

# TCC E-MAIL FILTERING GUIDE

This is a guide to TCC's automatic E-Mail Filtering, included with your TCC.coop/Triwest.net E-Mail account. The filtering is a product called Edgewave (formerly Red Condor). It uses a sophisticated system of analysis to identify and block suspicious E-Mail before it reaches you. Along with this system is a website for accessing, reviewing, and releasing those blocked messages that you wish to receive.

## HOW THE FILTERING WORKS

When an E-Mail comes in, the system checks the message against a variety of criteria and either Approves it or Quarantines it. For information on the criteria it uses, view the Edgewave Personal Dashboard Guide.

The filtering sends a “spam digest” E-Mail to customers showing all quarantined messages since the last Spam Digest E-Mail.

**Spam Digest for Tuesday, May 26, 2020** Message 10 of 144

From: Daily Digest  
To: bgumz@tcc.coop  
Date: Today 01:32

*The Right Choice. Right Here.  
...that's Tri-County Communications!*

**Spam Digest for Tuesday, May 26, 2020**

11 entries found for <bgumz@tcc.coop> [My Account](#) | [Settings](#) | [Support](#)

**Green Zone — Bulk mail, including subscriptions and advertisements** 5 entries

View	Release	Type	Date	Time	Size	Country	Sender	Mailbox	Subject
<a href="#">View</a>	<a href="#">Release</a>	Junk	May 26	8:30PM	30KB	US	TechWatch	<bounce@businesswatchnetwork.com>	Easy-To-Follow Excel Pivot Tables
<a href="#">View</a>	<a href="#">Release</a>	Junk	May 26	12:45PM	15KB	US	Kevin Schroeder	<bgumz+caf_=bgumz=tcc.coop@tccpro.net>	Multi-Factor Authentication with Lastpass
<a href="#">View</a>	<a href="#">Release</a>	Junk	May 26	11:37AM	17KB	US	Kevin Schroeder	<bgumz+caf_=bgumz=tcc.coop@tccpro.net>	Re: Fiber outage Hale Area
<a href="#">View</a>	<a href="#">Release</a>	Junk	May 26	10:59AM	12KB	US	Nick Semingson	<bgumz+caf_=bgumz=tcc.coop@tccpro.net>	36089 Ferguson St
<a href="#">View</a>	<a href="#">Release</a>	Junk	May 26	10:50AM	14KB	US	Kevin Schroeder	<bgumz+caf_=bgumz=tcc.coop@tccpro.net>	Fiber outage Hale Area

Messaging Assurance Powered by GoSecure.

To view any of the messages listed in this digest, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above. Quarantined messages are retained for 35 days.

[Unsubscribe](#) | [Change Report Frequency](#)

The letters on the screenshot of the Spam Digest E-Mail refer to key parts, including:

- A. Date of the Daily Digest E-Mail
- B. Links to the Dashboard website
- C. Links to View quarantined E-Mails
- D. Links to Release quarantined E-Mails
- E. Other details about quarantined E-Mails

A user can safely click on the messages to review them and release them to their inbox if desired. Any messages not delivered to their inbox will stay in Quarantine for 30 days and will be automatically deleted after that. There are also links at the top of the list of messages that users can click to go into the filtering “Dashboard” to see more information.

**A.**

The Right Choice. Right Here.  
...that's Tri County Communications!

TRI-COUNTY  
COMMUNICATIONS COOPERATIVE, INC.

