



MailGate SC

Version 5.6

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User Guide



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This documentation describes the following Axway software:

Axway MailGate SC 5.6

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Preface

The *MailGate SC User Guide* provides information about how to set your preferences and how to use the features of Secure Mailbox and Secure Folder.

Who should read this guide

This document is intended for users who want to access Axway MailGate SC through a web browser. It assumes that the reader is familiar with using a web browser. Users of this guide include:

- Employees of companies using MailGate SC for secure email delivery and secure file sharing
- IT personnel who are responsible for configuring and administering an organization's email system, including MailGate SC

Related documentation

The MailGate SC documentation set includes the following guides:

- *MailGate SC Setup and Maintenance Guide*
This guide provides information about initial and on-going configuration and maintenance of MailGate SC appliances.
- *MailGate SC Administrator Guide*
This guide describes how to configure, operate and maintain MailGate SC from the MailGate SC user interface.
- *MailGate SC User Guide*
This guide provides information about how to use the Secure Collaboration component of MailGate, which comprises two elements: Secure Mailbox and Secure Folder.
- *MailGate SC Developer Guide*
This guide provides information to help developers create customizations for MailGate SC.
- *MailGate SC Release Notes*
This guide provides information about MailGate SC, including information about new features, fixed issues, known issues, and upgrading.
- *MailGate SC RESTful API Guide*

This guide provides information about MailGate's RESTful API, including reference information.

- *MailGate Secure Collaboration Add-in 2.0 for Microsoft Outlook Third Party Licenses*

This document lists the third party and open source licenses and/or copyrights that are flowed through to the end user(s).

- *MailGate Secure Collaboration Add-in 2.0 for Microsoft Outlook User Guide*

This guide describes how to use the Axway Secure Collaboration Add-in for Microsoft® Outlook®. It includes information about how to work with files in Secure Mailbox and DropZone from your Outlook.

- *MailGate Secure Collaboration Add-in 2.0 for Microsoft Outlook Installation Guide*

This guide provides information about installing the MailGate Secure Collaboration Add-in 2.0 for Microsoft Outlook.

- *DropZone Sync Client Third Party Licenses*

This document lists the third party and open source licenses and/or copyrights that are flowed through to the end user(s).

- *DropZone Sync Client User Guide*

This guide provides information about using the DropZone Sync Client status window, troubleshooting and repairing DropZone issues, and uninstalling the DropZone client.

- *DropZone Sync Client Installation Guide*

This guide provides prerequisites, planning, and deployment information for installing the DropZone Sync Client.

All Axway documentation is available on Axway Sphere at support.axway.com (login required).

Training services

Axway offers training across the globe, including on-site instructor-led classes and self-paced online learning. For details, go to <http://www.axway.com/support-services/training>.

Support services

The Axway Global Support team provides worldwide 24 x 7 support for customers with active support agreements.

Email support@axway.com or visit Axway Sphere at <https://support.axway.com/> (login required).

Accessibility

Axway strives to create accessible products and documentation for users. The following describes the accessibility features of MailGate SC and its documentation.

Product accessibility

MailGate SC has the following accessibility features:

- [Keyboard shortcuts on page 7](#)
- [Screen reader support on page 9](#)

Keyboard shortcuts

MailGate SC has keyboard shortcuts for navigating the user interface and performing actions.

Note To use shortcuts with JAWS, turn off the virtual PC cursor. For more information, see [Screen reader support on page 9](#).

The following table lists keyboard shortcuts you can use instead of mouse actions to perform actions in the MailGate SC End User Web Interface. The browser may have additional keyboard shortcuts; check the browser user documentation for more information.

