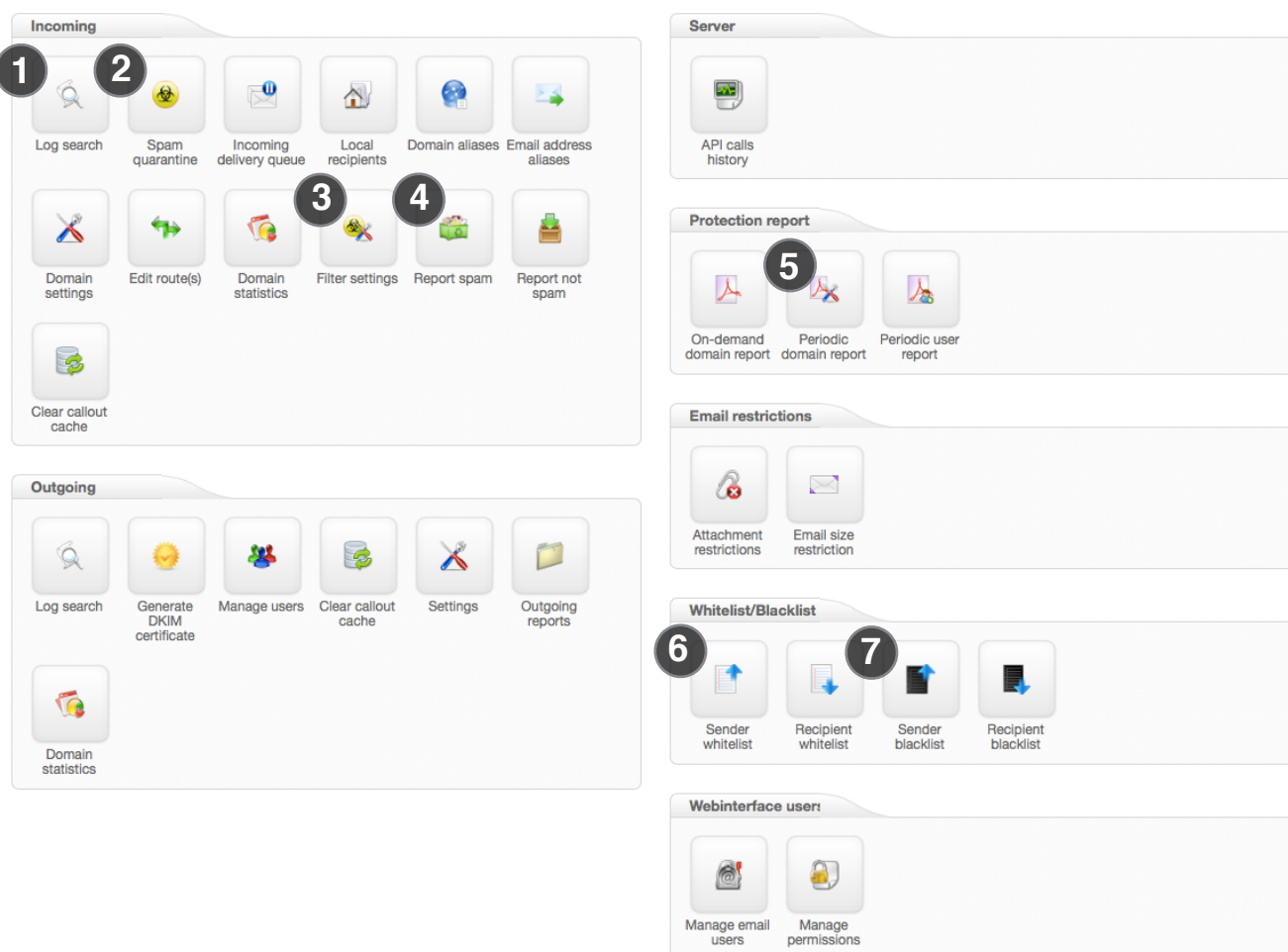
## Orange Geek Spam Account

Your Orange Geek spam account is an email filtering and archiving solution that helps to prevent the delivery of spam to your Orange Geek email. With every domain account that you set up through Orange Geek, you will also receive information for your spam account so that you can manage what is filtered.

In order to access your spam account, go to the following link and use the credentials that were provided to you in your email set up informational email. If you are unaware of your username/password, please email us at [contact@orangegeek.com](mailto:contact@orangegeek.com) and we can help you gain access to your account.

<https://spam.orangegeek.com/>  
Username: website domain

## Control Panel



The Control Panel is organized into several sections:

- Incoming:** Contains icons for Log search (1), Spam quarantine (2), Incoming delivery queue, Local recipients, Domain aliases, Email address aliases, Domain settings, Edit route(s), Domain statistics (3), Filter settings (4), Report spam, Report not spam, and Clear callout cache.
- Outgoing:** Contains icons for Log search, Generate DKIM certificate, Manage users, Clear callout cache, Settings, Outgoing reports, and Domain statistics.
- Server:** Contains an icon for API calls history.
- Protection report:** Contains icons for On-demand domain report (5), Periodic domain report, and Periodic user report.
- Email restrictions:** Contains icons for Attachment restrictions and Email size restriction.
- Whitelist/Blacklist:** Contains icons for Sender whitelist (6), Recipient whitelist, Sender blacklist (7), and Recipient blacklist.
- Webinterface user:** Contains icons for Manage email users and Manage permissions.

