

# SIM2K® STICKYNET

## User's Guide

SIM2K® StickyNet is using a new platform for our service that has made some changes to the User's interface. However, it has not changed the functionality of StickyNet and our ability to filter spam and viruses from your e-mail. It also still retains the ability to access your e-mail account through the Control Panel and have full functionality for your mail there should there be an interruption of your Outlook account (Continuity).

### Daily E-mail Notifications

If StickyNet has detected any suspect e-mails, it will place them in the Quarantine and you will be alerted by a daily e-mail from our Tech Support group. A sample e-mail is shown below.

The screenshot shows an Outlook email window. The email header includes: From: Tech Support <techsupport@sim2k.org>, To: edwin@christianconsultingcorp.com, Subject: Email Spam Report. The main body of the email features the SIM2K STICKYNET logo and a message: "Below is the latest summary of potential SPAM email blocked by SIM2K StickyNet." It then provides a "Quarantine Summary Report" for user@abcompany.com dated May 19, 06:00. A table titled "Spam" lists one entry with the following details:

From	Subject	Type	Date	Action
bounce-9456661-1784735753@online.techconnect.com To: user@abcompany.com	10 classic early iPhone games still worth playing	Low Threat	May 12, 11:42	Preview Allow & Release

Below the table, there are "Helpful tips" and a link "Login to control panel" circled in red.

The e-mail will display who the suspected spam is from, the subject line on the e-mail, what type of threat StickyNet perceives the e-mail to be, when it arrived in your Inbox, and then options for you to either **Preview** the e-mail, or if you are sure this is mail from a trusted source and you wish to receive mail from them, you can click on **Allow & Release** to put this sender on your Allow Sender list (Whitelist).

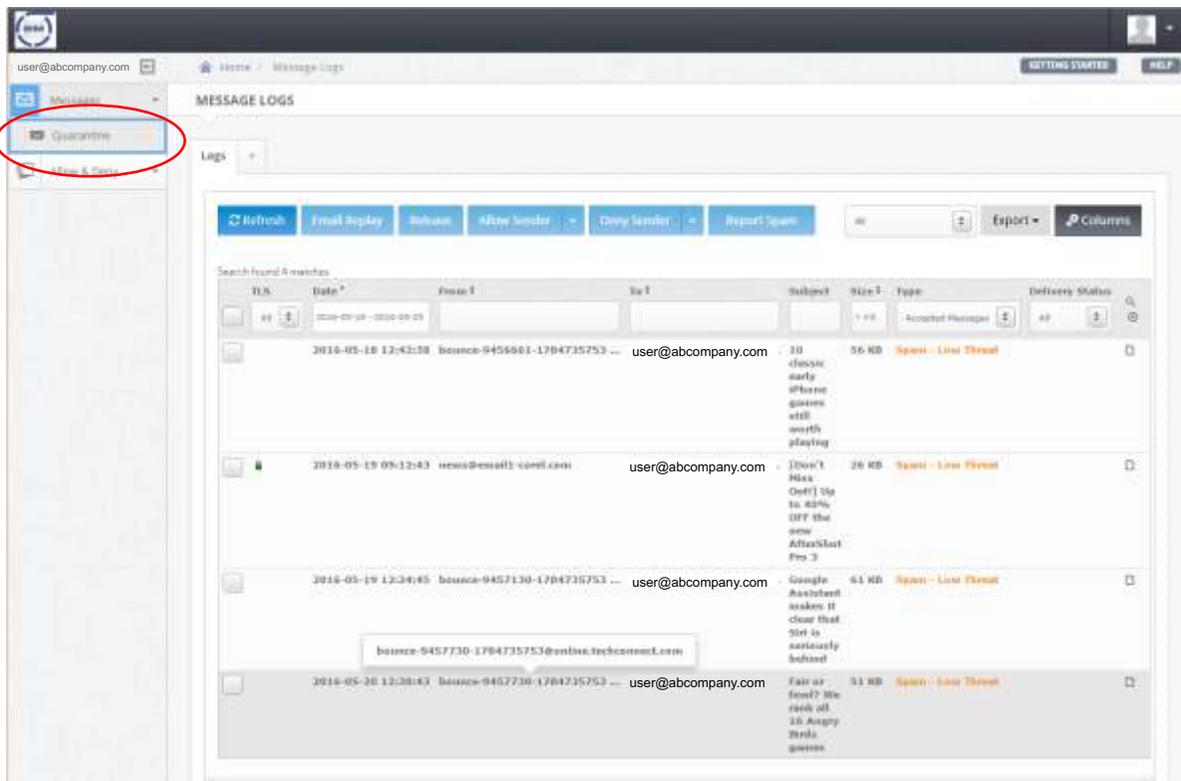
We recommend that you begin your StickyNet session by going directly to the **Control Panel** using the link circled in red show above. This is where you will have maximum flexibility to manage your e-mails.

# Using the Control Panel

Clicking on Control Panel will take you to the screen shown below. Here, you have full functionality for your e-mails through this portal, which will be discussed in detail. You will notice there are menu options on the left side of your Admin Portal screen. These allow you to see actions you have taken to deny or approve senders.