Application

To do this	Press
Ctrl+Right Arrow	Go to the next tab section on the page
Ctrl+Left Arrow	Go to the previous tab section on the page
Esc	Close the current tab section Close dialog windows
?	Displays a list of all keyboard shortcuts

Go To

To do this	Press
g then r	Go to the Secure Folder tab
g then i	Go to the Inbox tab
g then s	Go to the Sent tab
g then d	Go to the Drafts tab
g then f	Go to the Manage Folders tab
g then p	Go to the Preferences tab
g then h	Go to the Mail History tab

Selection

To do this	Press
Down Arrow	Go to the next item in a list
Up Arrow	Go to the previous item in a list

Files and Folders

To do this	Press
u	Upload a file
F5	Refresh the page

Mailbox

To do this	Press
c	Compose a message

Note On the Compose Mail page in Internet Explorer, use the spacebar to invoke the **Attach Files** button when focused.

Screen reader support

Visually impaired users can use screen reader applications with the MailGate End user Web Interface. The MailGate End User Web Interface has passed accessibility validation for visually impaired users with JAWS (Jobs Access with Speech). JAWS is a computer screen reader program for Microsoft Windows that enables blind and visually impaired users to read the screen with a text-to-speech output or by a refreshable Braille display.

You do not need to change the screen reader setting for use with the End User Web Interface. By default, the JAWS key is the Insert key. To use the arrow keys and keyboard shortcuts with MailGate, turn off the JAWS virtual cursor (by pressing the JAWS key + Z) or use the JAWS Pass Key Through command.

Use the following techniques in the Mailbox folders:

- Open a Secure Mailbox folder from the screen reader Links list.
- Select the check box for a message so that you can move or delete it.
- To find a message, either find the subject in the Links list or use the Tab key to visit each subject link.
- To attach a file to a new message using Internet Explorer, focus on the **Attach Files** button and press the spacebar once or twice until you hear that the Choose File to Upload dialog window is open.

You must use the arrow keys to navigate through remote folders and some specific keyboard shortcuts to perform actions on files, so you must turn off the JAWS virtual cursor or use the JAWS Pass Key Through command.

Documentation accessibility

The product documentation provides the following accessibility features:

- [Screen reader support on page 9](#)
- [Support for high contrast and accessible use of colors on page 10](#)

Screen reader support

- Alternative text is provided for images whenever necessary.
- The PDF documents are tagged to provide a logical reading order.

Support for high contrast and accessible use of colors

- The documentation can be used in high-contrast mode.
- There is sufficient contrast between the text and the background color.
- The graphics have the right level of contrast and take into account the way color-blind people perceive colors.

MailGate Secure Collaboration 1

The *MailGate SC User Guide* introduces you to the Secure Collaboration component of MailGate, which comprises two elements: Secure Mailbox and Secure Folder.

- Secure Mailbox is a secure email delivery solution that gives you the reliability and privacy not possible in most email clients. Secure Mailbox lets you send and receive messages and files securely and track their delivery statuses.
- Secure Folder enables registered users to share files and documents through interaction with other internal and external collaborators from the MailGate end user UI.

Contact your MailGate Administrator to register for either of these capabilities.

Set up MailGate Secure Collaboration

2

This chapter provides instructions for configuring your Secure Collaboration email preferences.

Set preferences

When you log into Secure Collaboration, you can set your preferences for the following options:

- First and last name
- Password hint
- Language preference
- Change password
- Security image selection
- Redirect action after sending message - Allows you to be redirected to the Sent Folder or to the Sent Confirmation Page once a message is sent.
- What type of notifications should be sent (HTML or text)
- Whether you want to be notified when recipients view a message
- Reporting and spam protection

Specify your mailbox preferences

To change preferences, log into your mailbox and click on the **Preferences** link located in the right upper-hand corner of the screen. If you are logging in for the first time, you might be redirected to the Preference page automatically, depending on your MailGate SC setup. MailGate SC options are set by your MailGate SC administrator, so some options described here may not be available to you.

1. Select your preferred language from the drop-down list.
2. (Optional) Change your password.
3. Select your security image.

The Security Image feature combats the threat presented by phishing. This ability is provided by a personal image that displays on the login page when you sign in. You can choose your own Security Image to associate with your Secure Mailbox account.

You must enable cookies in your browser to use this feature. The next time you login from your computer, you should see the image you selected on the password page. If you see the security image you selected, enter your password and click **Log In**. If you do *not* see your security image, do not enter your password and immediately notify your MailGate SC administrator that you may be a victim of a phishing site.

4. Customize your secure messaging preferences or use the default settings.
5. Use the default settings for Reporting and Spam Protection or customize them.

If you select the radio button for **Custom spam protection**, additional options are displayed.

6. Click **Save**.

Use Secure Mailbox to send and receive messages and files that require security. With Secure Mailbox, you can be sure that your email correspondence is kept confidential. You can also create and manage folders and use various search filters to find specific messages that you have sent or received. A draft functionality is also available: When you compose a message, it will be saved at regular intervals in the Drafts folder and remain there until you send it.

This chapter includes the following sections:

- [Delivery methods on page 14](#)
- [View messages and download/view attachments on page 15](#)
- [Compose and send mail on page 16](#)
- [Track messages on page 16](#)
- [Search messages on page 16](#)
- [Move messages on page 17](#)
- [Delete messages on page 17](#)
- [Manage folders on page 17](#)

Delivery methods

The Secure Mailbox component offers the following message delivery methods:

- [Secure Notification on page 14](#)
- [Secure Envelope on page 15](#)

Secure Notification

When a secure message is sent to you, Secure Mailbox generates a notification and sends it to your email account. The notification contains a unique URL for the message, which you can see after successful authentication into your Secure Mailbox account. The actual message never leaves the MailGate server. Use the following procedure to view the message:

1. Click the secure URL contained inside the notification.
2. Enter your password on the newly opened page.
3. Click **Reply**, **Reply to All**, or **Forward** to reply to or forward the message.

Depending on how your administrator has set up MailGate, the **Reply**, **Reply to All**, and/or **Forward** options may not be available.

Secure Envelope

You have access to Secure Envelope only if your administrator has set up MailGate for Secure Envelope delivery. Secure Envelope encapsulates any encrypted message content in an HTML attachment. To decrypt the message, you must open the HTML attachment using an Internet browser and enter your Secure Mailbox password. Secure Envelope supports both offline and online message viewing.

1. Open the message in your email client.
2. Download the HTML attachment containing the encrypted message.
3. Open the message in your browser.
4. Enter your Secure Mailbox password.

The HTML attachment is decrypted, and you can view the message.

View messages and download/view attachments

1. Click on the folder where the message is located, which is usually your Inbox folder.
2. Click on the message Subject.

The message is opened in a new tab.

3. (Optional) To download all attachments, click **Save All**.
4. (Optional) To download/view an attachment, click on the name of the attachment.

The ability to download or view an attachment is based on user permissions.

Viewing is supported only for non-password-protected document formats (Microsoft Office[®], PDF, and text files) and images. Each attachment is viewed in a new dialog window.

5. (Optional) To download or print an attachment from the view dialog window, click the **Download** or **Print** buttons.

Secure Mailbox displays all messages sanitized to avoid execution of potentially harmful code that can be found in specifically forged messages.

To view an original message:

1. Click on the folder where the message is located, which is usually your Inbox folder.
2. Click on the message Subject.
3. Click on **Original Version**.

If the message is in HTML format, the original format will be displayed.

Compose and send mail

1. Click **Compose Mail**.
2. In the **To** field, enter the email address of the recipient. If you want to send the message to multiple recipients, their addresses must be separated by commas.
3. (Optional) In the **CC** field, enter the email address to which you want to send a copy of the message. If you want to send a copy of the message to multiple recipients, their addresses must be separated by commas.
4. (Optional) In the **BCC** field, enter the email address to which you want to blind-copy the message. If you want to blind-copy the message to multiple recipients, their addresses must be separated by commas.

The BCC recipient address will not be visible to either the main recipient or the other copied recipients.
5. (Optional) Type a descriptive title for your email in the Subject line, and enter your message in the text area.
6. To attach a file, click **Attach File** at the top of the page, select the file in the Choose File dialog box, and click **Open**.

Alternatively, you can drag-and-drop attachments directly to the message section.
The file will start uploading. Wait until the upload finishes before sending the message.
7. Click **Send** to send the message.

If you click **Discard**, the message you composed will be deleted.

Track messages

You can track the status of any message you have sent.

1. To view the status of a message, go to the Sent Folder.

The Tracking column displays the current status of the messages.
2. Click on the **Tracking** link next to a message to display the detailed delivery status for that message.

Search messages

You can search for messages in a specific folder or in any folder based on specific criteria as explained below:

1. Click **Search** under SECURE MAILBOX.
2. Select **Status** from the drop-down list. By default, status **All** is selected.

3. Specify the Sent date, the Expiration date, or both:
 - a. Select **Today, Yesterday, Last, Week, Last Month, or Last Year** from the Any Date drop-down list.
 - b. Enter the date in MM/DD/YYYY or MM/DD/YY format. Alternatively, click the **Calendar** icon to select the date.
4. Enter the Recipient Email.
5. Click **Search**.

Search results are displayed in the Search Results section of the page, providing options to Delete or Move any message.
6. For additional search options, click **Advanced Search**.
7. Enter the Subject line of the message or messages you want to retrieve.
8. Specify the Sender's email address or the Recipient's email address, or both.

Move messages

1. Select the check boxes beside the messages you want to move. You can also move an open message.
2. From the drop-down list, select the folder where you want to move the message(s) to.
3. Click **Move**.

Delete messages

Select the check box or boxes beside the message or messages you want to delete, and then click **Delete**.

Manage folders

The Inbox, Sent, and Draft folders are created for you by default. These folders cannot be deleted or renamed.

You can create, rename, and delete the folders you have created by clicking **Manage Folders** under **SECURE MAILBOX**.

You can sort the messages in any folder in:

- Ascending or descending order of the date the message was sent.
- Ascending or descending order of the date the message expires.
- Alphabetical order of the subject line.

Create folders

1. Go to **Manage Folders**.
2. Enter the name of the folder in the form field and click **Create**.
A new folder is created and listed in the Mail section.

Rename folders

1. Go to **Manage Folders**.
2. Select the check box next to the folder you want to rename.
3. Enter the new name of the folder in the newly opened pop-up window and click **OK**.
The folder is renamed.

Delete folders

1. Go to **Manage Folders**.
2. Select the check box next to the folder you want to delete.
3. Click **Delete**.
The folder and all the messages it contains are deleted.

Use Secure Folder

4

Secure Folder is a file collaboration feature that delivers folder sharing and file management through an encrypted channel. With Secure Folder, you can create folders that are shared among other users, manage folder access permissions, and upload and download files.

This chapter includes the following sections:

- [Manage folders on page 19](#)
- [Manage files on page 22](#)

Manage folders

You can create, rename, copy, move, share, unshare, download, and delete folders.

You can sort the files and folders in any folder in:

- Ascending or descending order of the date of the last modification
- Ascending or descending order of size
- Alphabetical order of the name

You can also link SharePoint® libraries from within Secure Collaboration, and use Secure Collaboration to create and delete libraries on your SharePoint site. Any changes you make to SharePoint libraries from Secure Collaboration affect your SharePoint site as well.

The topics in this section include:

- [Create a folder on page 19](#)
- [Link and unlink SharePoint® libraries on page 20](#)
- [Rename a folder on page 21](#)
- [Copy a folder on page 21](#)
- [Move a folder on page 22](#)
- [Delete a folder on page 22](#)

Create a folder

1. From the **SECURE FOLDER** section, navigate to the place where you want to create a new folder.
2. Click **Create Folder**, enter the name of the folder you want to create and click **OK**.

A new folder is created and listed in the Folder section.

Share a folder

Sharing a folder allows others to access it. You control the permissions, allowing others to access the files only as you want them to.

1. Select the check box next to the folder you want to share and click **Share**.
If the nested folder is shared with someone, and you decide to share the parent folder with someone else, the sharing permissions of the nested folder remain as originally set.
2. Enter the User Email address of the person you want to share this folder and click **Add**.
You can add as many User Email addresses as you want.
3. Select the radio button next to the permissions you want set for this folder.
 - **Download files** — Gives users permission to download files only
 - **Download and Upload files** — Gives users permission to download and upload files to the shared folder.
 - **Download, Upload and Overwrite files** — Gives users permission to download, upload, and update files to the shared folder.