Mailbox: bgumz@tcc.coop About | Help | Logout

Messages Settings Policies Status

Inbound Quarantine Outbound Quarantine Release Delete Select All Download Message Print Message **B.**

2 Days 5 Days Week 2 Weeks Month **C.** One message selected | Displaying 1 - 15 of 26 | May 25th, 08:32pm - May 27th, 01:34pm

Category	Cause	Relea...	Date	Sender	From	Subject
Spam	3003740		05/27/2020 01:34 pm	NRTC Managed Services	bgumz+caf_bgumz=tcc.coop@tc...	Join Us June 2nd For the Quarterly Marketing Webinar!
Junk	2942340		05/27/2020 01:15 pm	New Horizons IT Training & P...	amchcy0liq9gpt8i7h1nzvq==_113...	Empower Yourself: Rising to the Challenge - New Webinar Series
Junk	2992891		05/27/2020 12:51 pm	Vyond Team	bgumz+caf_bgumz=tcc.coop@tc...	[Tomorrow] Webinar: Masking in Vyond Studio
Junk	2942340	<b>D.</b>	05/27/2020 12:34 pm	Dan Feuling	bgumz+caf_bgumz=tcc.coop@tc...	Re: Ferguson Street Planned Outage
Spam	2969865		05/27/2020 12:08 pm	PGI Products	acscsjkszhqpbzylr.pkjizmapc@...	Looking for face masks? We got you covered!
Junk	2942340		05/27/2020 11:09 am	Andrea Nyseth	bgumz+caf_bgumz=tcc.coop@tc...	Ferguson Street Planned Outage
Spam	2501422		05/27/2020 10:52 am	Mark Evans	mark_evans-bgumz=trivest.net@twi...	Jacobson Electric - CARES / PPP / SBA money runs out - Supplementary Loans available 3.75%
Spam	2830804		05/27/2020 10:31 am	Production	production@ibexspots.com	Customizable Video Celebrates "The Sweet Life" Where You Live
Junk	2942340		05/27/2020 09:39 am	Jennifer Dawn	expertspeaks@mail.abideedict.com	Here's how you can find the clarity and understanding to achieve your biggest goals.
Spam	2906939		05/27/2020 09:11 am	Modern Postcard	att-bgumz=tcc.coop@connect-ma...	Register Now: How and Why Physical Print Engages to Drive More Sales
Spam	2969462		05/27/2020 08:12 am	Water Freedom System	11251-488-157615-2072-bgumz=tri...	Exposed NASA-Funded Report Sends Shockwaves Through The US Population
Junk	2942340		05/27/2020 08:05 am	Google Analytics	bgumz+caf_bgumz=tcc.coop@tc...	Measuring what matters is easier with Google Tag Manager
Spam	2969462		05/27/2020 05:13 am	Amazing Smart/Watch	11230-488-157615-2148-bgumz=tri...	Bluetooth capable ensures it can notify of SMS, calls, and social media updates.
Junk	2942340		05/27/2020 01:25 am	Executive Reports	moeoevweljqcb.nlkxdbwvulnmc...	33 Habits of Bad Bosses
Junk	2942340		05/26/2020 08:30 pm	TechWatch	bounce@businesswatchnetwork....	Easy-To-Follow Excel Pivot Tables

[Show Headers](#) [Show Images](#) **E.**

Hi Paul, **F.**

Good morning. First off hope you are safe with your family and friends. I wanted to reach out and let you know that we are now offering ? Jacobson Electric a pre-approval supplementary bridge loan until the SBA economic injury disaster loan program/PPP gets additional funding. If you are in need of a bridge loan due to recent economic crisis please call or email us to apply.

[Apply Here For Supplementary Bridge Loan Funding](#)

Sincerely,

Mark Evans  
TwinFold Capital  
877-473-9080

Messaging Assurance Powered by GoSecure (Version 11.6)

The Dashboard is the main control center for the E-Mail filtering. Here are the main parts of the Dashboard:

- A** – Tabs to change between Messages, Settings, Policies, and Status
- B** – Toolbar buttons for messages (view, release, delete, select all, download, or print)
- C** – Date range of viewing from 2 Days to 1 Month
- D** – Messages in quarantine; click a message to view it
- E** – Link to view images in the message
- F** – Viewing space for selected message

(A) There are four main sections of the Dashboard, indicated by tabs:

**Messages** tab is where you see your messages;  
**Settings** is to set time zone and daily spam digest;  
**Policies** is for accepting or blocking messages by sender, language, or attachment type;  
**Status** is a quick summary of your account.

