Forcepoint

Email Security

v8.5.x

Personal Email Manager User Help

Contents

Chapter 1

Overview

Contents

What is Personal Email Manager?

Welcome to Forcepoint™ Personal Email Manager! Personal Email Manager is a tool used to manage email that has been blocked by Forcepoint Email Security. The email security software analyzes your email to protect you and your organization from malicious threats. Email that triggers a policy may be delivered, deleted, or blocked and isolated in a message queue, awaiting further action.

Occasionally, blocked email may actually be safe to deliver. Personal Email Manager provides both notifications of blocked email and the means to manage it, either by permitting the mail delivery or by blocking a message from reaching your inbox.

Personal Email Manager performs the following core activities:

- Sends notification email when one or more messages sent to you have been blocked.
- Allows management of blocked email, either from the notification message or in the Quarantined Messages List.
- Lets you manage your personal Always Permit and Always Block lists, which allow email addresses to be specified from which email is either always permitted or always blocked.
- Allows you to manage blocked mail for multiple email alias accounts.
- Lets you delegate your blocked message management to another individual.

The interactive Personal Email Manager facility provides a convenient means for managing the accumulated blocked inbound email in all your email accounts, and for maintaining Always Permit and Always Block lists. Among other Personal Email Manager activities, you can:

- View a list of all blocked inbound email.
- View blocked email content.
- Request to receive one or more blocked email messages.
- Elect to delete one or more blocked email messages.
- Manage addresses in the Always Permit and Always Block lists.
- View the Personal Email Manager user online Help.
- Forward one or more blocked messages to another recipient.
- Designate another individual to manage your blocked email.

Your ability to perform some of these actions may depend on the permissions granted by your Personal Email Manager administrator. For example, you may not be allowed to have a quarantined message delivered to your inbox or to add an email address to your Always Permit List. Contact your administrator for more information.

Personal Email Manager Help overview

Personal Email Manager online Help displays detailed information about the product and its use. Help is accessed from the Personal Email Manager banner and covers the following topics:

- Notification email messages, including their format and available options for managing blocked email (see *Working with Notification Messages*)
- The Quarantined Messages List, including a description of list components and possible message actions (see *Using the Quarantined Messages List*)
- The Always Block and Always Permit lists, including how to add and remove email addresses from the lists (see *Managing the Always Block and Always Permit lists*)
- User account management, including account management delegation options (see *Managing user accounts*)

⚠️ **Important**

Default Microsoft Internet Explorer settings may block operation of the Help system. If a security alert appears, select **Allow Blocked Content** to display Help.

If your organization's security standards permit, you can permanently disable the warning message on the Advanced tab of the page **Tools** > **Internet Options**. (Check **Allow active content to run in files on My Computer** under Security options.)

Related concepts
Managing the Always Block and Always Permit lists on page 21
Managing user accounts on page 22

Related reference
Using the Quarantined Messages List on page 15

Related information
Working with Notification Messages on page 9

Access Personal Email Manager Help options

1)   From the Personal Email Manager banner, select the pull-down menu **Help**.

2)   From the Help menu, select one of the following options:
- **Explain This Page**
- **Help Contents**
- **About Personal Email Manager**
  The selected Help option displays. Explain This Page and Help Contents display in a new tab.

Access Explain This Page

The **Explain This Page** functionality opens the Help system to the topic that describes the currently opened Personal Email Manager page and provides any needed operation procedures.

Steps

1) From the Personal Email Manager banner, select the pull-down menu **Help**.

2) From the Help menu, select **Explain This Page**.
   The topic for the current page displays in a new tab or window.

3) (*Optional*) Select **Show the navigation pane**.
   The complete Personal Email Manager Help system displays with navigation.

4) Return to Personal Email Manager, select the **Forcepoint Email Security** tab.

Access Help Contents

The Help Contents functionality opens the complete Personal Email Manager embedded Help system. Functionality allows you to view and search all Help topics, and to download a PDF of the *Personal Email Manager User Help*.

Steps

1) From the Personal Email Manager banner, select the pull-down menu **Help**.

2) From the Help menu, select **Help Contents**.
   The Personal Email Manager Help system displays in a new tab or window.

