



# TOTAL CONTROL EMAIL SECURITY END USER GUIDE

Welcome to the Total Control email security solution, which protects you against spam, viruses, phishing exploits, and other email-borne threats.

In this guide, you'll find the basics you need to understand and begin using Total Control. If you've used a previous email security solution such as McAfee's MX Logic, some aspects of Total Control will be familiar to you.

**[You can view the video version of these instructions by clicking here](#)**

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## YOUR TOTAL CONTROL WELCOME MESSAGE

First, when Total Control is activated for your email address, you will receive a welcome email from OXEN Technology with the subject line “Your address is now protected by Total Control!”

Welcome to Total Control, a powerful email security solution that eliminates spam, viruses, and phishing exploits while providing an added layer of security against email-borne threats.

Your primary email address [hello@oxen.tech](mailto:hello@oxen.tech) has been signed up for protection by Total Control.

You will begin to notice a Total Control Panel at the bottom of each email message that you receive.

Your username is: [hello@oxen.tech](mailto:hello@oxen.tech)

Please click on the following link to create a new password for your account:

When you receive this email, **click on the activation link in it** to create a new password for your account.



### Management Portal

#### Create A New Password

The password must have a minimum length of eight characters and fulfill three of the following four requirements:

- Contain at least one lowercase character
- Contain at least one uppercase character
- Contain at least one digit
- Contain at least one special character: ! @ # \$ % ^ & + = -

Password	<input type="password"/>
Confirm	<input type="password"/>

Submit



## LOGGING INTO YOUR ACCOUNT

The link to reach the login page will be in your *daily notification email* as well as in the *Control Panel* footer at the bottom of incoming emails.

To login, your **username** will always be your email address. Enter the **password** you set for yourself after activating your account.

The screenshot shows the OXEN Management Portal login interface. At the top is the OXEN TECHNOLOGY logo. Below it is the heading "Management Portal" and "Log In". There are two input fields: "Email" with the placeholder "Your email address" and "Password" with the placeholder "Your password". Below the password field is a checkbox for "Remember me" and a link for "Forgot your password?". A blue "Log In" button is positioned to the right of the password field.

If you forget your password, click “Forgot your password?” on the login page. You will be prompted to enter your email address, and instructions will be mailed to you.

The screenshot shows the OXEN Enterprise Management Portal Forgotten Password Recovery page. The heading is "Enterprise Management Portal" followed by "Forgotten Password Recovery". There is one input field labeled "Email" with the placeholder "Your email address". Below the input field is a link for "Back to login page" and a blue "Send" button.



## YOUR HOME SCREEN

The first screen that you will see when you log in is your home screen.

The screenshot shows the OXEN home screen. At the top left is the OXEN logo. To its right are navigation tabs: HOME (selected), USER, REPORTS, and QUARANTINE. In the top right corner, there are links for 'Help | Log Off' and a welcome message 'Welcome: hello@oxen.tech'. On the left side, there is a sidebar menu with options: Home, User, Reports, Quarantine, and Support (expanded to show version 7.90.3 and contact information). The main content area displays 'Welcome, Hello' and 'Quarantined Messages for Hello'. Below this, there are two sections: 'Quick Options for Hello' with links to 'List my recent messages', 'View my quarantined messages', and 'Review my account properties'; and 'Statistics for Hello' showing 'Year-to-date statistics' with zero counts for messages delivered, blocked as spam, sent outbound, and viruses blocked. A note at the bottom explains that messages blocked as spam are those blocked at the gateway.

From this screen, you can view recent mail messages, access your quarantined messages, and review and make changes to your account.

## Welcome, Hello

This close-up shows the 'Quick Options for Hello' section. It features a blue header bar with the text 'Quick Options for Hello'. Below the header, there is a list of three links: 'List my recent messages', 'View my quarantined messages', and 'Review my account properties'.

Before making changes to your account, please contact your system administrator, as they may have specific guidelines for you to follow.



## YOUR QUARANTINE NOTIFICATION EMAIL

Now that your email address is protected with Total Control, you will begin receiving a daily “messages quarantined” email.

This email tells you how many messages have been quarantined. Some of the quarantined messages will be listed in the email. Next to each email are **actions** to “View” the message, “Release” it, or “Allow From Sender”.

Tue 6/21/2016 10:05 AM

**OXEN Technology** <rfx-noreply@asp.reflexion.net>

Messages quarantined since June 20, 2016 4:00 PM for info@heartlandtechnologies.com

To info

i If there are problems with how this message is displayed, click here to view it in a web browser.

We have quarantined **one message** since **June 20, 2016 4:00 PM** for [info@heartlandtechnologies.com](mailto:info@heartlandtechnologies.com).

We have included some of the messages below for your review. **We omitted 0 blatant spam messages** from this email. You can change your threshold in the "Quarantine Settings" section of your User Properties page.

[Enter Your Quarantine](#)

Subject	Address	Time	Actions
Re: Take this initiative	Andre ROLLAND < <a href="mailto:rrl.info@aol.co.uk">rrl.info@aol.co.uk</a> >	8:47 AM	<a href="#">-View</a> <a href="#">-Release Message</a> <a href="#">-Allow From Sender</a>
Subject	Address	Time	Actions

[Enter Your Quarantine](#)

## VIEW MESSAGE

If you click “View”, you can read the entire quarantined message, to see what it is. This action does not release the email or whitelist the sender in any way.



## RELEASE MESSAGE

If you click “Release Message”, you can release the message from quarantine, and it will appear in your inbox.

