



📌 Held Spam Report Help Guide

AppRiver Email Security blocks unwanted messages and keeps your system free of adware, spyware, and viruses. One of the supplementary advantages of using the Email Security service is the user-specific Held Spam Report (HSR), which is sent daily to the end-user's Inbox and is completely customizable through the Customer Portal.

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[General](#)

[How to Release a Spam Message](#)

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[View, Search, Sort Report](#)

[Request Current Report](#)

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General

Once the HSR has been activated in the Customer Portal, the user will receive a daily HSR in their mail inbox. **(Please note that HSR data is captured from 12 am – 12 pm, i.e., 24-hour cycle.)** The following information will be presented:

- **View, Search, or Sort Report** – Link to portal view which displays total number of spam, viruses, and outbound mail for that day.
- **Held Spam List** – Shows an analysis of each individual message using the following categories: Subject, From, Time, Country, and Size. Messages may also be viewed or released from this list as well. (Please note that all emails expire after 7 days.)
- **Held Malware List** – Provides an analysis of the individual messages (viruses) that were held using the following categories: Subject, From, Time, Country, and Size.
- **Report Options** – Link to portal options which allow you to request a current report, change your email and report settings, and unsubscribe from HSR emails.

Daily Held Spam Report

administrator@lamesurfer.com
Saturday, February 2, 2019



[View, Search, Sort Report](#) | [Request Current Report](#) | [Change Report Settings](#)

Spam: 6 (38 not shown)*

View Release	healthinsurancenet_offer@menaraumrohaji.com Exclusive Free Health Insurance Quotes f... 12:26am from United States (4.07 KB)
View Release	alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)
View Release	cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)
View Release	freeflashlight@brusquebnm.fun Your \$29.95 Tactical Flashlight - Free! 2:42am from United States (10.91 KB)
View Release	cbd.gummy.bears@alternativesdimensions.com Immediate Pain Relief? 4:07am from United States (4.23 KB)
View Release	vivint_home_security_provider@assiduouassignment.com Protect your home - 24/7 monitoring, pro... 5:08am from United States (9.61 KB)

Malware: 2 (0 not shown)*

oldtimepotteryllc@bm5150.com Fantastic February Finds! Discover all ... 5:32pm from United States (57.43 KB)
chooseyourmortgage@rich-zhicheng.com Congratulations, welcome to LMB 10:30pm from United States (3.87 KB)

Outbound: 0

* Some messages may not be shown due to your [Report Settings](#)

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[Unsubscribe](#)

How to Release a Spam Message

1. Click the **Release** link next to the message you would like to release.

Spam: 6 (38 not shown)*	
View Release	healthinsurancenet_offer@menaraumrohaji.com Exclusive Free Health Insurance Quotes f... 12:26am from United States (4.07 KB)
View Release	alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)
View Release	cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)

2. The Web browser will be redirected to the Email Security Quarantine page. Once the message has been released, a green success pop-up window will appear on your screen. **(Note that the Allowed List & Tools section is now expanded.)**

The screenshot shows the Email Security Quarantine page. A green success pop-up window is displayed, stating: "✓ The message has been released. It will appear in your inbox shortly (but it may not have today's date, since the original sent date is preserved.) Consider using the Allowed list options to prevent mail like this from being held in the future." The page header includes "Email Security" and navigation links: Home, Quarantine, Filters, Report Settings, and Aliases. The email details for "Welcome to Medical Coverage Notice" are shown, including the sender "health.insurance.network@thewilsonstrib.com" and the received date "2/4/2019 1:23 AM". Below the email details are buttons for "Back To Spam Quarantine", "Delete", and "Release". The "Allowed List & Tools" section is expanded, showing "Allowed List Items" with checkboxes for "From" and "Return Path" for the domain "thewilsonstrib.com". There are buttons to "Add items to personal allowed list" and "Submit request to administrator". On the right, there are options to "Download Message" as ".eml" or ".mbx". At the bottom, a message states "This message has been scanned by AppRiver." and "Display blocked content".