## Quarantine Screen

The main screen for your Admin Portal is the **Quarantine** Screen. This shows you a Log of all mail (by date) that StickyNet has held back from being delivered to your Inbox and allows you to make decisions on whether or not to permit this mail from being delivered.



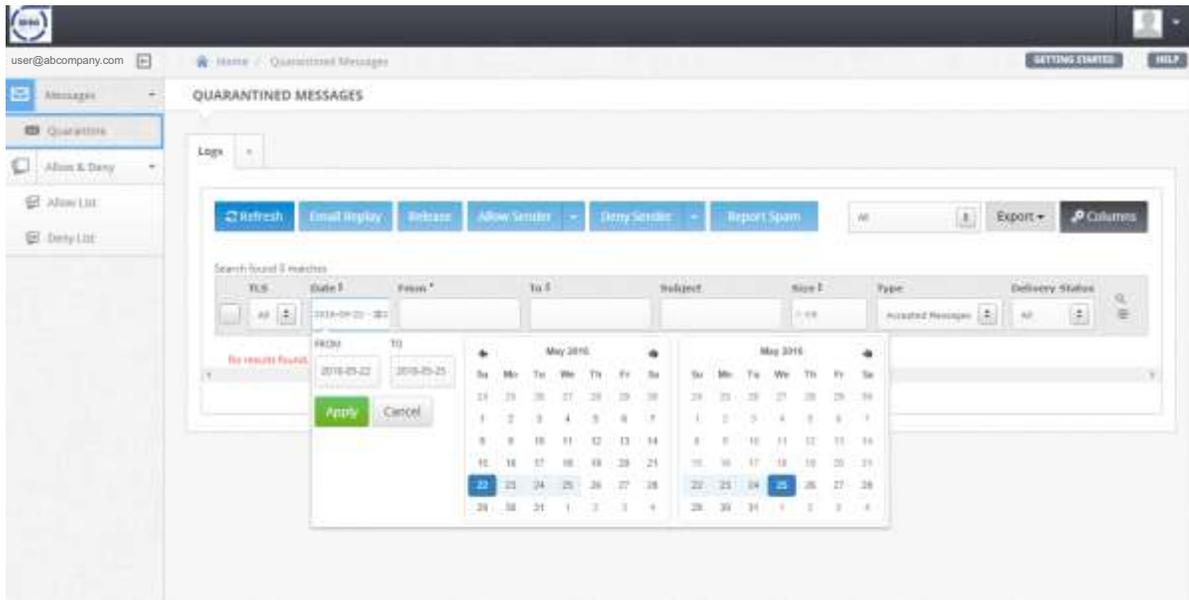
The main options on the menu bar help you to control your Quarantine:

- **Refresh** - if you have had the Admin Portal open for some time, you can hit Refresh to update it with any new mail that may have come in since you first logged in.
- **E-mail Reply** – this allows you to re-send an e-mail that may have “bounced” at the other end if you think that was an error.
- **Release** – sends the e-mail to your Inbox.
- **Allow Sender** — adds the sender’s e-mail address to your Allow List (see next page). The arrow permits you to select either the sender, or the Sender’s domain (#1 below)



- **Deny Sender** – blocks this sender’s e-mail address so that any mail from them will not reach your Inbox, but will be automatically quarantined here.
- **Report Spam** – Use this button to send information back to StickyNet so it will “learn” any suspected spam senders out there and use this to fine-tune the quarantine function for all users, too.
- **Inbound/Outbound** – you can toggle between All mail, or only Inbound or Outbound mail in your Quarantine (#2 above)

# Searching for Quarantined E-Mail



You can conduct a variety of searches here to help manage your quarantined e-mail. You can select from:

- **TLS** – an encryption method that will probably not come into play for you
- **Date** – see e-mails quarantined by a specific date. By default, the Quarantine screen only shows two days of e-mail. However, if you click in the **Date** area, the **Select Dates** screen appears where you can choose dates from the Calendar picker to view mail in the Quarantine area for those specific times. You may also directly enter a date in the **From** and **To** areas on this screen. Click on **Apply** to have the Quarantine screen display the mail for this date range.
- **From** – the sender
- **To** – if there were multiple recipients, you may search here
- **Subject** – search the Subject lines for a specific notification
- **Size** – search by the size of a quarantined e-mail (helpful if you are looking for one with an attachment)
- **Type** – You can sort by type of perceived threat (see #1 below)
- **Delivery Status** – you can sort by certain mail handling rules such as bounced or delivered mail (#2 below)



