



User Guide

Modified April 2008

LOGGING IN

An e-mail will be sent with your username and password. Your systems administrator will provide to you a link to reach the log in page. Click on the link and it will bring you to the initial log in page like below:



KPE Enterprises
Business
Consulting, Inc.

Login for authorized users only

Email:

Password:

Remember me on this computer

[LOG IN](#) [Forgot Your Password?](#)

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

Your User Name: _____

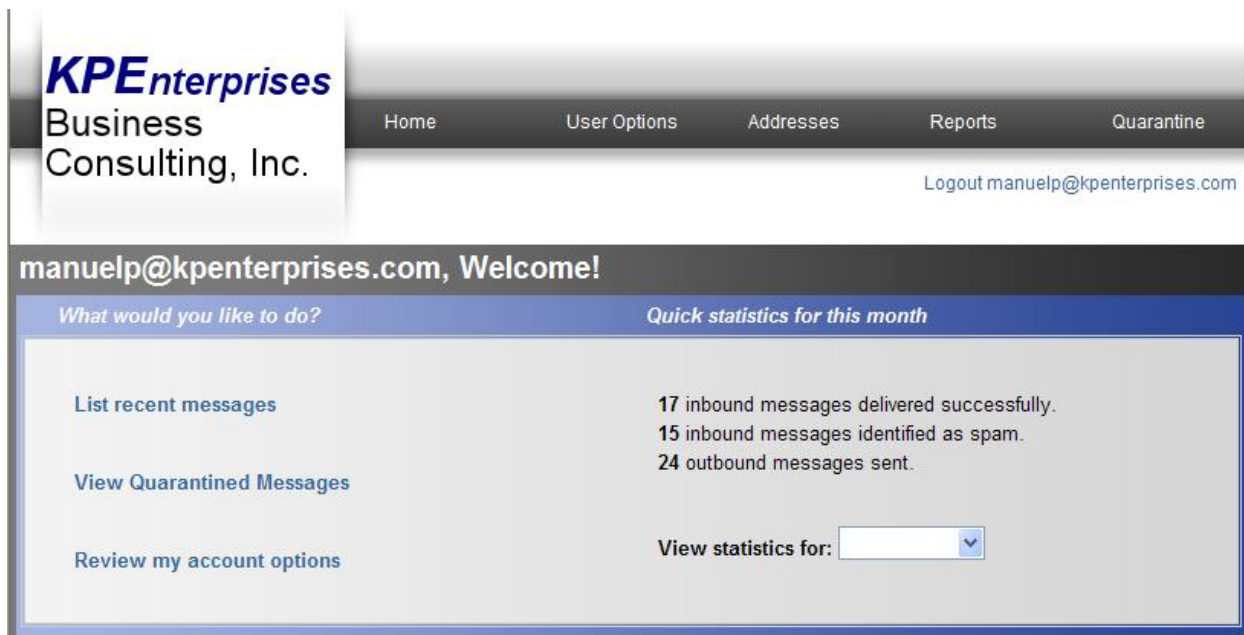
Your Password: _____

Your username will always be your e-mail address. When you first log in, please check “Remember me on this computer” so that you will not need to enter in your information unless you clear your cookies.

If you forget your password, please click “Forgot Your Password?” and the screen will prompt you to enter your e-mail address, and it will be mailed to you.

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

Your administrator has taken the time to set up your account options. The next screen that you will see is your Home Screen:



From this screen you can view recent mail messages along with statistics for your account.

Before making changes to your account (User Options Tab), please contact your systems administrator, as they may have specific guidelines for you to follow.

Your email will come in with a control panel at the bottom of your 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 in your account.

CONTENT FILTERING

In Filter mode, there are 3 options, Low, Medium & High. Each Control Panel will give specific information as to why the message was delivered.

Reflexion Control Panel

To: user@yourdomain.com

From: spammer@junk.com

Message Score: 98
My Spam Blocking Level: Medium

High (75): **Fail**

Medium (87): **Fail**

Low (93): **Fail**

[Login](#)

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

In the Control Panel above, you will see that the message was flagged because the message exceeded the threshold chosen for this account.

