DATATUNE®

Welcome!

Your new email filtering service scans and filters your messages against an ever-evolving array of threats including Spam, Phishing, Directory Harvest Attacks and Viruses—before it reaches your inbox.

The User Console is the portal through which you may manage your personal filtering options and quarantine settings. Default settings are established by your mail administrator and those settings can be altered at the personal level as allowed by your mail administrator. You may log in by visiting https://portal.fusemail.com or click the URL provided in your Daily Quarantine email.

Once your filtering options are established there is very little that you need to do on an ongoing basis beyond reviewing the Quarantine Summary email for improperly classified spam. The Daily Quarantine Summary is a single email message that contains items added to the quarantine since the last summary was delivered. Each message has two hyperlinks – one to "deliver" the quarantined message to your inbox and one to "view" it in raw format in a browser window. Delivered messages are automatically added to your personal Allow/WhiteList so that subsequent messages from that sender are not blocked.

If you do nothing with the quarantined items, they will remain in your personal quarantine for 30 days before being deleted. It is necessary to log in to the User Console only when changing filtering preferences or managing quarantine entries that have not yet been deleted. For convenience, a link is provided on each Quarantine Summary to log in to the User Console.

False Positives & Negatives

There are times that messages may be classified as either spam or genuine when in fact they are not. It is very important that you understand the proper way to submit such messages to ensure the filters are continually refined. Please do not mail messages directly to your email administrator since a visual inspection will not enhance the filtering rules. If you see an abnormally large quantity of misclassified messages, contact your mail administrator for assistance.

Logging in to the User Console

To login to the User Console visit https://portal.fusemail.com or click the URL provided in your Daily Quarantine email. Enter your email address and password. Then click Log-in. You will be routed to your personal on-line quarantine

If you have forgotten your password click the Help icon and follow the instructions on the screen. Those instructions will vary depending on your organization's configuration. If in doubt ask your email administrator.

It is important to note that 10 failed login attempts in within a ten minute period will temporarily lock your account and force you to wait a varying period of time before you may resume login attempts. Contact your mail administrator if you have questions with your login credentials.

System Requirements

There is no special software that must be installed on your workstation to utilize this service. Logging in to the Console requires only a modern web browser (Firefox 3+, Safari 3+, Google Chrome 1+ recommended). Internet Explorer 7+ is supported but may not perform as well as a standards-compliant browser. Your web browser must support secure connections, cookies and Javascript. Contact your mail administrator if you experience any issues.

Frequently Asked Questions

For additional information, please read our User FAQ's at http://datatune.com/antispam-user-faq.asp