3) Navigate the Personal Email Manager Help system:
   - From Contents, click a book icon to expand a book.
   - From Contents, click a table of contents entry to display the corresponding topic.
   - From the topic toolbar, click **Previous page** or **Next page** to page through the Help system.

4) Search the Help system; enter a search keyword or phrase in the field Search and click **Go!**.
   Search results display in the Contents pane.

5) Return to Personal Email Manager; select the Forcepoint Email Security tab.

Access About Personal Email Manager

The About Personal Email Manager functionality displays product build information and contact information for Forcepoint.

Steps

1) From the Personal Email Manager banner, select the pull-down menu **Help**.

2) From the Help menu, select **About Personal Email Manager**.
The About Personal Email Manager window displays.

3) Select **Close** to close the window.

Chapter 2

Working with Notification Messages

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Introduction

At regular intervals, Personal Email Manager sends you a notification email message that itemizes new blocked email. The notification interval is set by your Personal Email Manager administrator.

To review blocked email, open the notification message. This message contains a summary of messages blocked since your last notification, up to the maximum number specified by your administrator. You can perform some operations on your blocked mail directly from the notification message.

The notification message also includes a link to the Personal Email Manager tool, where additional operations are available. See *Working with Quarantined Messages* for more information.

> **Related information**
> Working with Quarantined Messages on page 13

Notification message format

A Personal Email Manager notification message contains a table with the following columns of information about your blocked mail:

■ Sender email address. Only the first 25 characters of the email address are displayed.

■ Message subject. Selection opens the Message Details screen.

■ Date/time of message receipt.

■ Possible actions for blocked email, including Deliver, Delete, Not Spam, Always Block, and Always Permit. The options available depend on the permissions defined by your Personal Email Manager administrator.

Notification message actions

The notification message Actions column includes operations that can be performed on a selected message. The activities you are allowed to perform in the message depend on how your administrator has configured your notification message.

You can perform the following Personal Email Manager operations on blocked email directly from the notification message:

- Deliver
- Delete
- Not Spam
- Always Block
- Always Permit

> **Note**
>
> Your administrator may not give you permission to perform one or more of these actions. Non-permitted actions are not available in the notification. Contact your Personal Email Manager administrator for information about your permissions level.

Deliver a message

If you determine that a message is safe to deliver, the Deliver option is used to release the message from the quarantine queue.

Depending on how your Personal Email Manager administrator configured your quarantined message delivery options, the email may either be:

- Delivered directly to your inbox, or
- Returned to message processing for analysis by all subsequent filters. The message may not be delivered if it triggers another filter and is dropped or quarantined.

From the Personal Email Manager notification message, select the blocked message and click **Deliver**.

The message is delivered according to the settings configured by your Personal Email Manager administrator.

Delete a message

If you determine that a message is likely spam, the Delete option is used to remove the message from your blocked message queue.

From the Personal Email Manager notification message, select the blocked message and click **Delete**.

The message is removed from the queue.

Report a message as not spam

The Not Spam option is used to report that a message should not be classified as spam.

From the Personal Email Manager notification message, select the blocked message and click **Not Spam**.

The message is forwarded to Forcepoint for possible reclassification and delivered to your inbox.

Always block an email address

The Always Block option is used to block all future deliveries from a particular email address.

From the Personal Email Manager notification message, select the blocked message and click **Always Block**.

The email address is added to the Always Block list.

Always permit an email address

The Always Permit option is used to allow the delivery of mail from a particular address at all times.

From the Personal Email Manager notification message, select the blocked message and click **Always Permit**.

The email address is added to the Always Permit list.

Chapter 3

Working with Quarantined Messages

Contents

Introduction

The Personal Email Manager facility includes four main screens in which you can manage your account. Quarantined Messages is the first page displayed when the Personal Email Manager opens, and lists all blocked messages for your account. Process blocked mail using the various screen operations on this page. The following table details the options available from the Personal Email Manager.

Option	Description
Quarantined Messages	Displays all quarantined messages blocked from delivery to your email inbox with functionality to filter and deliver selected messages. See *Using the Quarantined Messages List*.
Always Block List	Displays all domains and email addresses to be blocked from delivering to your email inbox. Mail from an address in the Always Block list is not delivered to your inbox. When an email address appears on both the Always Block and Always Permit lists, the Always Permit list takes precedence. Your available management options for the Always Block list are configured by your Personal Email Manager administrator. See *Managing the Always Block and Always Permit lists*.

