# Introduction

Greymail is the result of the virus and spam filtering options. Whenever the Virus Scanner or the Spam Filter catches a message that is identified as a virus or as spam, they will re-direct the message to Greymail. Greymail is essentially a quarantine area to contain these undesirable messages.

# Functions:

**Navigation:**  When you log in to Greymail you will see the following tabs.

**Performance:**  This tab describes a brief summary of what Greymail has accomplished.  Here you can find how many messages have been caught and delivered by Greymail.

**Quarantine:**  This tab holds all the email that Greymail has blocked.

**Analysis:**  This tab shows a graph of Greymail's activity.

**History:**  This tab has a history list of the messages that Greymail has processed.  In this tab you can ask Greymail to retrain the message selecting the checkbox to the left of the message, then hit the Retrain Checked button at the top or bottom of the screen.

**Deleting a message:** To delete a message or a collection of messages in the Quarantine tab, select the checkbox to the left of each message, then hit the Delete Checked  button at the top or bottom of the screen.

**Viewing a message:** To view a message in the Quarantine tab, click on the subject. If the message has no subject, you may click on the envelope to the right of the date field to pull up the message. This will launch a new window. If the message contains attachments or inline images, it will not display for security reasons. In this case, if the message is spam, you can forward it on to your normal email client and read it. Headers are not included in the message display. In order to view headers, click on the header icon next to the envelope. To view a message with unsafe images (web bugs) click on the magnifying glass.

**Forwarding a message to your normal email account:** To forward on a message in the Quarantine tab, simply check the checkbox to the left of it, then hit the Deliver Checked button at the top or bottom of the screen.

**Whitelist:**  Whitelisting is an automatic function of Greymail.  As you receive more emails, their from addresses and other identifying information (such as signatures) is automatically learned by Greymail to create an internal whitelist.