## ALLOW FROM SENDER

If you click “Allow From Sender”, you tell Total Control to allow any messages from this email sender in the future. This is how you can “whitelist” or allow all emails from a specific person, so that they don’t end up in your quarantine again.

## CONTROL PANEL IN INCOMING EMAILS

The “Control Panel” is a footer attached to the bottom of all incoming messages from a domain other than your own. So, for example, you will not see the Control Panel in emails from your co-worker, but you will see it at the bottom of an email from a client or vendor.

### Total Control Panel

[Login](#)

To: [hello@oxen.tech](mailto:hello@oxen.tech)

From: [n0967d78230-dc9394bd3b24419cb97db0260886f092-hello===oxen.tech@bounce.twitter.com](mailto:n0967d78230-dc9394bd3b24419cb97db0260886f092-hello===oxen.tech@bounce.twitter.com)

Message Score: 30

My Spam Blocking Level: Low

High (60): **Pass**

Medium (75): **Pass**

Low (90): **Pass**

[Block](#) this sender

[Block](#) bounce.twitter.com

*This message was delivered because the content filter score did not exceed your filter level.*

The Control Panel footer allows the you to see information about the incoming email:

- who it was sent to (To:)
- who it’s from (From:)
- the message’s score and spam blocking level

It also provides an easy way to **block** the sender or the domain.

The **Login** link on the right side of the control panel footer takes you to the login page for your Total Control account so you can access it at any time.



## YOUR QUARANTINE FOLDER

Most of the time, you will be able to view, release, and whitelist quarantined messages using the action links in your daily notification email or the Control Panel footer at the bottom of incoming messages. But you can also take these actions, and more, in the Quarantine Folder in your account.

1. To access Quarantine, click on the “Enter Your Quarantine” link in your daily notification email or the “Login” link in your Control Panel footer.
2. Log in to your account.
3. If you are not immediately taken to your blocked messages folder, click on Quarantine in the menu bar or click “View my quarantined messages” from the home page.

You will see a list of all quarantined messages.

OXEN Technology

HOME USER > REPORTS > QUARANTINE

Help | Log Off  
Welcome: info@heartlandtechnologies.com

Home  
> User  
> Reports  
Quarantine  
▼ Support

7.90.3  
OXEN Technology | Privacy | Support & Utilities  
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Quarantined Messages for info • Quarantined Messages for info • Welcome, info

Quarantined Messages for info

0 messages selected

Release Release & Allow > Delete

Delete & Block > Delete All Messages

1 - 1 of 1

Select	Details	From	To	Subject	Received	Size	Score
<input type="checkbox"/>		Andre ROLLAND <rrl.info@aol.co.uk>	info@heartlandtechnologies.com	Re: Take this initiative	8:47:08 AM CDT	2K	98

1 - 1 of 1

**We recommend that after you click on this “Enter Your Quarantine” link in the email you receive that you bookmark it in your web browser for future use.** You can use this bookmarked link to access your Total Control quarantine center at any time, even if you haven’t received your daily quarantine notification email yet. This is helpful if you are missing an email you expect to receive and want to immediately check if it was quarantined.



## ACTIONS YOU CAN PERFORM IN THE QUARANTINE FOLDER

Clicking on the subject line of a message in the Quarantine list will open up the message.

Quarantined Message Detail • Quarantined Messages for info • Quarantined Messages for info • Welcome, info

### Quarantined Message Detail

<b>Release and Allow</b> <input type="text" value="Address"/> <input type="text" value="Domain"/>	<b>Delete and Block</b> <input type="text" value="Address"/> <input type="text" value="Domain"/>	<b>Delete</b> <input type="button" value="Delete"/>
<b>Release</b> <input type="button" value="Release"/>		

**Message Info**

From: Andre ROLLAND <rrl.info@aol.co.uk>  
To: info@heartlandtechnologies.com  
Cc:  
Date: Tue, 21 Jun 2016 15:48:26 +0200  
Subject: Re: Take this initiative

Dear Sir,

I am a consultant with TAMKEEN FOUNDATION which was established in 2014 as part of Qatars national reform initiatives and is tasked with supporting the Private sector / Individuals in order to position it as the key driver of economic development / philanthropic advancement.

**From that page viewing a single quarantined message, you can...**

- Release the message and allow the sending address OR allow the sending domain
- Delete the message and block the sending address OR block the sending domain
- Delete the message
- Release the message to your inbox



You can also perform the above tasks in bulk on *multiple* emails in the Quarantine Folder. Just check the boxes next to several messages and choose an option from the above buttons.

Quarantined Messages for info • Quarantined Messages for info • Welcome, info

### Quarantined Messages for info

Search

One message selected

Release    Release & Allow >    Delete

Delete & Block >    Delete All Messages

1 - 1 of 1

Select	Details	From	To	Subject	Received	Size	Score
<input checked="" type="checkbox"/>		Andre ROLLAND <rrl.info@aol.co.uk>	info@heartlandtechnologies.com	Re: Take this initiative	8:47:08 AM CDT	2K	98
<input type="checkbox"/>	Select						

1 - 1 of 1

**Note:** “Address” refers to only one sender, the specific person (email address) that sent the email, e.g.  *johndoe@companyb.com*. “Domain” refers to an “organization” or “network” that multiple email senders come from, e.g.  *companyb.com*. If you allow a domain, you allow any sender from that domain to send you emails. If you allow an address, you are only allowing that single sender.

**Note:** Releasing an email is not the same as “allowing” it. Releasing just means the email is let through to your email inbox. Future emails from the same sender may also be quarantined in the future.

If you hit “Release & Allow”, this will whitelist the sender and their future emails, as well as release the specific selected email to your inbox.