Option	Description
Always Permit List	Displays all domains and email addresses to deliver to your email inbox. Mail from an address in the Always Permit list bypasses spam, URL analysis, and commercial bulk email analysis. When an email address appears on both the Always Block and Always Permit lists, the Always Permit list takes precedence. See *Managing the Always Block and Always Permit lists*.
User Account Access	Provides options to delegate the management of your blocked email to another individual. See *Managing user accounts*.
Log Off	Selection logs off the Personal Email Manager.
Time Zone	Displays the time zone for the Personal Email Manager.
Language	Pull-down menu functionality to select the language to display in the Personal Email Manager; English, Chinese (China), Chinese (Taiwan), French, German, Italian, Japanese, Spanish, Portuguese (Brazil), or Polish.
Help	Pull-down menu functionality to access Help options. See *Personal Email Manager Help overview*.

Related concepts
Managing the Always Block and Always Permit lists on page 21
Managing user accounts on page 22
Personal Email Manager Help overview on page 6

Related reference
Using the Quarantined Messages List on page 15

Logging in

Personal Email Manager can be accessed from your notification email or from a bookmarked link in your Web browser.

Log in from the notification email

From the Personal Email Manager notification message, click the link at the bottom of the email.

The Web browser displays the Personal Email Manager login page.

Log in from a bookmarked link

From your Web browser, select the link from your list of Favorites and log in using your email address.

Using the Quarantined Messages List

The Quarantined Messages List contains all the messages that have been blocked from delivery to your inbox, including all mail sent to any alias accounts you have.

Messages are sorted by the date received, beginning with the most recently delivered mail. The following table details the options available from the Quarantined Messages List.

Option	Description
View from	Functionality to specify the date/time range for the displayed log entries. Select dates by entering them in the from: and to: fields or by clicking the calendar icon. The calendar includes the following options: ■ Change the month and year using the back and next arrows at the top of the calendar ■ Set the calendar to the current date by clicking the date in the lower left corner of the calendar ■ Click **Today** to set the calendar to today's date ■ Click **Clean** to clear the current date/time calendar selection Use the entry fields to the right of each calendar icon to set the time range in hours and minutes.
View	Pull-down menu functionality to select the number of messages to display in the Quarantined Messages List; 25, 50, or 100.
Action	Functionality to select an action to be performed on one or more messages in the list. Permission to perform actions is provided by your administrator. Non-permitted actions are not available on the Quarantined Messages List page. Contact your Personal Email Manager administrator for information about your permission levels. See *Message actions*.
More Actions	Pull-down menu functionality to select additional actions to be performed on the messages in the Quarantined Messages List. See *Message actions*.
Refresh	Selection refreshes the message list with the messages quarantined since the list was opened. Selection can also be used to fill the Quarantined Messages List page to its maximum configured size. Perform this action if some messages have been removed from the current page (e.g., via Deliver, Delete, or Not Spam operations) and there is more than one page of quarantined messages.

Option	Description
Sender	Pull-down menu functionality to select the message element on which to perform a keyword search; Sender, Subject, or All.
Search	User-defined text field to enter a keyword term on which to search the Quarantined Messages List.
Select	Functionality to select whether to display all Unread or Read messages in the Quarantined Messages List. Selection of **Unread** or **Read** marks the check boxes next to the appropriate messages.
Check box	Check box functionality next to each message enables messages to be selected individually. Selection of the check box on the message information toolbar selects all messages in the Quarantined Messages List.
View user account	Pull-down menu functionality to switch between the primary email address account and any accounts to which you have been delegated access. Selection of an email account displays the quarantined messages for that account. Blocked messages from alias accounts are displayed when your primary email account is selected. The pull-down menu only displays if you have permission to manage another user account. See *Managing user accounts*.