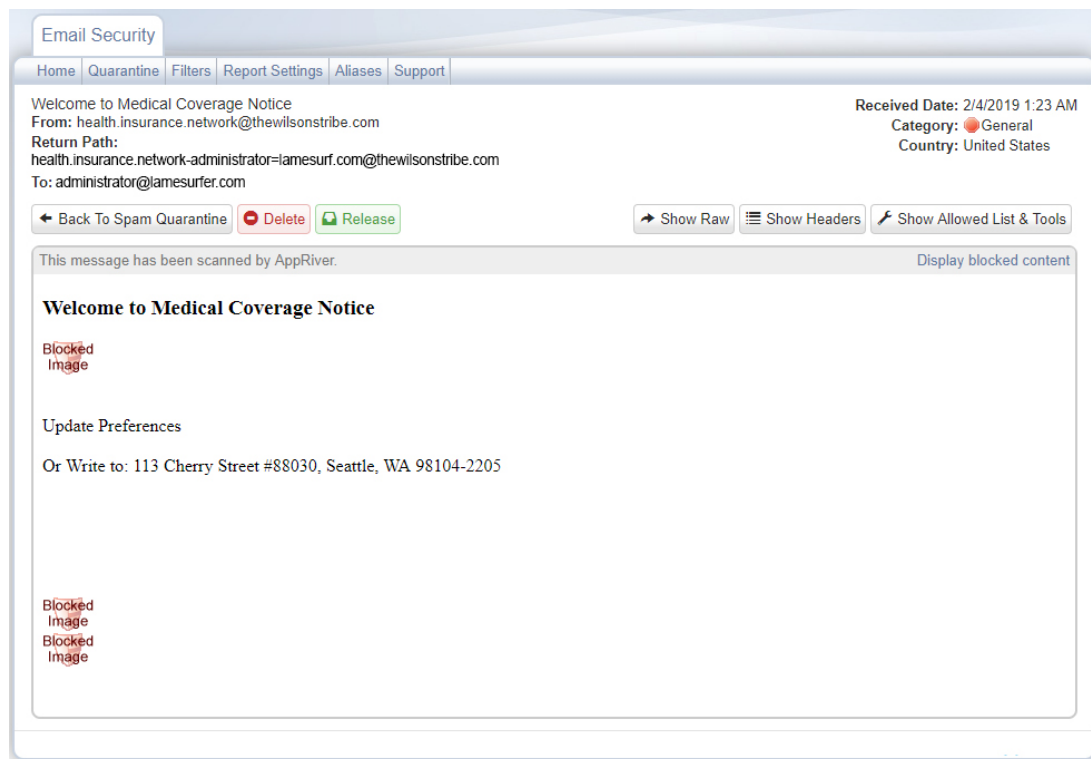
3. Select one of the available allowed list options and then click the **Submit request to administrator button**.
4. Once the request has been submitted to the administrator, a success request will appear in the Allowed List & Tools section.

How to View a Spam Message

1. Click the **View** link next to the message you want to review/display.

Spam: 6 (38 not shown)*	
View Release	healthinsurancenet_offer@menaraumrohaji.com <i>Exclusive Free Health Insurance Quotes f...</i> 12:26am from United States (4.07 KB)
View Release	alex.verbrugghe@faenza.fr <i>Polichinelle en vadrouille !</i> 1:21am from Germany (41.34 KB)
View Release	cannabliss.oil@paltexwj.date <i>Order Confirmation Needed</i> 1:40am from United States (9.9 KB)

2. You will be redirected to the Email Security Quarantine page. Simply close the page when finished reviewing the message.



View, Search, Sort Report

- Click the **View, Search, Sort Report** link near the top of the HSR.

Spam: 6 (38 not shown)*	
View Release	healthinsurancenet_offer@menarumrohaji.com Exclusive Free Health Insurance Quotes f... 12:26am from United States (4.07 KB)
View Release	alex.verbrughe@taenza.fr Policheille en vadrouille f... 1:21am from Germany (41.34 KB)
View Release	cannabiss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)

- The Web browser will redirect to the Email Security page. (**Note that this page will display all the messages that were displayed in the HSR.**) From here, you may view, search, and/or sort messages by four categories: Date, From, Subject, or Country.

Email Security

Home

Quarantine

Filters

Report Settings

Aliases

Support

Spam

Malware

Released

Trash

Received

Sent

Release

Delete

Delete All

Show Clutter (known sources of junk)

Viewing 1 - 50 of 1,741

Date

From

Subject

Country (hide)

1:56 PM

email@deals.priceline.com

Hit the road, Jack. Rental Cars from \$5!