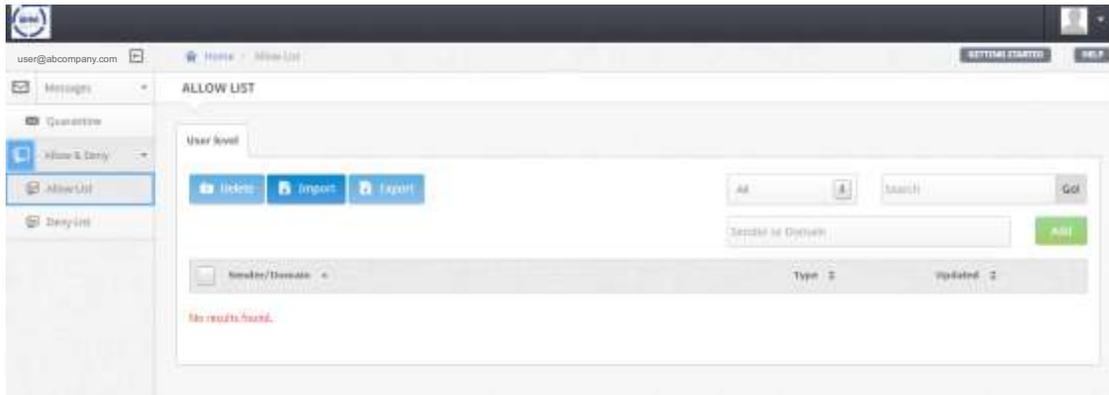
Clicking the check box to the left of a specific e-mail in the Quarantine will activate the Release/Allow/Deny options on the main menu bar. Or, the check box to the left of the TLS field will automatically check all e-mails in the Quarantine if you want to do a mass Release/Allow/Deny action for your quarantined e-mail.

There are other functions available to you in your Admin Portal to help you manage your mail once you have begun to use some of these functions on the Quarantine screen. They are all accessible from the menu tree to the left of the Quarantine area. Click on **Allow or Deny** to reveal these options.

## Allow List (aka Whitelist)

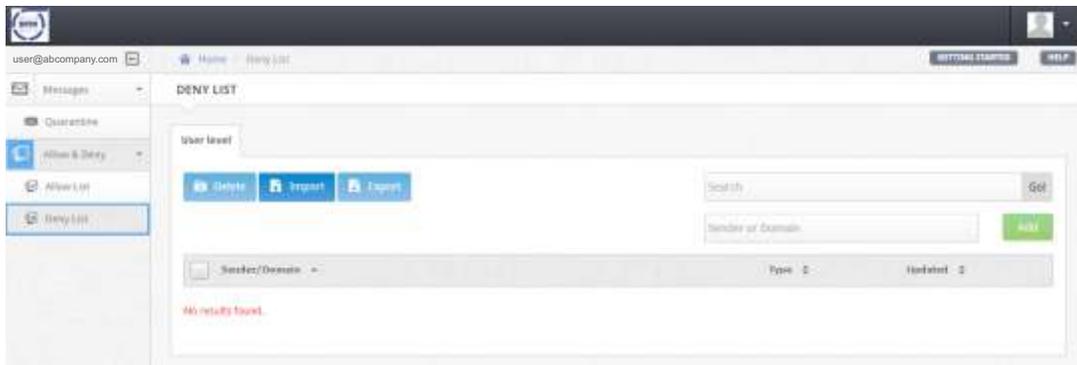
This will display all senders where you have clicked on **Allow** in the Quarantine area or on the Notification E-mail. You have the options to go back in and delete an approved sender, to import or export a list of approved senders, and to search through this area for a specific sender if you have a large list. You may also directly enter an approved sender either by specific name ( "bob@abc.com") or anyone from that company by just entering that domain name ( "abc.com"). Click on **Add** to put this sender/company on your Allow List.

**IMPORTANT:** Do not add your e-mail address or your company domain to the Allow list. This will compromise the functionality of StickyNet.



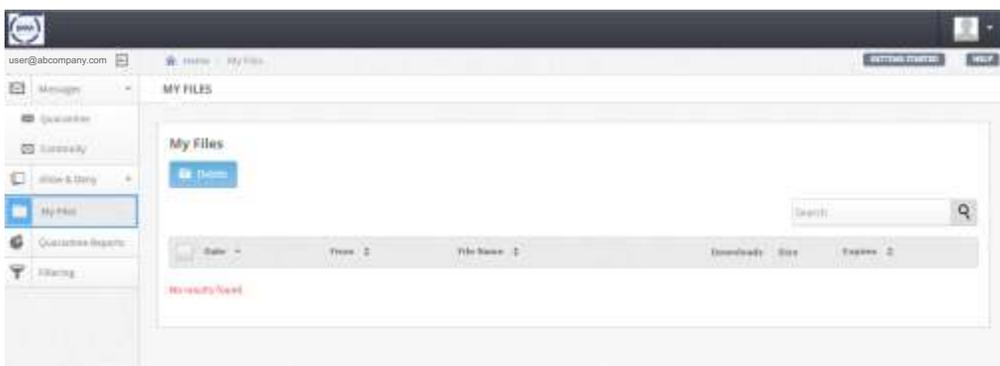
## Deny List (aka Blacklist)

Likewise, you can see those senders you have blocked on this screen. You have the same functions here as with the Allow List - delete a sender from the Deny List, import/export those names on this list, search for specific addresses, and the ability to directly add a sender/sender domain to the Deny List.



