



ATCJET.NET Message Center

Quick Start

Welcome to your **ATCJET.NET Message Center**, the easy-to-use solution for managing junk and virus-infected email!

Use this guide to get started using your ATCJET.NET Message Center. For specific details on using particular settings or controls, click the **Help** button next to the control or at the top right of any page in the ATCJET.NET Message Center.

[Approve Senders](#) | [Settings](#) | [Log Out](#) | [Help](#) 

What Is the ATCJET.NET Message Center?

To prevent unwanted messages from reaching your email inbox, your email protection service filters all incoming email for junk and virus-infected messages, before they reach your inbox. Legitimate messages are delivered to your inbox as usual, but unwanted and potentially harmful messages are diverted and quarantined at your ATCJET.NET Message Center.

The ATCJET.NET Message Center is located at the email protection service's secure data center. You can visit the ATCJET.NET Message Center to review and retrieve quarantined messages by logging in from any standard Web browser.

Logging In to the ATCJET.NET Message Center

After your administrator creates an ATCJET.NET Message Center account for you, you'll receive a Welcome email message, announcing your new email protection service. This message also includes your email address and password, which you'll need to log in to the ATCJET.NET Message Center.

- 1 Go to ATCJET.NET's home page (www.atcjet.net) and click on the **ATCJET.NET Message Center Button**.
- 2 Place a bookmark to this location in your Web browser. Or click the link to the ATCJET.NET Message Center in your Quarantine Summary email notification (see "The Quarantine Summary Email Message").
- 3 Log in using your email address and the password (You'll be prompted to change this password the first time you log in.)



If you forget your password, simply type any characters in the Password box and click the Log In button. The **Forgot Your Password?** link will appear on the page. Click the link to reset your password and the new password will be emailed to you immediately.



What Should I Do First?

When you first log in to your ATCJET.NET Message Center, you arrive at the **Junk** tab. This lists all messages that were recently identified as junk email and therefore quarantined at the ATCJET.NET Message Center, instead of being delivered to your inbox.

<input type="checkbox"/>	Date	From	Subject	Block Reason	Deliver
<input type="checkbox"/>	Mon, Apr 2, 2007 9:30 PM	wey3@msn.com	8.9 long distance/800# Too, AND WANT	Junk Filters	<input type="button" value="Deliver"/>
<input type="checkbox"/>	Mon, Apr 2, 2007 8:12 PM	cbnejrf@airnet.net	Prepare For Finance From Home	Junk Filters	<input type="button" value="Deliver"/>
<input type="checkbox"/>	Mon, Apr 2, 2007 7:33 PM	fsny@prodigy.net	Work at home in your slippers!!!	Junk Filters	<input type="button" value="Deliver"/>
<input type="checkbox"/>	Mon, Apr 2, 2007 6:54 PM	rytqwsa@cns.com.au	(Adv) Accept Credit Cards at Your Site an.....	Junk Filters	<input type="button" value="Deliver"/>
<input type="checkbox"/>	Mon, Apr 2, 2007 6:15 PM	wampun@lyrdsccat.postmaste...	WOW.....FANTASTIC BUSINESS OPP.....	Junk Filters	<input type="button" value="Deliver"/>

Review Quarantined Junk Email

When the ATCJET.NET Message Center first begins to quarantine your suspicious messages, review messages on your **Junk** tab for a few days to be sure valid messages aren't falsely quarantined. Click a message's **Subject** to safely view its contents. If you find a valid message you want to retrieve, click its corresponding **Deliver** button to deliver it to your inbox.





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Tip: If you deliver a message from the **Junk** tab, the ATCJET.NET Message Center asks you whether you want to add the sender to your **Approved Senders** list. Messages from senders on this list bypass the junk filters, so they won't be falsely quarantined in the future.

All messages that you don't deliver are automatically moved to the Trash after 14 days. Messages remain in the Trash for another 3 days before the ATCJET.NET Message Center permanently deletes them.

