Comprendre son rapport de quarantaine

You will receive emails in your inbox from noreply-safemail@dfi.ch in this form:

The email includes:

- a summary (user, number of spam, number of viruses, number of attachments)
- a summary of possible actions (**Deliver**, **Whitelist**, **Delete**)
- the spam list
- the list of Viruses
- the list of blocked attachments
- Various quarantine functions

- Report
- Possible actions
- Spam
- Virus
- Attachments
- Functions of quarantine

Report

The summary says:

- the user: **User: ▮@dfi.ch**

> ⓘ If you are a member of a distribution list and have an alias, there will be an associated account for each email. The user name will be indicated in this field.

- The number of spam blocked: **Spam 1**
- The number of viruses blocked: **Viruses 2**
- The number of blocked attachments: **Attachments 0**

Possible actions

On the concerned e-mails sevral action can be used:

- **Deliver** (you know the sender and wish to receive his email despite his spam score)
- **Whitelist** (this is a safe sender and you want it never to be blocked again)
- **Delete** (You delete the email permanently)

Spam

Spam is represented in the yellow box:

SPAM MESSAGES (1)

Date	From	Subject	Score	
Sat 28 Mar 19:09	wcyih@cphq.com	口罩生产厂家，可零售，可批发，价格公道	9.61	Deliver Delete Whitelist

you have the following information to identify the sender:

- date and time of receipt of the email
- the sender of the email
- the subject of the mail
- spam score email

Depending of the informations you can: **Deliver**, **Whitelist**, **Delete** the mail.

Virus

Viruses are located in the red box:

VIRUS MESSAGES (2)

Date	From	Subject	Virus	
Thu 19 Mar 01:20	epayment@ctan.org	TAX CLEARANCE CERTIFICATE FOR THE YEAR 2020	Trojan.GenericKD.42 835163	Delete
Fri 20 Mar 14:26	"Xu Jianrongr"<>	COVID-19 Assistance..	Porcupine.Junk.4357 4.UNOFFICIAL	Delete

You have the following information to identify them:

- date and time of receipt of the message
- the sender of the message
- Message subject
- virus name

You will note that for viruses you can only Delete them for security reasons!

Attachments

The attachments are located in the blue box:

You have the following information to identify them:

- date and time of receipt of the message
- the sender of the message
- Message subject
- name of the attachment (with its extension)

Depending of the informations you can Deliver, Whitelist, Delete the mail.

Functions of quarantine

- Deliver this report every: day | weekday | Friday | month | never
- Include the following items in the report: All quarantined items | New items since last report only
- To view your entire quarantine inbox or manage your preferences: Click here
- Send me a new report now containing: All quarantined items | New items since last report only
- To delete all of the messages:: Click here
- Messages will be automatically deleted from quarantine after 27 days.

It is possible to change the frequency of reception of the quarantine report

- one per day
- one per working day (Monday to Friday)
- every Friday
- Every month
- never receive a report

ⓘ (it is possible to change this parameter from the Safemail console if you clicked on it by mistake) How to Modify my Quarantine report

It is possible to change what is included in the quarantine report

- All elements of quarantine.
- only new items from quarantine since the last report.

You can access your quarantine with a single click (without a password because the link contains an identification Token).

You can request a new quarantine report containing:

- all the data found there.
- only new emails since the last report.

You can empty your entire quarantine in one click

⊗ This action is irreversible and will cause the loss of all spam, viruses, attachments in quarantine.

If no action is taken on your part, emails older than 27 days will be automatically deleted.