



(Spam Filter)

It's Simple As



Quick Start Guide:

031516

- 1** Visit hbc.com/current-customers/email to access your HBC email spam filter.
- 2** Log in to your HBC Edgewave™ spam filter using your HBC email address and password.
- 3** Access, view, and manage your spam filter account.

EdgeWave™ Instructions:

Protect your personal information from phishing attempts and your computers and network from harmful viruses with HBC's EdgeWave™ spam filter. Access and manage your account from anywhere through the easy-to-use online interface.

Log in Through the HBC Edgewave™ Spam Filter Portal

1. Visit www.hbc.com/current-customers/email to log in.
2. Click on the green **Edgewave™ Login** button. (Fig. 1)
3. Enter your HBC email address and password to continue to the portal landing page.

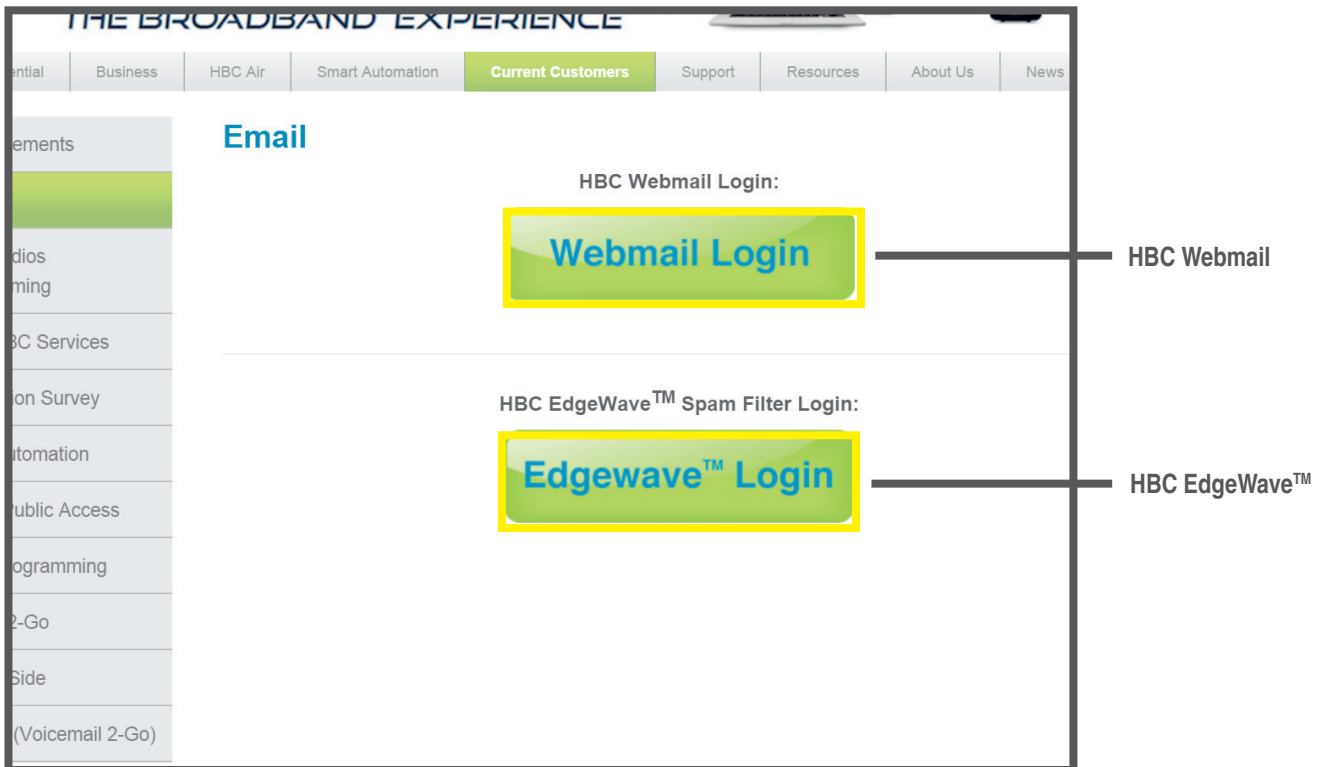


Fig. 1

Accessing your Spam Messages Through your HBC Email

1. Log in to your HBC email either through the online web portal at www.hbci.com/current-customers/email or your favorite email application.
2. By default, you will receive an email each day from **Daily Report** <support@hbci.com> that contains a summary of messages caught by your HBC spam filter software.
3. Open the message to view your **Daily Report**.
4. From the **Daily Report** email, click **View quarantined messages** or **My Account** to visit your HBC spam filter personal dashboard. Here, you are able to view or delete quarantined email, change user settings and policies, and view your mailbox status. (Fig. 2)

Daily Report

HBC
Wizards Internet and Computer Support (877) 457-9669
Wizards Video and Phone Support (866) 213-6881
Customer Service (877) 474-9995

Spam Report for Wednesday, September 9, 2015

Thank you for choosing HBC as your local service provider. You are receiving these daily filtering reports as a result of the SPAM, Phishing, and Antivirus services expanded to all customers. The messages listed as being filtered in this report are not lost, you can click the "View quarantined messages" link under each report zone to gain access to the filter messaging inbox and delete or release those messages as you desire. There are also tabs at the top of the filter system where you can personalize your settings. The Messages tab is used to release or delete filtered messages, the Settings tab where you can control how often you receive these SPAM reports, the Policies tab where you can enter your Friends (email addresses that bypass any filtering) or Enemies (email addresses you want to block permanently) and to adjust the filter settings for each zone (Red, Yellow, and Green). The Green Zone is mostly mailing list messages that you have subscribed to, but not always. These messages are Junk to some but important to others. We have allowed this zone to pass through by default to be sure that all users receive their mailing lists, however if you feel that you are getting SPAM as a result please feel free to adjust this setting to quarantine or block. If you have children or you yourself would prefer to not see the email messages that get quarantined because you find them offensive or vulgar (SPAM often falls into this classification) please change the zone actions under Policies to Block instead of Quarantine and they will no longer show up in your filter inbox.