Configure Your Settings

Your administrator has given you the option to adjust settings to better suit your personal preferences. Click the Junk Email Settings link.

Spam Filters

	Lenient	Aggressive	
Bulk Email	<input type="radio"/>	<input checked="" type="radio"/>	Master filter setting to block most unsolicited email
Sexually Explicit	<input type="radio"/>	<input checked="" type="radio"/>	Adjust overall protection against sexually-oriented messages
Get Rich Quick	<input type="radio"/>	<input checked="" type="radio"/>	Adjust overall protection against money-making offers
Special Offers	<input type="radio"/>	<input checked="" type="radio"/>	Adjust overall protection against too-good-to-be-true offers
Racially Insensitive	<input type="radio"/>	<input checked="" type="radio"/>	Adjust overall protection against hate-oriented topics

Save Changes Cancel

The filters enable you to set the overall Bulk Email sensitivity and sensitivity to different categories of junk email: Sexually Explicit, Get Rich Quick, Special Offer, and Racially Insensitive. These filters interact –if you set Bulk Email aggressively, we recommend you set individual category filters leniently. Check your ATCJET.NET Message Center frequently after adjusting your filters.

What Else Can I Do Here?

Your new service will allow you to:

- ◆ Review a list of recently quarantined virus-infected messages.
- ◆ Adjust filter sensitivities to determine how aggressively to filter your email for junk email.
- ◆ Maintain allowed and blocked sender lists for individual senders, domains, and mail lists.



- ◆ Add personal *email aliases* (additional addresses where you also receive email) so that messages sent to these addresses are also filtered for spam and viruses.
- ◆ Choose a language for displaying the ATCJET.NET Message Center, and a time zone for time-stamping messages you receive.
- ◆ Change your password for logging in to the ATCJET.NET Message Center.

The Quarantine Summary Email Message

You'll receive an email daily which will list all messages that have been recently quarantined at the ATCJET.NET Message Center. This notification allows you to quickly scan quarantined messages without having to visit your ATCJET.NET Message Center.

The Quarantine Summary email message also provides a link to the ATCJET.NET Message Center if you do want to visit it, for example, to see the contents of a quarantined junk message.



From: ATC Communications - atcjet.net [mailto:support@atcjet.net]
Sent: Tuesday, May 22, 2007 4:01 PM
To: username@atcjet.net
Subject: Quarantine Summary 5/22/2007 3:00 pm

username@atcjet.net

These messages were quarantined as potential junk or virus-infected messages, and have not been sent to your inbox. To deliver a message to your inbox, click the Deliver link. To view the message in your Message Center, click the Subject link.

Junk Messages	2 Messages	Message Center
From	Subject	Date
JCPenney-support@jcpennyem.com	Save 20-50% on the Long & Short of It	5/21/2007 11:25 pm Deliver
pandtie-dyes@excite.com	I JUST WANT TO TALK TO YOU	5/21/2007 9:56 pm Deliver
megan@earthlink.net	Gone Tomorrow	5/21/2007 11:25 pm Deliver
7905464A@mailcity.com	What Should We Do???????	5/21/2007 9:56 pm Deliver
Setabelvet5@ncue.edu.tw	Are you smarter than a 5th grader?	5/21/2007 11:25 pm Deliver
webmaster@wtek.net	Your video chat now has 72 channels!	5/21/2007 9:56 pm Deliver
Zaiwo51@chaos.hupe.hu	Discover hidden secrets about your neighbors!!	5/21/2007 11:25 pm Deliver
jeff@hotmail.com	This really works!!	5/21/2007 9:56 pm Deliver

You will also be able to:

- ◆ Deliver messages from your Junk quarantine to your inbox (click the corresponding **Deliver** link in the email).
- ◆ Click a message's **Subject** link to log in to the ATCJET.NET Message Center and review the message's content before delivering it.
- ◆ View a list of recently quarantined virus-infected messages (not shown in the image above).