United States

1:37 PM

postmaster@lancil.me

[SPAMBL] Roundup Lawsuit - you may qualify

Unknown

1:28 PM

3596-33690-1742-rvandrunen

[SPAMBL] Create your own power generation system

Unknown

1:23 PM

RobertRodriguez@mixperson

[SPAMBL] could you meet me tomorrow?

Brazil

1:08 PM

nationaldebtrelease@server-leo

Winter Is Coming... Get Out of Debt Before It's Too Late!

Singapore

1:05 PM

marketing@insightsforprofess

[BULKMAILER] 10 Marketing Trends that Will Take Over in 2...

United Kingdom

1:01 PM

postmaster@sensian.me

[SPAMBL] Joanna Gaines From Fixer Upper Confirms The R...

Unknown

12:44 PM

SM569@bncollege.com

[BULKMAILER] 25% Off Your Favorite Brand

United States

12:43 PM

SkillPath@a-skillpath.com

[BULKMAILER] You're the expert, Robin | Know the answers...

United States

12:35 PM

Communicator@PetersenInte

[BULKMAILER] A Thriving Piece of History in the Modern Age

Unknown

12:21 PM

-3572-2108-1742-rvandrunen

[SPAMBL] Create your own power generation system

Unknown

12:20 PM

news@thehustle.co

Crypto on Ice

United States

12:07 PM

keto fat burning@casespeech

Healthy & Losing Weight Quickly

United States

12:06 PM

ftac-support@nascentinf.fun

[SPAMBL] Must Haves For Personal Safety

United States

11:56 AM

elie@southern scholarship.org

SSF - Accepting Applications for Fall 2019

United States

11:34 AM

info@mindvalleyacademy.com

[BULKMAILER] Prepared for you - Your Special Creative Vis...

Canada

11:32 AM

hello@goodthyouman.com

[BULKMAILER] Valentine's Day is almost here! ❤️

United States

11:20 AM

concierge@brightcellars.com

[BULKMAILER] bonus bottle added to cart

United States

Per Page

50

Dates

Jan 22, 2019

↓

Feb 5, 2019

Search

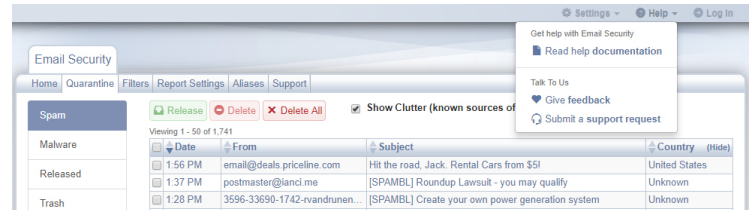
Q Search

Show advanced search

- To hide clutter, or known sources of junk from your quarantine list, uncheck the **Show Clutter** checkbox.

☒ **Show Clutter (known sources of junk)**

- For step-by-step instructions, click the **Help** menu and **Read help documentation** submenu to launch the Email Security Online Help system.



Or, click the **Help** menu and the **Watch a tutorial video** submenu to launch the Support Page, which includes several video tutorials.

Request Current Report

1. Click the **Request Current Report** link in the Options section.

[View, Search, Sort Report](#) | [Request Current Report](#) | [Change Report Settings](#)

2. The Web browser will refresh and then display a status message.
The most current HSR will be sent to your Inbox within 15 minutes.

Your current *Held Spam Report* will be emailed to you within 15 minutes.

(You may now close this window)

3. Simply click the new report in your inbox to view the current HSR.

Daily Held Spam Report

administrator@lamesurfer.com

Saturday, February 2, 2019

appriver.

