Logging In

An email will be sent with your username and password. Your system administrator will provide you with a link to reach the login page:

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

Your Username: _______________________________________

Your Password: _______________________________________

Your username will always be your email address. When you first log in, you can check “Remember me” so that you will not need to re-enter your credentials unless you clear your cookies.

If you forget your password, click “Forgot your password?” You will be prompted to enter your email address, and instructions will be mailed to you.
Changing Your Password

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

Your Home Screen

Your administrator has taken the time to set up your account options. The first screen that you will see when you log in is your home screen.

From this screen you can view recent mail messages, quarantined messages and account properties.

Before making changes to your account, please contact your system administrator, as they may have specific guidelines for you to follow.
The In-Message Control Panel

Your email will arrive with a control panel at the bottom of each 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.

CONTENT FILTERING

In Content Filtering mode, there are three options: Low, Medium, and High. Each control panel will contain specific information about why the message was delivered.

To: you@example.com
From: spammer@junk.com
Message Score: 98
My Spam Blocking Level: Medium
High (75): Fail
Medium (87): Fail
Low (93): Fail

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

In the control panel above, you can see that the message was flagged because the message exceeded the threshold level chosen for this account.

ALLOW LISTING

Allow listing lets you communicate with your current contacts using your primary address. Adding these contacts to your allow list means that they are trusted contacts.

To: you@example.com
From: 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 entire domains such as AOL, Yahoo, Hotmail, Comcast, Verizon, etc. You only want to exempt individual senders!
Unique Features

PROTECTIVE ADDRESSES

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

This option allows AVG AntiSpam to create unique addresses for you when you first communicate with new contacts. Or you can use an alias for outbound communications with all new contacts.

ADDRESS-ON-THE-FLY

The Address-on-the-Fly (AOTF) feature allows you to create a unique 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.

Simply add a period and then a unique word a between your username and the @ symbol of your domain: you.anythingyouwant@example.com, for instance.

If you want to buy something on eBay, for example, you can submit: you.ebay@example.com; messages sent to this address will always get through to you unless you block them. You can also do this when you’re on the phone with a client: you.client@example.com, for instance.

Messages to AOTFs are not screened by the content filter, so they are significantly less likely to be incorrectly identified as spam. If unwanted messages result from disclosing an AOTF address, you can stop the original sender from sharing the AOTF address, block the sender’s address completely, or disable the AOTF address altogether.

With AVG AntiSpam, you gain control of your email to ensure all your messages get through without any unwanted messages in the mix.

How to Use the Allow List and Block List

Your administrator has taken the time to exempt most of your contacts. If you want to add some more exemptions, you can allow or block additional senders, click User, then choose Allow List or Block List. In either section, you can create a new entry by typing in the address or domain you want to allow or block. Note that each time you send a message out, its recipient is added to your allow list for you.
How to Handle Messages Marked as Spam

Here are descriptions of the options available to you under the User > Properties menu:

**Send a challenge/response or change-of-address request:** Spam is not delivered to your mailbox. Instead, either a challenge/response message or a change-of-address request is sent back to the sender.

The challenge/response message indicates that the sender's message was blocked, and provides them with a link to add their address to the allow list. The change-of-address message indicates that your email address has changed, and provides a unique protective address for the sender to use for all future communications.

**Flag the subject line:** Instead of being blocked or quarantined, questionable messages will be delivered to your mailbox with “**Possible Spam**” inserted at the beginning of the subject line. This setting should be selected to avoid missing any legitimate email.

**Flag the subject line and deliver to delegate:** You can appoint someone within your organization to receive all questionable messages. Enter their email address in the form field.

**Vaporize:** Delete questionable messages with no notification at all.

**Quarantine and send a change-of-address request:** Same as “Send a challenge/response or change-of-address request” but the message is also quarantined.

**Quarantine only:** The message is quarantined and no immediate notification is sent to the sender or recipient.
Your Quarantine Folder

To view blocked messages, click “Quarantine” in the menu bar or click “View my quarantined messages” from your home screen. Either option will bring you to a page full of messages and a set of buttons that looks similar to this:

Clicking on the subject line of a message will open up the message. From that page, you can...

- Release the message to your inbox
- Release the message and allow the sending address or sending domain
- Delete the message and block the sending address or sending domain
- Delete the message

You can also check the boxes next to several messages and perform the above tasks in bulk.

Please note the following:

- If a quarantined message contains an attachment, you will need to release the message first in order to view the attachment.
- Once a message is deleted from the quarantine, it can’t be recovered.
- When allowing or blocking an address, you’re blocking the address in the “From” column, as that is the actual sending address.