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Knowledge Base Article

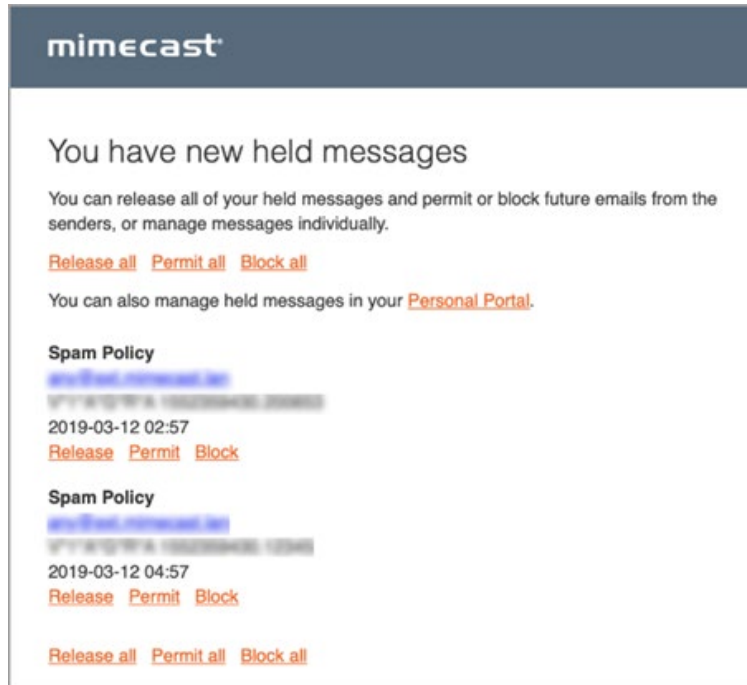
THE DIGEST EMAIL: USING THE DIGEST EMAIL TO RELEASE QUARANTINED MESSAGES

Content

Your administrator has created policies to ensure messages containing potential junk / spam content, or specific attachments aren't delivered directly to your Inbox. Instead they are held in a quarantine area, called the Hold Queue.

You can view and control these messages, without having to contact your administrator, by using the automated digest sent to your Inbox. The frequency of the digest is controlled by your administrator, and displays a summary of your messages in the Hold Queue. If there are no messages in the Hold Queue, you'll not receive the digest.

An example digest is displayed below but your administrator may have customized the digest to include your branding, specific wording, and other details.



1. Using the Digest

The digest lists the actions you can take to ensure legitimate messages aren't missed and that they are released to your Inbox. The actions you can take are listed below, together with details of what happens to the held messages and all future messages from the sender. Each message in the digest must be actioned individually.

Warning: As you can regulate the messages you accept into your inbox, it is crucial for you to understand the significance of each action before deciding what action to apply to each message.

| Action | Example Scenario | Message Delivery | Future Messages |
|--------------------------|---|--|--|
| Release / Release All | You've checked the message details displayed in the digest. You: Aren't expecting the messages. Think the content could be useful. Do not want to add the sender to your personal allow list. | Removes the messages from the Hold Queue, and they are delivered it to your Inbox provided it passes virus scanning, content, and attachment policies. | Messages from the sender are still subject to your administrator's policy checks (e.g. spam content, specific attachments) so may be sent to the Hold Queue. |
| Permit / Permit All | You've checked the message details displayed in the digest. You: Are expecting the message. Recognize the sender as someone you have had previous contact with. Want to add the sender to your personal allow list. | Removes the message from the Hold Queue, and they are delivered it to your Inbox provided it passes virus scanning, content, and attachment policies. | Messages from this sender bypass all spam checks and are delivered to your Inbox, provided they pass virus scanning, content, and attachment policies. |
| Block / Block All | You've checked the message details displayed in the digest. You: Do not recognize the sender or the message's content. Suspect it could be malicious. Want to add the sender to your personal block list. | Removes the message from the Hold Queue, but doesn't deliver the message to your Inbox. | The sender's email address is added to your personal block list. Messages from them are rejected, and won't be delivered to your Inbox. |

Please contact Towne Properties Support help@towneproperties.com if you have any questions.