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Note that you don't have to visit the ATCJET.NET Message Center when you receive your Quarantine Summary. If you don't want to review your junk email or deliver any quarantined messages to your inbox, just leave them alone and the ATCJET.NET Message Center will automatically delete them from your quarantine after 14 days.

Tips for Using the ATCJET.NET Message Center

When to Visit the ATCJET.NET Message Center

If you are just beginning to use the email protection service, or if your junk email filters were recently adjusted, check your Junk Quarantine daily to be sure valid messages aren't being falsely quarantined.

You'll also receive regular reminders to check your ATCJET.NET Message Center and review quarantined email. Remember that the ATCJET.NET Message Center will hold your quarantined email for 14 days. Messages are then automatically moved to the Trash, where they remain for three more days until they're permanently deleted.

If You Receive Too Much Junk Email

Your email protection service blocks 95% of unwanted email. If more unwanted email than that is getting through, adjust your **junk email filters** to a more aggressive setting. (Then visit the ATCJET.NET Message Center regularly for a few days to verify that valid messages aren't being quarantined.)

If Valid Messages Are Quarantined

If **too many** valid messages are quarantined as junk email:

- ◆ Add senders whose messages are regularly getting blocked to your Approved Senders list.
- ◆ If you have any email aliases (alternate email addresses), make sure they are added to the email protection service. Contact the ATCJET.NET Tech Support staff to add them.
- ◆ Adjust your junk email filters to a more lenient setting.



When to Use Sender Lists

Your ATCJET.NET Message Center will provide sender lists for allowing or blocking messages from individual senders, mail lists, or entire domains. You don't normally need to add addresses to these lists, as your junk email filters are highly accurate without them. However, there are a few cases when sender lists are useful.

- ◆ Add senders to your Approved Senders list if messages from the sender resemble junk email and have been falsely quarantined.
- ◆ If you belong to a mail list or newsgroup where different members email each other using the same TO address, you can put that TO address on your Approved Mailing Lists.

Warning: If you set up any of your other email addresses to forward email to your account, make sure these addresses are not on your Approved Senders list. If such an address is on the list, any junk email sent to the address will bypass junk filters and reach your inbox!

Common Questions

Can I safely view contents of quarantined messages?

Yes. Clicking a message's **Subject** link to read it does not transfer the message to your inbox, so you can safely view contents of junk email at your ATCJET.NET Message Center without risking harm to your computer.

How are messages identified as junk?

Before any message reaches your inbox, the email protection service evaluates it for junk-like content, and gives it a score indicating its probability for being junk email. The service then compares this score with tolerance levels set by your junk filters, and messages exceeding this tolerance are quarantined at your ATCJET.NET Message Center.

Does anyone read my quarantined email?

No. All scanning and filtering is done automatically, in a matter of milliseconds, so nobody at your email protection service actually *reads* your messages.

Is my information in the ATCJET.NET Message Center private?

Yes. All of your information in your ATCJET.NET Message Center, including personal information, email addresses, and message content, is kept strictly confidential. Your email protection service does not sell or make available to third parties any of your information in the ATCJET.NET Message Center.



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What kinds of viruses does the ATCJET.NET Message Center block?

The ATCJET.NET Message Center blocks viruses, worms, and other types of malicious file attachments, which are quarantined on the **Viruses** tab. The ATCJET.NET Message Center uses highly accurate anti-virus technology to identify virus-infected messages and prevent them from reaching your inbox.

How often is the ATCJET.NET Message Center's anti-virus protection updated?

The ATCJET.NET Message Center checks for virus protection updates once every minute, so you can be sure that you're protected from the latest security threats.

How can I get support for my ATCJET.NET Message Center?

If you encounter a problem or need help with the ATCJET.NET Message Center, please contact your ATCJET.NET Tech Support Staff at 866-222-7873.