Related concepts

Related reference

Message information

In addition to the date/time a message was received, message information in the Quarantined Messages List includes the sender email address, message subject, message size, and message type (virus, spam, exception, commercial bulk, exception commercial bulk, phishing, spoofed email, URL analysis, advanced malware detection, email attachment, encryption error, or decryption error). Message information also includes one of the following reasons a message is quarantined:

- Antivirus filter
- Email hybrid service
- URL analysis filter (including the URL category that triggered the filter)
- Bounce address tag validation
- Digital fingerprinting antispam tool
- LexiRules antispam tool
- Heuristics antispam tool

- Commercial bulk email filter
- Custom content filter
- Block List (Personal Email Manager Always Block List entry)
- Archive feature (a setting enabled on the page **Settings** > **Inbound/Outbound** > **Message Control**)
- Data loss prevention
- Exception (message exception)
- Advanced Malware Detection
- Spoofed email filter tool:
    - Sender address comparison
    - Sender authentication analysis condition name
    - Sender ID analysis
- Email attachment filter

Message actions

Available message actions on the Quarantined Messages List page depend on your permission level for the email account. Your Personal Email Manager administrator may not provide permission to perform one or more of these actions. Non-permitted actions are not available for selection on the Quarantined Messages List page. Contact your Personal Email Manager administrator for information about permission levels. The following table details the message actions that may be available for use.

Action	Description
Deliver	Selection releases the message from the quarantine queue.
	Depending on how your Personal Email Manager administrator configured your quarantined message delivery options, the message may either be:
	- Delivered directly to your inbox, or
	- Returned to message processing for analysis by all subsequent filters. The message may not be delivered if it triggers another filter and is dropped or quarantined.
Delete	Selection deletes the undelivered message from the Quarantined Messages List.
Not Spam	Selection reports that the message should not be classified as spam and releases the message for delivery to your inbox. This option is available only when spam messages are selected in the Quarantined Messages List.
	The message is also forwarded to Forcepoint for possible reclassification.

Action	Description
Refresh	Selection refreshes the message list with the messages quarantined since you opened the list.
	Selection of **Refresh** can also be used to fill the Quarantined Messages List page to its maximum configured size. Perform this action if you have removed some messages from the current page (e.g., via Deliver, Delete, or Not Spam operations) and you have more than one page of quarantined messages.
More Actions:	
Add to Always Block List	If this option is enabled, selection adds the sender email address to your Always Block List. This option is not available if your administrator has not authorized you to manage your personal Always Block List.
Add to Always Permit List	If this option is enabled, selection adds the sender email address to your Always Permit List. This option is not available if your administrator has not authorized you to manage your personal Always Permit List.
Forward	Selection forwards the selected message or messages to at least one other recipient. Enter your recipients, separated by semicolons, in the Forward Message dialog box (up to 319 characters).
Download	Selection downloads the message to a desired file location.
Clear all messages	Selection removes all messages from the Quarantined Messages List.

Managing quarantined messages

The View Message page is used to display message details for a message in the Quarantined Messages List. Clicking the message subject in the Subject column opens the message details View Message page for the selected message. The message details provide information about the sender, date, and subject. The content of the message displays below the message detail information. The following table details the information provided on the View Message page.

Field	Description
Sender	Sender email address.
Recipient	Recipient email address.
From	User name associated with the sender email address.
To	User name associated with the recipient email address.
Date	Date the message is received.
Policy	Policy or policies applied to the message.

Field	Description
Message type	Identifies the message type (spam, virus, exception, commercial bulk, advanced malware detection, data loss prevention, URL analysis, spoofed email, email attachment, phishing, encryption error, or decryption error). This field may be blank if the message type is undefined.
Header	Click **Show headers** to display the message headers added to the message.
Attachment	File name of any message attachment
Subject	Subject of the message

View message details

Steps

1) From the **Sender** column of the Quarantined Messages List, click the message subject of a quarantined message.
The View Message page displays.

2) Review the details of the message and perform available actions See *View Message actions*.

3) View other messages in the Quarantined Messages List; select **Previous** or **Next**.

4) Return to the Quarantined Messages List; select **Back**.

> **Related reference**

View Message actions

Available message actions on the View Message page depend on the permission level for your email account. Your Personal Email Manager administrator may not provide permission to perform one or more of these actions. Non-permitted actions are not available for selection on the View Message page. Contact your Personal Email Manager administrator for information about permission levels. The following table details the message actions that may be available for use.