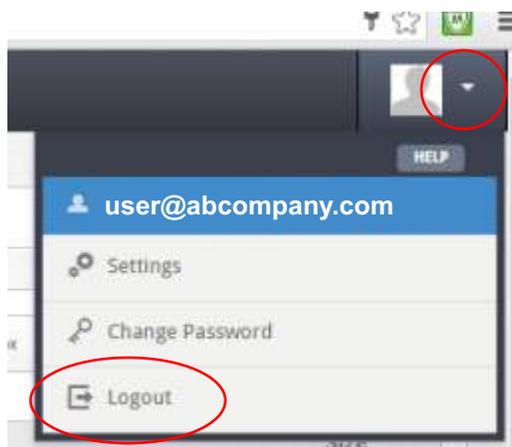
## Files

If there are any quarantined e-mails with files attached, you may sort through them here



# Logout

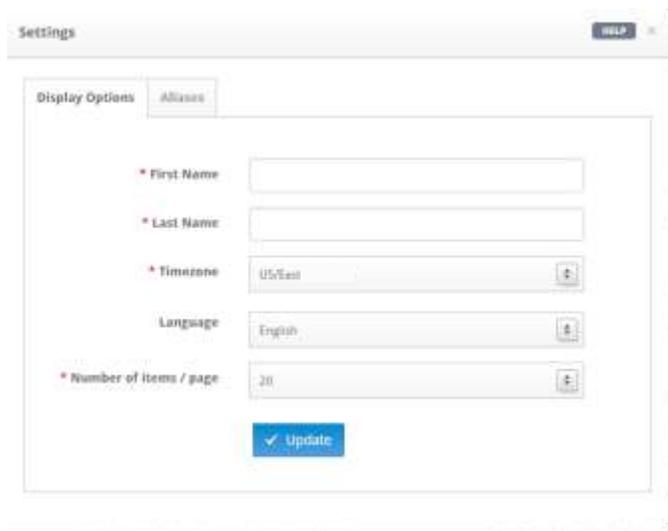
To end your session and close the Portal, click on the “down” arrow in the upper right-hand corner of the StickyNet window to reveal the drop-down menu, and click on **Logout**. This will return you to the Login screen, and you may now close your browser window to end this session, or log back in again if desired.



# Customize Your Portal

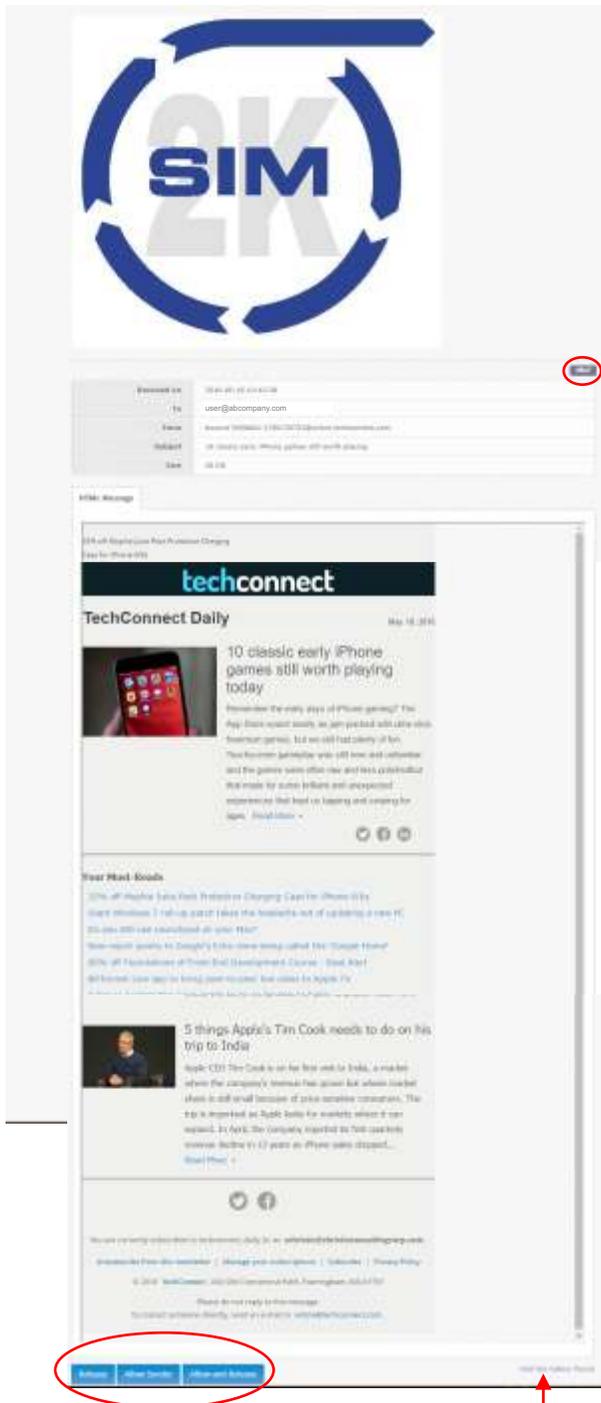
## Settings

You may also use this drop-down to customize your Portal. You can enter your first and last name here, and set the appropriate timezone for your mailbox. For most SIM2K customers you will want to select US/Eastern from the choices shown in the drop-down list. Leave the language as English, and then you may change the number of e-mails shown at one time in the Quarantine page. When done, click on **Update** to save this information.