HBC has not enabled filtering to impose any limits or restrictions on our customers as all filtered email is still fully accessible to you via the filter inbox. We are extending this service to all customers to protect your personal information from Phishing attempts, your personal computers and networks from viruses, and to prevent us from allowing vulgar and offensive SPAM from being delivered to your email inbox. We also are extending this service to allow all of our users the ability to control what types of email you receive and who is or isn't filtered (Friends and Enemies). For assistance with the features or interface of your EdgeWave™ spam filter, please contact our Internet and Computer Technical Support team at support@hbci.com or call (877) 457-9669. We appreciate our customers and their choice to use HBC as their service provider and have enabled these features to all users to show our appreciation and to continue to improve our service offerings.

No entries found for <customer@hbci.com> [My Account](#) [Settings](#) | [Support](#)

Red Zone — Spam, phish, viruses and potentially dangerous mail
[View quarantined messages.](#)

Messaging Assurance powered by EdgeWave.

To view any of the messages listed in this report, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above. Quarantined messages are retained for 35 days. If you have any questions or concerns, please visit the [HBCI](#) website.

[Unsubscribe](#) | [Report Spam](#) | [Change Report Frequency](#)

My Account

View quarantined messages.

Unsubscribe

Fig. 2

Managing your Quarantined mail and Policy Settings

Messages

From your personal dashboard, select the message that you would like to review to either **Release** the message to your HBC email or **Delete** the message. If you choose to **Release** the message, you will then have the option to add that contact to your **Friends** approved contacts list. Adding friends will prevent future emails from that email address from being filtered into your spam mailbox. (Fig.3)

Messages Settings Policies Status About | Help | Logout

Inbound Quarantine Outbound Quarantine Release Delete Select All Download Message

2 Days Week Month

Category	Cause	Date	Sender	From

Fig. 3

Managing your Quarantined mail and Policy Settings, Continued

Settings

Adjust the report settings frequency, format, and the order of information that is listed in the Daily Report. Select your time zone setting, and set your preference to receive daily, weekly, or no reports. If you select no reports, you will be unsubscribed from the Daily Report. (Fig. 4)

Policies

Manage your filters, adjust the zones, and add domains and email addresses to the friends and enemies lists. (Fig. 5)

Red Zone

The Red Zone contains potentially dangerous mail.

Yellow Zone

The Yellow Zone contains suspicious mail.

Green Zone

The Green Zone contains junk mail.

Status

This shows you an overview of your HBC spam mailbox settings. (Fig. 6)

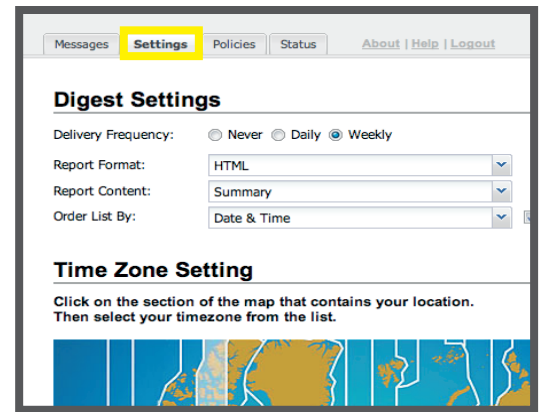


Fig. 4

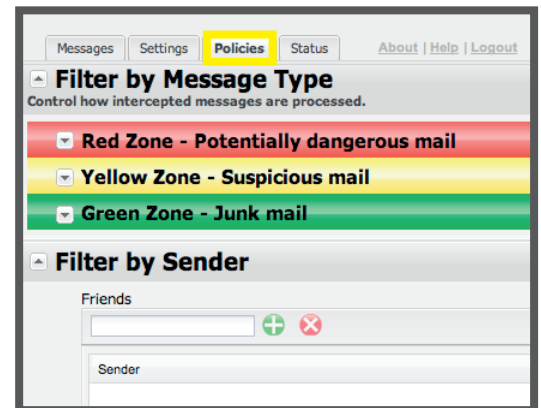


Fig. 5

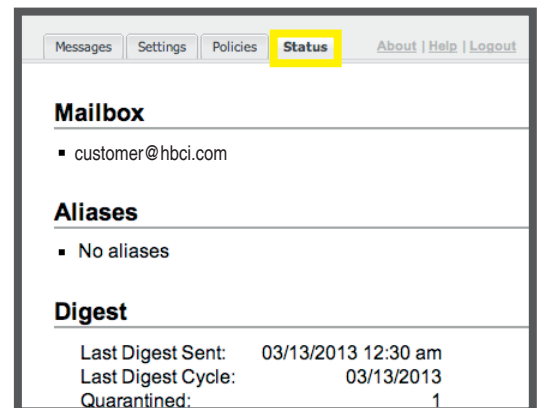


Fig. 6

Need help? Visit our support page at www.hbc.com/support or contact Wizards Technical Support at (877) 457-9669.