Action	Description
Deliver	Selection releases the message from the quarantine queue.
	Depending on how your Personal Email Manager administrator configured the quarantined message delivery options, the message may either be:
	■ Delivered directly to your inbox, or
	■ Returned to message processing for analysis by all subsequent filters. The message may not be delivered if it triggers another filter and is dropped or quarantined.
Delete	Selection deletes the undelivered message from the Quarantined Messages List.
Not Spam	Selection reports that the message should not be classified as spam and releases the message for delivery to your inbox. This option is available only when the message being viewed is quarantined as spam.
	The message is also forwarded to Forcepoint for possible reclassification.
More Actions	
Add to Always Block List	Selection adds the sender email address to your Always Block List. This option is not available if your administrator has not authorized you to manage your personal Always Block List.
Add to Always Permit List	Selection adds the sender email address to your Always Permit List. This option is not available if your administrator has not authorized you to manage your personal Always Permit List.
Forward	Selection forwards the selected message or messages to at least one other recipient. Enter your recipients, separated by semicolons, in the Forward Message dialog box (up to 319 characters).
Download	Selection downloads the message to a desired file location.
View Text Format	Selection views the message content in plain text format.
View HTML Format	Selection views the message content in HTML format.

Managing the Always Block and Always Permit lists

If authorized by your administrator, you can manage your personal Always Block and Always Permit lists from the Personal Email Manager or the notification message. A message from an email address in the Always Block List is considered spam and is not delivered to your inbox. Mail from an address in the Always Permit List bypasses spam, URL, and commercial bulk email analysis on its way to your inbox. Mail from an address that appears in both lists is always permitted.

Adding an Always Block or Always Permit list entry

An email address can be added to either the Always Block or Always Permit list from the notification message or from the Quarantined Messages List. Additionally, the address can be added directly into the Always Block or Always Permit list.

Add an email address directly to the Always Block or Always Permit List

Steps

1) In the left pane menu of the Personal Email Manager, click **Always Block** or **Always Permit**.
   The selected list displays.

2) In the field **Email address**, enter the desired address.
   The asterisk symbol (*) is used to indicate wildcard entries.

3) From the right of the Email address field, click the arrow.
   The entry is added to the Email Address List. A counter indicates the number of addresses in your list.

4) Click **OK**.
   The list is saved.

Search the Always Block or Always Permit List

Steps

1) In the left pane menu of the Personal Email Manager, click **Always Block** or **Always Permit**.
   The selected list displays.

2) From the section Email Address List, in the field Search, enter a keyword search term.

3) Click **Search**.
The email addresses matching the search term display in the Email Address List.

4) View all messages in the Always Block or Always Permit List; click **View All**.
The full Email Address List displays.

Removing an Always Block or Always Permit list entry

Email addresses in the Always Block or Always Permit List can be removed individually or in bulk.

Remove an address from the Always Block or Always Permit List:

Steps

1) In the left pane menu of the Personal Email Manager, click **Always Block** or **Always Permit**.
The selected list displays.

2) From the section Email Address List, select an email address to remove from the list.
(*Optional*) Use **Ctrl + Click** to select multiple email addresses.

3) Click **Remove**.
The selected email address is removed from the list.

Managing user accounts

The User Account Access page of Personal Email Manager is used to designate at least one other individual, or agent, to access and manage your blocked messages.

⚠️ **Important**

This user account function may not be available to you if it is not enabled for you by your Personal Email Manager administrator.

Add a delegated agent

Steps

1) In the left pane menu, click **User Account Access**.
The User Account Access page displays.

2) From the section Account Email Address, click **Add**.

The Add User Account Access dialog box displays.

3) In the text field Access account email address, enter the email address of the individual you want to manage your blocked email.

4) Click **OK**.

The Add User Account Access dialog box closes and the email address is added to the Account Email Address section.

5) Repeat steps 2 - 4 to add other delegate accounts as needed.

When any user listed in your Account Email Address list logs in to Personal Email Manager, your email account appears in their Quarantined Messages List **View user account** drop-down list. To manage your blocked email, your delegate selects your account from this list to display your Quarantined Messages List. See *Using the Quarantined Messages List*.

> **Related reference**
> Using the Quarantined Messages List on page 15