# Accessing the Administrative Portal

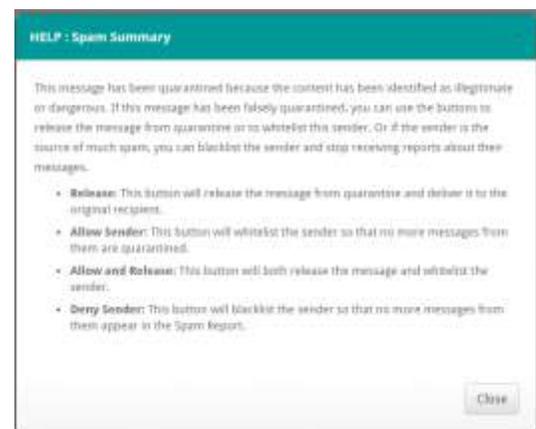
In the e-mail notification from StickyNet, you may click on the subject line of a quarantined e-mail to open that message in a browser window as shown. This enables you to preview the content of the e-mail and also Approve or Deny the sender of this message. This screen also takes you to another link into the Administrative Portal where there are additional capabilities for StickyNet services.



When you click on a message in the StickyNet notification, the e-mail will be displayed in a browser window so you may see the content.

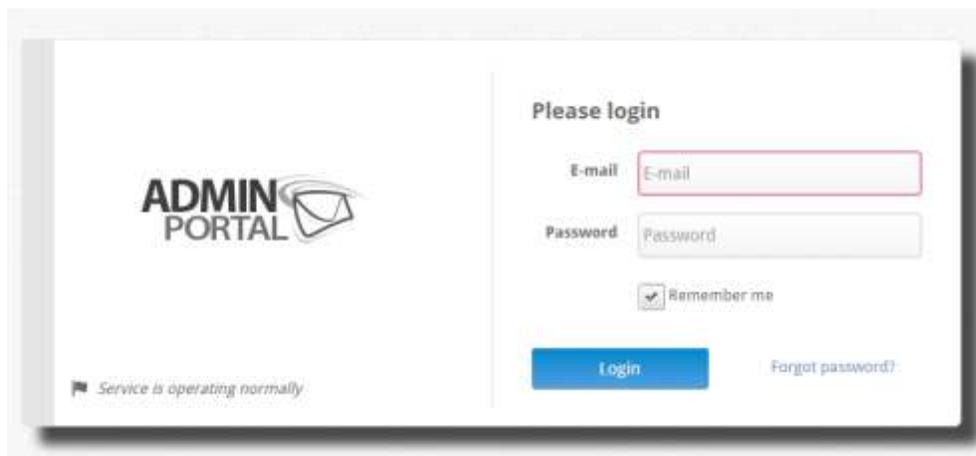
At the top is information on the date received, intended recipient, sender, subject line and size.

There is a **Help** button in the upper right corner that, if clicked, displays the information shown below. This explains why the mail may have been quarantined and actions you may take with this particular e-mail.



At the bottom of the e-mail, you will have the options of **Release**, **Allow Sender**, and **Allow and Release**, as described in the Help box above. If you do not want to take any action with this e-mail, you can simply close the browser window.

There is also a link you may click that will take you to the **Administrative Portal** where you can manage all your StickyNet functions.

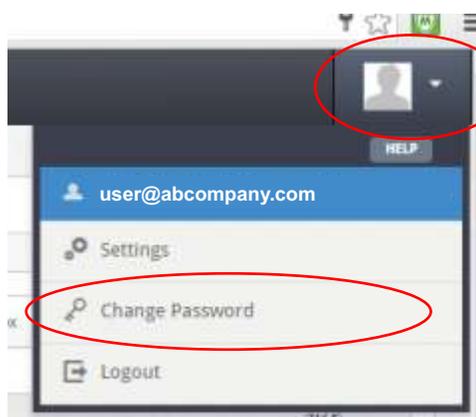


Enter your e-mail address in its entirety, then the password that your System Administrator will provide for your first access. (See next section on how to change your password to something you will remember.) You may click the **Remember Me** box to store this login information for the Admin Portal. Once you have entered your e-mail and password, click on **Login** to enter the Admin Portal.

## Change Your Password

If this is your first visit to the Admin Portal, SIM2K recommends completing the set-up function for your Portal as well as entering your own unique password for this site. Click on the ▼ icon by the silhouette to reveal the drop-down menu with the setup options for the Admin Portal.

The drop-down shows your e-mail address, then options to change **Settings**, **Change Password** or to **Logout** of the Admin Portal. Merely hover over the function you wish to use and click to access these options.



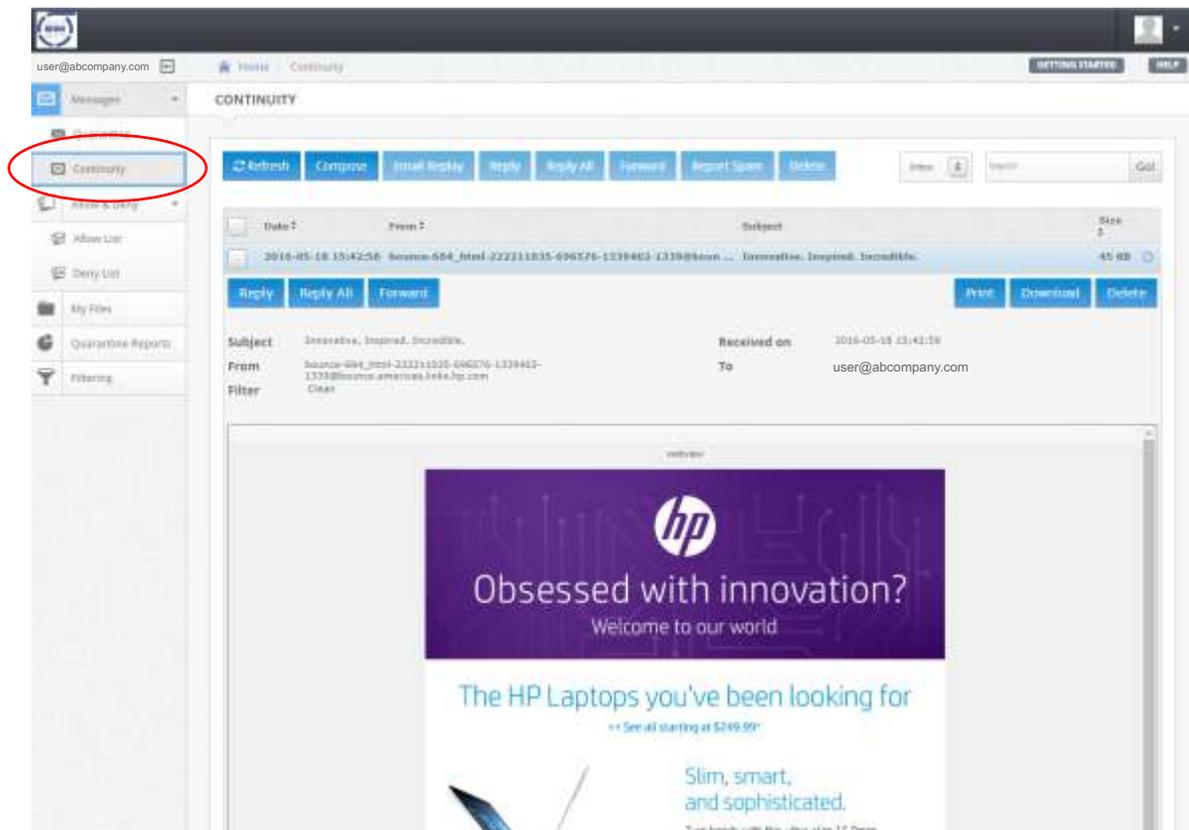
This screen is displayed. Enter the current password, then your new password, and then confirm it by entering it again. Once finished, click on **Change** to save the new password. You will notice StickyNet provides guidelines for selecting a new password so that you have the strongest password possible.

- You cannot re-use the current password;
- It must be at least 8 characters long;
- You should consider incorporating a special character in the password;
- You must use at least one upper-case alpha letter (A-Z).

# Continuity

An important feature of StickyNet is E-Mail Continuity. This is important if your Exchange Server should ever be off-line. Continuity ensures that your e-mail will not “disappear” as it will reach a destination, and if you have Internet access, you can use the Continuity screen just like your regular Inbox.

Select **Continuity** from the menu to the left. This will open the e-mail Inbox within StickyNet. Here you may act on any message just like within Outlook.



The menu bar in Continuity allows you to:

- **Refresh** – update the Inbox with any new messages
- **Compose** – create a new e-mail message
- **E-Mail Reply** – many times there is a “reply to” address in an e-mail, this option selects that address
- **Reply** – uses the Sender’s e-mail for the reply
- **Reply All** – if multiple people are addressed in the e-mail, this will send the reply to everyone
- **Forward** – lets you send to this e-mail on to a different person
- **Report Spam** – alerts StickyNet that is is a spam message to help improve the screening ability
- **Delete** – removes the message from your Inbox

This menu bar will work on all messages within the Inbox that you check using the box to the left of the Date. If you want to use one particular message, click anywhere within the field for that e-mail.

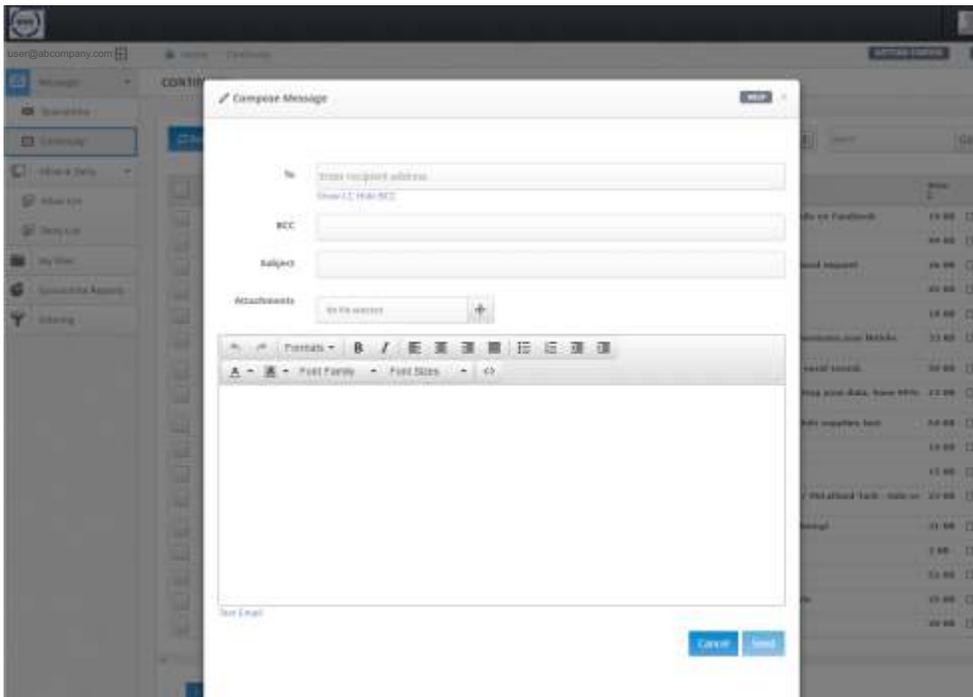
When you click on an e-mail, the content of that will be displayed, as shown above. Also, a second menu bar appears just for that message:

- **Reply** - create a response to the sender
- **Reply All** – respond to all addressed in the e-mail
- **Forward** – send the e-mail to a different person
- **Print** – print a copy of the e-mail
- **Download** – save an e-mail attachment to a location on your PC hard drive or on your network
- **Delete** – remove the e-mail from your Inbox

To close the message in the Inbox, just click on it again.

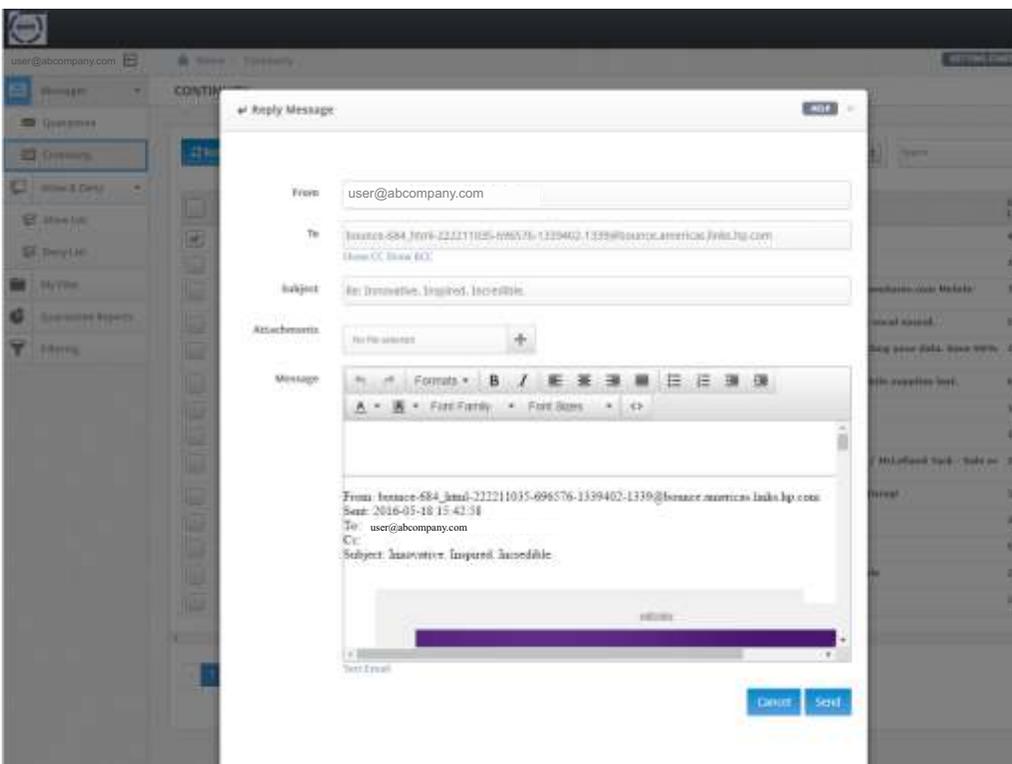
## Compose

When you click on Compose, this dialog box appears. Use it like any e-mail program – add the recipient and anyone to be copied, add a subject line, append an attachment to the e-mail, then compose the body of the e-mail. You have text formatting controls you may use as needed. When done, simply click **Send** to send the e-mail. Click **Cancel** to exit this screen without sending an e-mail.



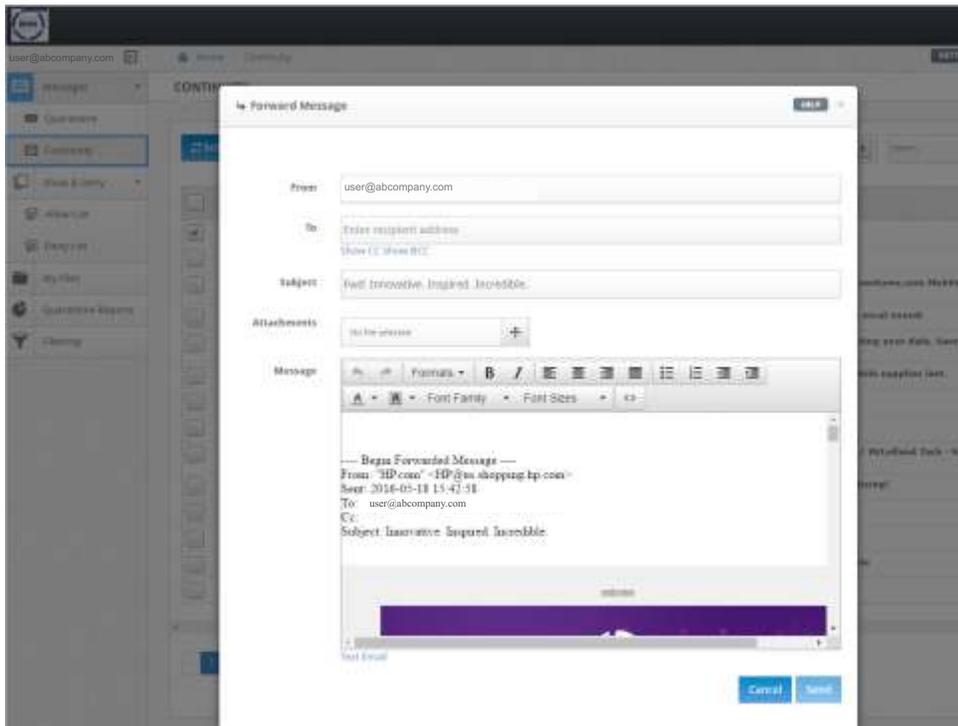
## Reply

Clicking on Reply opens the original message, but adds a field for you to add a response to it. Again, you have text formatting capability for your response. When you have finished with your comments, click on **Send** to send your reply to the original sender. Click on **Cancel** to exit without sending the e-mail;



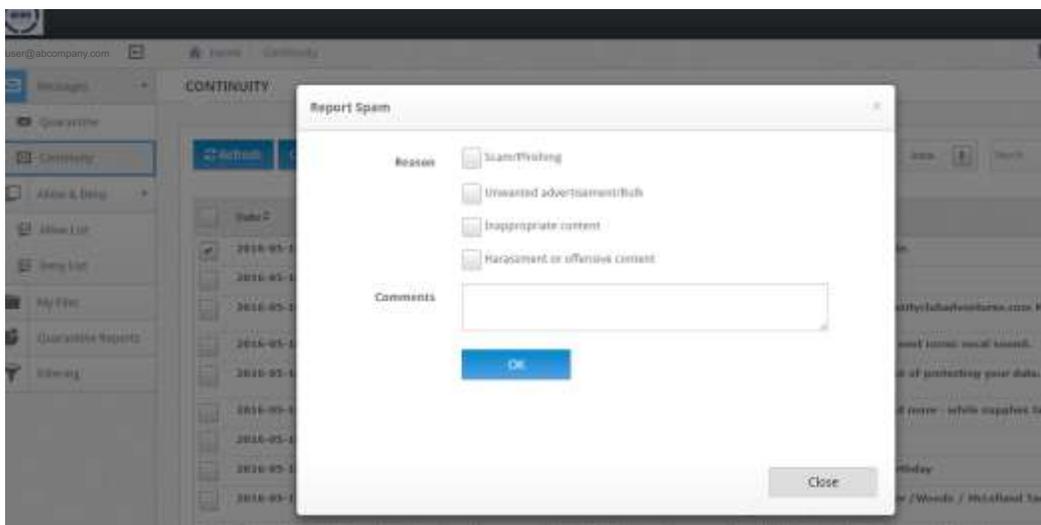
## Forward

This opens the original message and creates a new address line for you to enter new recipient(s) to get this e-mail. You have an area to add your own message with text formatting capability. Click on **Send** to forward this mail to the new recipients. Click **Cancel** to exit without sending.



## Report Spam

This permits you to tell StickyNet that a particular e-mail is Spam, and you are given certain options to classify why you consider the e-mail to be Spam. This helps StickyNet “learn” and be more precise in managing your quarantine list and what to look for in the future.



## Thank you for using SIM2K StickyNet

If you have any further questions about SIM2K StickyNet and how to use your Admin Portal, please feel free to contact us.



**SIM2K**

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