As you sign into your Orange Geek spam account, you will be directed to the main control panel page. Above is a screen shot of all the options that will be available on your control panel. There are many options to manage your account; however, the most commonly used are marked as follows:

1. Log Search
2. Spam Quarantine
3. Filter Settings
4. Report Spam
5. Periodic Domain Report
6. Sender/Recipient Whitelist
7. Sender/Recipient Blacklist

## Log Search

Log search is a useful tool when wanting to search for a message that may have been sent through the spam flagging process. This tool gives a large range of filters in order to search for an email. When using this tool, multiple fields can be used if you know the specific information of the email. If you only have vague information about what you are searching for, you can use as little as one field to search for a message.

There are two search modes: “within range” and “latest results”. Within range is a more general search that will show messages that are still being processed by the spam filter. Latests results will give a continually refreshed log of messages that only includes new connections and excludes messages that have been completely processed.

If you have been waiting for a message that hasn't come to your Orange Geek inbox and you are afraid it has been flagged as spam on your account, Log Search is a great tool to utilize because of its variety of options.

## Spam Quarantine

Spam Quarantine is a list of all the messages that have been permanently filtered and flagged by your spam account. Messages will go through a couple different stages of filtering and some messages may be temporarily rejected and will not be on this list. If you are looking for a specific message and you cannot find it by scrolling through this list or using the search feature in the Spam Quarantine then try using the Log Search feature to find it. If you are not looking for a specific message, this is a great place to scroll through periodically to make sure your account is not flagging messages that you are unaware of but should be coming to your inbox.

### Log search (orangegeek.com)

Select the filters you wish to apply, and the matching log entries will be displayed. Two search modes are available: for general search, use the “within range” mode; connections that are still being processed by the filter will not be included here. For a “log tail” style display, use the “latest results” mode; the page will be continually refreshed to include new connections and exclude ones that have been completely processed.

You can search the logs over the past 30 days, and apply various filters in both modes.

Search: within range

Date range: 2019-07-19 00:00 - 2019-07-19 00:00

Filtering server: All

Message ID:

Subject:

Sender:

Recipient:

Sender IP:

Sender hostname:

Delivery after:

Delivery before:

Destination IP:

Destination host:

Destination port:

Classification: ☒ All ☐ Accepted ☐ Rejected

☒ not spam ☒ whitelisted ☒ unsure ☒ false positive ☒ oversize ☒ blacklisted

☒ greylisted ☒ false negative ☒ phish ☒ virus ☒ spam ☒ deleted

☒ unknown

Status: ☒ All ☐ None

☒ queued ☒ manually removed from quarantine

☒ manually removed from delivery queue, sender notified ☒ released from quarantine

☒ automatically removed from delivery queue ☒ rejected without quarantine

☒ manually removed from delivery queue ☒ automatically removed from delivery queue, sender notified

☒ queued (broken) ☒ delivered

☒ connection did not complete ☒ queued (delivery has failed)

☒ quarantined

☒ expired from quarantine

Match: All conditions

Return partial matches: ☐

Columns to be displayed: Date/Time | Sender | Recipient | Subject | Classification

Customize

Start search

If you see a message/domain that is being regularly blocked by the spam filter incorrectly, there are a few different options to correct this error. When clicking on the drop down arrow next to the message that was filtered, a list of options will be given.


- **Release:** This option will allow the selected message to be released into your Orange Geek inbox, but messages from this same domain may still continue to be filtered
- **Release and Train:** This option will release the selected message into your inbox and train your spam account to avoid filtering similar messages in the future
- **Release and Whitelist:** This option will release the selected message into your inbox and add the domain that it was sent from to your whitelist which ensures that messages from that domain will never be flagged as spam by your spam account
- **Remove:** This option will simply delete the selected message from your Spam Quarantine list and messages from the sender or with similar content may still be flagged by your spam account
- **Remove and Blacklist:** This option will delete the selected message from your Spam Quarantine list and add the senders domain to your blacklist ensuring that messages from that domain will always be flagged by your spam account when it goes through the filter process

### Spam quarantine (orangegeek.com)

Underneath you find all messages for all domains that were permanently blocked by the filtering system. be automatically retried by legitimate sending servers. You can use the log search function to find a spec

Search  for

Page 1 of 6, Total items: 273. Items per page:

	Date ▲	From	To
<input type="checkbox"/>	2016-02-22 10:34	monit@orangegeek.net	alerts@orang
<input type="checkbox"/>		monit@orangegeek.net	alerts@orang
<input type="checkbox"/>		monit@orangegeek.net	alerts@orang
<input type="checkbox"/>		Ferapontoff <info@MORT.com>	info@MORT.c