[View, Search, Sort Report](#) | [Request Current Report](#) | [Change Report Settings](#)

Spam: 6

(38 not shown)*

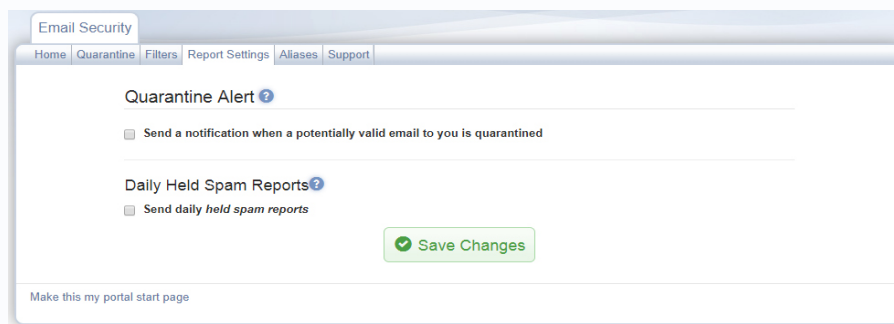
View Release	healthinsurancenet_offer@menaraumrohaji.com Exclusive Free Health Insurance Quotes f... 12:26am from United States (4.07 KB)
View Release	alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)
View Release	cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)
View Release	freeflashlight@brusquebnm.fun Your \$29.95 Tactical Flashlight - Free! 2:42am from United States (10.91 KB)
View Release	cbd.gummy.bears@alternativesdimensions.com Immediate Pain Relief? 4:07am from United States (4.23 KB)
View Release	vivint_home_security_provider@assiduousassignment.com Protect your home - 24/7 monitoring, pro... 5:08am from United States (9.61 KB)

Change Report Settings

1. Click the **Change Report Settings** link in the Report Options section.

[View, Search, Sort Report](#) | [Request Current Report](#) | [Change Report Settings](#)

2. The Web browser will redirect to the Email Security page, where you may change your email and report settings.



Email Security

Home | Quarantine | Filters | Report Settings | Aliases | Support

Quarantine Alert ⓘ

☐ Send a notification when a potentially valid email to you is quarantined

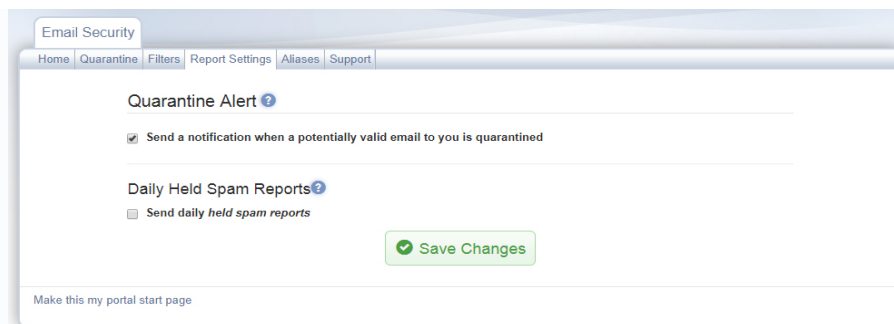
Daily Held Spam Reports ⓘ

☐ Send daily held spam reports

[Save Changes](#)

[Make this my portal start page](#)

3. If enabled by your administrator, activate Quarantine Alerts for your inbox by selecting the applicable checkbox and then click the **Save Changes** button. If a potentially valid email is quarantined, you will receive an email notification.