(B) The Toolbar buttons are actions you can do when viewing a particular message.

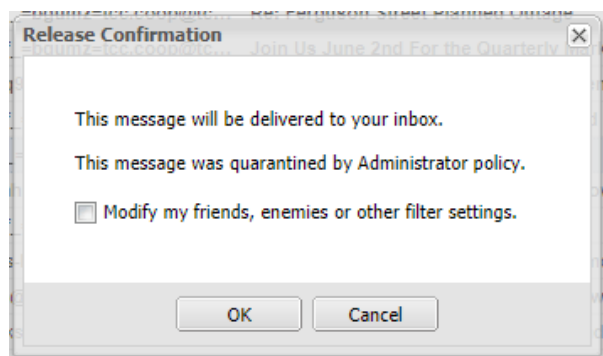
(C) Change the date range to view a wider range of messages. Images are blocked by default in the view panel so you must click the link to view images.

## VIEW AND RELEASE

To view and release an E-Mail message, first go into the Dashboard. You can access the Dashboard by going to the [Dashboard website](#) or by opening any Spam Digest E-Mail from the past 10 days and clicking either "My Account" above and to the right of your messages.

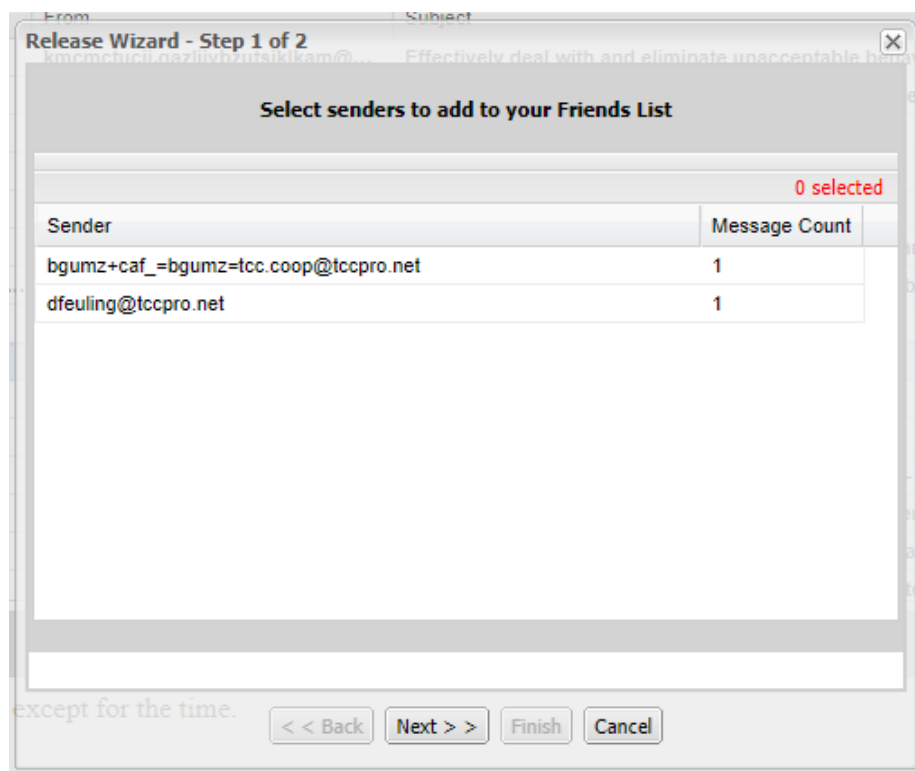
You should start in the Messages tab. Click the **date range button** if you wish to change the range of messages in the list. You can click the headings above the messages to sort them by sender, subject, etc. Click on a message you wish to view. The message will be displayed in the viewing space.

If you wish to **Release** the message so it comes to your Inbox, just **click the Release button** from the toolbar above the list of messages. You will see a pop-up telling you the message was released, which policy had quarantined it and whether you would like to modify your friends, enemies or other filter settings.

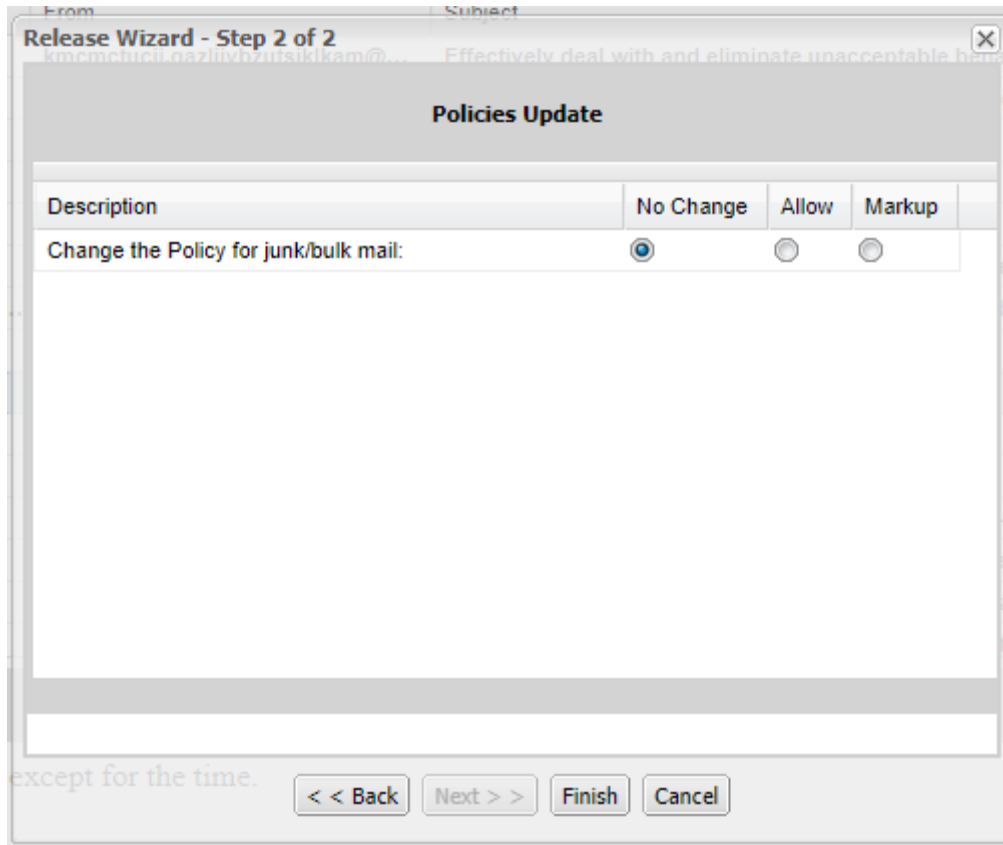


If you wish to approve this sender's future messages, click the box next to "Modify my friends, enemies or other filter settings."

(Note - this may not work if the address that sent the message is a one-time "random" address. Instructions for manually adding an address or domain to your Friends list is later in this guide.)



After you click the check mark to Modify and click OK, you will see the address(es) listed as the sender which will then be added to your "Friends" list in your filtering settings. Click the first address, press CTRL on your keyboard and click any other addresses, and then press Next.



The image shows a Windows-style dialog box titled "Release Wizard - Step 2 of 2". The main heading inside is "Policies Update". Below this is a table with four columns: "Description", "No Change", "Allow", and "Markup". The first row in the table has the description "Change the Policy for junk/bulk mail:" and three radio buttons. The "No Change" radio button is selected. At the bottom of the dialog are four buttons: "< < Back", "Next > >", "Finish", and "Cancel".

Description	No Change	Allow	Markup
Change the Policy for junk/bulk mail:	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

< < Back   Next > >   Finish   Cancel

Next, you will see a screen to **Change the Policy for your junk/bulk mail**. Leave this set to "No Change" and click Finish. Changing this setting will cause unwanted messages to be instantly approved.

You have successfully set the filtering to approve those addresses.

## MANUALLY APPROVING E-MAIL ADDRESSES

IF the E-Mails you wanted to receive are still getting blocked, the address(es) you approved might have changed or they might have been "one-time" addresses commonly used in bulk mailing. To manually enter an E-Mail address, or just the domain of an approved person, follow these steps:

- 1) Go into the Dashboard page of your filtering (use the instructions above)
- 2) Click the Policies tab (green arrow)
- 3) Click in the small text box under "Friends" (green arrow)
- 4) Type an E-Mail address -or- just the domain name (the part after @) in the small text box
- 5) Click or press the green + circle icon (green arrow)
- 6) This will add the address/domain to your Friends list.

The screenshot shows the TCC (Tri-County Communications Cooperative) web interface. At the top, there's a navigation bar with tabs: Messages, Settings, Policies, and a partially visible 'S' tab. A green arrow points to the 'Policies' tab. Below the navigation bar, there's a header with the text 'The Right Choice. Right Here. ...that's Tri-County Communications!' and the TCC logo. The main content area is titled 'Filter by Message Type' with a sub-header 'Control how intercepted messages are processed.' Below this, there's a section titled 'Filter by Sender'. Under 'Filter by Sender', there are two sections: 'Friends' and 'Enemies'. The 'Friends' section has a text input box and a green plus icon. A green arrow points to the text input box, and another green arrow points to the plus icon. The 'Enemies' section has a text input box with a green plus icon and a red minus icon. Below the 'Enemies' section, there's a list of domains: bestofsender.com, bluecoat.com, ditchmy9to5.com, express-scripts.com, linkedin.com, and mailminion.net. At the bottom, there's a note: 'Your administrator has set up an Enemies list for 'tcc.coop'.'

## TIPS & NOTES

- You only see quarantined E-Mails in your Daily Digest since the last Daily Digest but you can see all of your quarantined E-Mails from the past 30 days from the Dashboard.
- You can get to the Dashboard by opening a Daily Digest from the past 10 days and clicking the words "My Account" located above and to the right of your quarantined messages. Using this link will open the Dashboard without requiring you to sign in.
- You can also get to the Dashboard from the TCC website ([www.tccpro.net](http://www.tccpro.net)) under My Account. You will need to sign in with your E-Mail address and password.
- You can release E-Mails directly from the Daily Digest E-Mail but you will not be asked if you wish to add the user to your "friends" list to prevent them from being blocked in the future. Only releasing from the Dashboard will do that.
- If you choose to change your junk policy after releasing a message from the Dashboard, the filtering will no longer block any messages of that type (junk, spam, etc.).
- You can call TCC for help releasing messages, adding friends to your Friends list, or for any assistance or questions.
- TCC's filtering also watches outbound E-Mails and will quarantine them if they violate the rules set for outgoing messages. If a message you are trying to send is quarantined, you will get an E-Mail back notifying you that it was quarantined and telling you to scroll down to click a link to release it and send it. This filtering is necessary for us so that our entire server is not rejected by other companies due to even a single spamming incident.
- Your E-Mails are not read by a person during the process of filtering. The filtering works by releasing "dummy" E-Mail addresses to capture as many spam messages as possible. It then uses those captured spams, along with other technical data inside the message, to determine whether it should be delivered or quarantined. This criteria can change DAILY as spammers are always trying different tricks and sending new spam E-Mails. It is not uncommon to start having some messages quarantined that have always been approved.
- Again, contact TCC if you have any questions!