## Filter Settings

Filter Settings is where you go in order to manage the filtering threshold parameters as well as enabling/disabling various filtering settings. The following are the settings that can be adjusted to help improve the spam filter process:

- **Quarantine Enabled:** If you do not want your messages filtered for spam, uncheck this option to disable the spam filtering system
- **Quarantine Threshold:** When messages are filtered with the content analysis portion of your spam account, it is given a score that ranges from 0.0-1.0 of how certain the filter believes the messages content is spam related. The lower on the scale, the less certain the filter is that the message is spam, so the higher you set this threshold, the more likely you are to receive false negatives, and the less likely you are to receive false positives
- **Unsure Notation Threshold:** This threshold will determine the minimum score that a message must receive in order to be classified as unsure. It uses the same score system as the Quarantine Threshold and if a message is marked as unsure, it will be notated
- **Skip SPF Check:** The Sender Policy Framework check (SPF) is an email-validation system designed to detect whether a senders domain or ip address comes from a host authorized by that

### Filter settings (orangegeek.com)

Here you can control the activation of the quarantine system. If you disable the quarantine system, emails detected as spam will not be kept in the quarantine system but will be delivered to your email server. Also you can set the subject notation that is added to the subject of emails classified as unsure by the filtering system.

Manage list of domains and IP addresses with disabled SPF check

Quarantine enabled: ☒

Quarantine threshold:  0.9

Unsure notation threshold:  0.1

Skip SPF check: ☐

Skip maximum line length check: ☐

Unsure Notation:

Quarantine response:

domain administrator. Many spam and phishing emails are sent from a forged sender address. If this option stays unchecked, it will enable this feature

- **Skip Maximum Line Length Check:** Emails are restricted to an allowed line-length which most email software programs automatically enforce. However, some applications do not adhere to the official specifications and emails get away with exceeding the maximum allowed line-length. The majority of these emails are spam and will therefore be filtered as such unless this option is checked
- **Unsure Notation:** As stated before, if a message is marked as “unsure” spam then it will get a generic notation. This field allows you to create a custom notation for any messages marked as unsure

## Report Spam

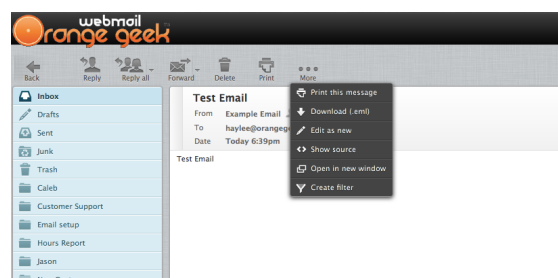
**Report spam (orangegeek.com)**  
Underneath you can upload a spam message to train the spamfilter. Currently only .eml and .msg format are supported.

Drop .eml or .msg files here

Spam message:  No file selected

If there are messages you are receiving in your inbox but would like it to be flagged as spam by your spam filter, this is where you go to “train” your account so you do not receive messages like it again in your

inbox. In order to report a message as spam, you will need to download a copy of it as an .eml or .msg file to your computer. If you are in the Orange Geek webmail client, in order to download a message to report it as spam you will have to open the message, expand the “More” menu, and select “Download”. Once you have saved the email you would like to report, you can drag and drop it into the Report Spam menu or browse and download the file in the menu.



## Periodic Domain Report

This feature is a great way to make sure no messages get sent to your spam filter that should be sent to your inbox. When this feature is enabled, your spam account will send you a periodic email showing which messages have been flagged by your spam filter. This way, any messages that should be going to your inbox but have been flagged falsely as spam can be reversed without you manually checking your spam account.

**Periodic domain report (orangegeek.com)**  
Here you can control the activation of the protection report, the recipient, the frequency, the language and the format.

Report enabled: ☒

Recipient Address:

Report Frequency:

Language:

Format: ☒ HTML ☐ PDF

Include extra spam table: ☒

Send report with no quarantined messages: ☐

## Sender/Recipient Whitelist and Blacklist

The Whitelist and Blacklist features for the Orange Geek spam account allows users to create permanent filters for specific emails, domains, and/or TLDs.

- **Whitelist** - by adding a new entry to the Whitelist, any emails sent from that email/domain/TLD will automatically be sent to your inbox and will not be filtered as spam
- **Blacklist** - by adding a new entry to the blacklist, emails will be flagged automatically as spam when being filtered and will not be sent to your email inbox

**Sender blacklist (orangegeek.com)**  
Underneath you have the option to add and delete blacklisted senders. To blacklist a full domain, simply add the domainname with a wildcard (e.g. for anything from "at" add "@", without the quotes).

Export as CSV

Page 1 of 1 | Total items: 0 | Items per page: 10

Sender
Sender A

No senders are setup

Page 1 of 1 | Total items: 0 | Items per page: 10

Blacklist a sender

Email address / Domain: