

## How to – E-mail Quarantine

Thank you for choosing InTouch Systems' Email Service protected by multiple levels of filtering for viruses and SPAM.

### Extra Protection

We already use DNS Blacklists, SpamAssassin, Razor, Bayesian Filters, and Greylisting (explanations of these can be found by Googling these phrases).

We also provide a quarantine system with integrated blacklists and whitelists that you can manage from your inbox.

### What does this mean for you?

Account [enquiries@intouchsystems.co.uk](mailto:enquiries@intouchsystems.co.uk)

Choose an action for all items in account: [Whitelist](#) [Deliver](#) [Delete](#) [Black list](#)

From	To	Subject	Date	Time	Location	Actions
<a href="mailto:vicky36@yshoo.com">vicky36@yshoo.com</a>	<a href="mailto:enquiries@intouchsystems.co.uk">enquiries@intouchsystems.co.uk</a>	PharmacyOnline*****Percocet_Vicodin !!	08/03/2010	11:21	Quarantine	<a href="#">Whitelist</a> <a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Black list</a> <a href="#">Show message</a>

Choose an action for all items in account: [Whitelist](#) [Deliver](#) [Delete](#) [Black list](#)

If our automated system finds potential SPAM items, they will be quarantined. You will receive an email from the InTouch Quarantine Service showing the details of these emails and you will be given the following options to proceed:

- Whitelist – allow this email through and all future emails from the sender.
- Deliver – allow this email through but don't authorise the sender.
- Delete – Delete this email.
- Blacklist - Delete this email and reject all future emails from the sender.
- Show Message - View the message in its RAW format.

Date	Time	Location	Actions
12/11/2007	02:58 am	Quarantine	<a href="#">Whitelist</a> <a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Black list</a> <a href="#">Show message</a>
12/11/2007	02:58 am	Quarantine	<a href="#">Whitelist</a> <a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Black list</a> <a href="#">Show message</a>



[www.intouchsystems.co.uk](http://www.intouchsystems.co.uk)

### **What does this mean for senders?**

Senders of emails to you that are identified as potential SPAM may experience a delay in their email reaching you due to quarantining.

### **Things to Remember**

1. Each Quarantine list is valid for **7 days**, this is a system wide setting and cannot be changed. After then, the emails left in the list are removed from the system. If you need any emails from these lists you will have to ask the sender to forward the email again.
2. Apart from "Show message" **you cannot click on a button more than once per email**. If you inadvertently delete an email you will have to ask the sender to forward the email again.
- 3. NO EMAILS ARE DELETED OR REJECTED FROM OUR SERVERS WITHOUT A NOTIFICATION OF DELETION OR REJECTION BEING RETURNED TO THE SENDER.**
4. Emails containing viruses are deleted upon receipt and the sender is advised of this by a return email notification.
5. Emails can be temporarily rejected due to grey listing (see below) or permanently rejected due to exceptionally high spam scores, in these cases; the sender is advised by a return email notification.

### **Greylisting Explained**

This is a means of temporary email rejection to stop automated systems sending bulk emails through our servers. SPAMMERS automated email systems will try only once to deliver an email. If an email has not been received by a sender before it will be temporarily rejected by our servers for 1 minute. The Internet standards (RFC) state that all email servers should retry sending temporarily rejected emails at least once. Any valid emails would be retried and accepted by our servers after 1 minute. This will only happen once per sender. In the rare case of the senders' email server not being RFC compliant, the email will be rejected back to the sender with a 'please try later' error message.

**IN THESE CASES THE SENDER SHOULD BE ADVISED TO CONTACT THEIR ISP. WE CAN DO NOTHING IF THE SENDER'S ISP IS NOT RFC COMPLIANT.**

I InTouch Systems is a trading name for RedShelf Limited  
36 Hurricane Way, Norwich, Norfolk, NR6 6HU, UK  
Telephone: +44 1603 425209 Fax: +44 1603 486987  
Company Number: 5698572 VAT Number: 878 6604 68