Email Security

Home | Quarantine | Filters | Report Settings | Aliases | Support

Quarantine Alert ⓘ

☒ Send a notification when a potentially valid email to you is quarantined

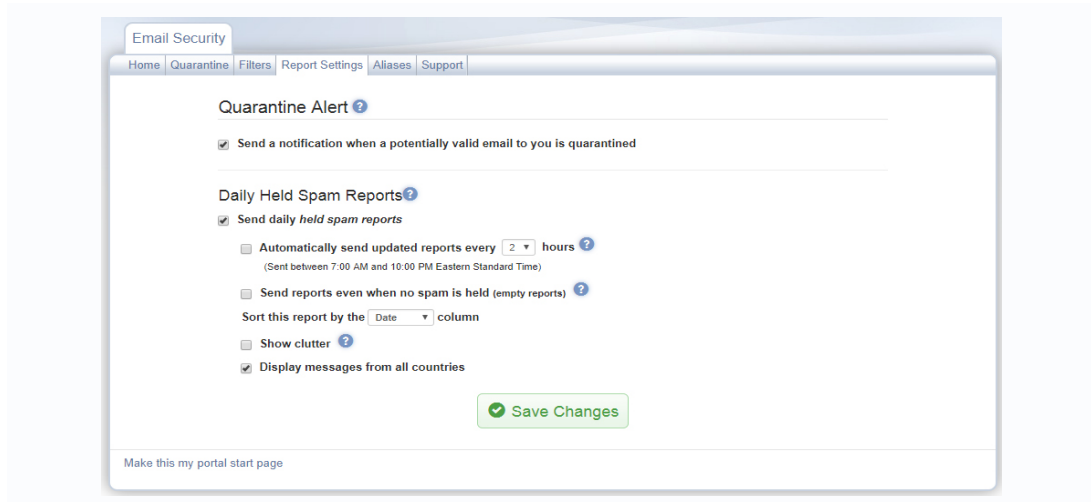
Daily Held Spam Reports ⓘ

☐ Send daily held spam reports

[Save Changes](#)

[Make this my portal start page](#)

- To receive an HSR, select the **Send daily held spam reports** check box. Once selected, the Held Spam Reports section will expand.



- If you would like to receive multiple current-day reports, choose a frequency option from the **Automatically send updated reports every X hours** drop-down menu and select the checkbox. **(Please note that automated updates are sent Monday through Friday for the current day and these updates include messages quarantined from 12 am to the current time. You will still receive the daily HSR for the previous calendar day.)**
- To receive a report even if no held mail is received, select the **Empty Reports** check box.
- Select the appropriate sort option: Date, Country, From, or Subject.
- To show messages that are from known sources of junk on your HSR, select the **Show Clutter** checkbox.
- The **Display messages from all countries** option is the default country option. Deselect the button to choose a specific country or group of countries to block or to enable for use in the HSR.

10. If all countries are not selected, a list of included and excluded countries will expand on the HSR page.

The screenshot shows a web interface with two main sections: 'Included Countries' and 'Excluded Countries'. The 'Included Countries' section has a green header and a list of countries with checked checkboxes. The 'Excluded Countries' section has a red header and an empty list. Below the lists is a 'Filter Countries' input field. At the bottom, a status message reads: 'Showing 245 of 245 included countries and 0 countries are currently excluded.' Navigation links '→ Exclude All' and '← Include All' are located between the two lists.

Included Countries	Excluded Countries
<input checked="" type="checkbox"/> Armenia	
<input checked="" type="checkbox"/> Afghanistan	
<input checked="" type="checkbox"/> Aland Islands	
<input checked="" type="checkbox"/> Brunei Darussalam	
<input checked="" type="checkbox"/> Benin	
<input checked="" type="checkbox"/> Canada	
<input checked="" type="checkbox"/> Cabo Verde	
<input checked="" type="checkbox"/> Dominican Republic	
<input checked="" type="checkbox"/> Algeria	
<input checked="" type="checkbox"/> Djibouti	
<input checked="" type="checkbox"/> Egypt	
<input checked="" type="checkbox"/> Bermuda	
<input checked="" type="checkbox"/> Cote D'Ivoire	

Filter Countries

Showing 245 of 245 included countries and 0 countries are currently excluded.

11. Clear a specific country check box in the Included Countries list to move it to the Excluded Countries list.

Or: Select a specific country check box in the Excluded Countries list to move it to the Included Countries list.

Or: Select the **Exclude All** or **Include All** links to move the all countries to the respective list.

The screenshot shows the same web interface as before, but the 'Included Countries' list is now empty, and the 'Excluded Countries' list contains all 245 countries with unchecked checkboxes. The status message at the bottom now reads: 'Showing 0 of 245 included countries and 245 countries are currently excluded.'

Included Countries	Excluded Countries
	<input type="checkbox"/> Armenia
	<input type="checkbox"/> Afghanistan
	<input type="checkbox"/> Aland Islands
	<input type="checkbox"/> Brunei Darussalam
	<input type="checkbox"/> Benin
	<input type="checkbox"/> Canada
	<input type="checkbox"/> Cabo Verde
	<input type="checkbox"/> Dominican Republic
	<input type="checkbox"/> Algeria
	<input type="checkbox"/> Djibouti
	<input type="checkbox"/> Egypt
	<input type="checkbox"/> Bermuda
	<input type="checkbox"/> Cote D'Ivoire

Filter Countries

Showing 0 of 245 included countries and 245 countries are currently excluded.

12. Click **Save Changes**. Once the settings have been saved, a **Success** pop-up window will appear on your screen.

✓ Save Changes



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