WHITELISTING

Whitelisting allows you to communicate with your current contacts using your primary address. Adding these contacts to your whitelist means that these are trusted contacts.

Reflexion Control Panel

[Login](#)

To: user@yourdomain.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 domains such as AOL, Yahoo, Hotmail, Comcast, Verizon, etc... You only want to exempt the sender!

What should Reflexion do with the messages

Flag the Subject line and deliver to the inbox:

This option allows for mail determined to be spam to be delivered to your inbox with the subject line modified with a ****Reflected****.

Flag the subject line and deliver to this inbox:

This option is created for an administrator to review the messages deemed as spam with a ****Reflected**** in the subject. The administrator can then release the message to the user's inbox if they believe it is legitimate.

Send a change-of-address request to the sender:

This option does not allow the message into your inbox, and sends a message to the sender with the correct address for that sender to use.

Quarantine and send a challenge/response:

This option is the same as above, allowing the sender an opportunity to have their message delivered, as well as a copy of the message does go into the quarantine folder.

Quarantine only

This option places the message into the quarantine folder.

Ignore, no quarantine and no notice

Does just what it says, it deletes the messages that were sent to your primary address and were not on your Whitelist. The only way to see these messages is if you have options checked

below to keep copies of blocked messages – you can find your messages that were blocked in your Quarantine Folder.

QUARANTINE FOLDER

To see any messages that have been blocked, log into the link provided by your administrator. At the top of the page, you will see a menu bar. One option is **Quarantine**, click on that, and it will bring you to a page that looks similar this:

The screenshot shows the web interface for the Quarantine folder. At the top left is the logo for KPE Enterprises Business Consulting, Inc. The navigation bar includes Home, User Options, Addresses, Reports, and Quarantine. A user is logged in as manuelp@kperprises.com. The page title is "Quarantine for Manuel Palachuk". Below the title is a search bar and a "Search" button. The main content area contains a table of messages with columns for Select, From, Subject, Received, Size, and Score. There are action buttons (Release, Whitelist & Release, Delete, Delete All) above and below the table.

<input type="checkbox"/> Select	From	Subject	Received ▼	Size	Score
<input type="checkbox"/>	raymundoesophagihebert@merriam-webster.com	Classical Bvlgari watches at Replica Classics	11:03:24 AM	5K	92
<input type="checkbox"/> Select					

There are two ways to view the message:

1. Click on the subject line and the e-mail will open up in that window. From that page you can release the e-mail into your inbox, whitelist the sender & release the message, or delete one or all.
2. Check the box under select, and either release the messages to your inbox, whitelist & release the message to your inbox, or delete selected items.

Please note that if there is an attachment, you need to release the e-mail to view attachment.

TRICKS TO THE TRADE

There is a unique feature of this product to help you give out e-mail addresses safely. It is called **Address on the Fly**. For example, if you want to buy something on E-Bay, and it requires an e-mail address for you, you can submit: user.ebay@domain.com, which will always get through unless you block it. You can also do this when you are on the phone with someone such as a friend: user.friend@domain.com. This is a very unique feature that is also very useful. If unwanted e-mails

result from disclosing that address, you can stop the original sender from sharing it as well as block the entire address completely.

With Reflexion, you will gain control of your corporate e-mail to ensure ALL your e-mail gets through, without ANY unwanted e-mails in the mix.

HOW TO: WHITELIST

Your administrator has taken the time to exempt most of your contacts. If you want to add some more exemptions, there are a few ways to do so.

1. Send e-mail to: rfx_exempt_on@somedomain.com. In the body of the e-mail, list all e-mail address to be whitelisted. This will exempt just the e-mail address you provided.
2. Send e-mail to: rfx_exempt_domain_on@somedomain.com. In the body of the e-mail, list all e-mail addresses to be whitelisted. This will exempt the domains that are listed.

To contact KPEnterprises, call **916-928-0888**

For the fastest service, log onto the Client Service Portal:
<http://www.kpenterprises.com> Click on "Client Service Portal"

For specific inquiries: Call 916-928-0888

Contact	Ext.
Tech Support	Extension 1
Sales / Quotes	Extension 2
Account Services	Extension 3

It is **our job** to make you more **successful in your job**.

Please enter a service request and call us when you need us.