Note: Access permissions are per folder, not per user.
4. (Optional) Select the **Enable Notifications for newly added users** check box if you want the users with whom the folder is shared to receive notifications for the following:
 - Folder shared
 - Folder unshared
 - File uploaded
5. (Optional) Select the **Send notifications to me** check box if you want to receive email notifications when someone else uploads a file to a folder you own.
6. (Optional) Select the **Allow users to see with whom the folder is shared** check box if you want users to see the names of others who share this folder.

Unshare a folder

1. Select the check box next to the folder you no longer want to share.
2. Click **Share** and then click the **Unshare** button.
The selected folder is no longer shared.

Link and unlink SharePoint® libraries

Use the My Home tab in the Secure Folder section to link or unlink SharePoint libraries to Secure Folder. Once linked, working with folders and files in a SharePoint library will affect the contents on the SharePoint site itself.

Link SharePoint libraries

You can only create SharePoint libraries within existing SharePoint libraries to which you have a link in Secure Collaboration.

1. From the SECURE FOLDER section, go to **My Home**.
2. Click the **Create Folder** drop-down menu and select **Link SharePoint® Libraries**.
The **Link SharePoint® Libraries** dialog is displayed.
3. Enter the path to the SharePoint site to which you want to link (for example, /sites/folder/sub-folder/) and click **Lookup**.
4. If authentication is required, the **SharePoint® Authentication Required** dialog is displayed. Enter your SharePoint credentials, and click **Save**.
The Link SharePoint Library dialog displays a tree-style list of folders available to you.
5. Select the folder to which you want to link and click **Link**.

A new link to a SharePoint library is created and listed in the Folder section.

Unlink SharePoint libraries

1. From the SECURE FOLDER section, go to **My Home**.
2. Select the check box next to the SharePoint library or libraries you want to unlink.
3. Click **Unlink**.

The selected SharePoint library or libraries are now unlinked and are no longer visible from Secure Folder.

Rename a folder

1. Select the check box next to the folder you want to rename and click **Rename**.
2. Enter the new name of the folder in the newly opened pop-up and click **OK**.

The folder is renamed.

Copy a folder

1. Select the check box next to the folder you want to copy and click **Copy**.
A pop-up window is displayed, showing available destinations for copying.
2. Select the destination for your folder and click **Copy**.

If you copy a shared folder, the new copy will no longer be shared.

If you copy a folder to a shared destination folder, the copied folder will be shared with the same collaborators and have the same permissions.

Move a folder

1. Select the check box next to the folder you want to move and click **Move**.
A pop-up window is displayed, showing available destinations for moving.
2. Choose where you want to move your folder and click **Move**.

Delete a folder

Deleting a folder deletes all the files and folders stored in that folder.

1. Select the check box next to the folder you want to delete.
2. Click **Delete**.
3. Click **OK** in the dialog box to confirm your decision.
The folder and all the items it contains are deleted.

Manage files

You can upload, download, rename, copy, move, and delete any of the files in your folders. If you have enabled notifications, notifications will be sent to those users who share the folder when you upload any files.

The topics in this section include:

- [Upload files on page 22](#)
- [Download files on page 23](#)
- [View files on page 23](#)
- [Rename files on page 23](#)
- [Copy files on page 23](#)
- [Move files on page 24](#)
- [Delete files on page 24](#)

Upload files

1. Open the folder into which you want to upload a file.
2. Click **Upload**.
3. Click **Add** and select the file you want to upload.
4. (Optional) Enter a description of the file.

5. Click **Upload**.

The file is uploaded.

Download files

1. Click on name of the folder from which you want to download a file.
2. Select the check box(es) of the file(s) you want to download.
3. Click **Download**.

The file is downloaded.

View files

1. Open the folder that contains the file you want to view.
2. Click on the name of the file.

Note The ability to download or view a file is based on the user's permissions.

Viewing is supported only for non-password-protected document formats (Microsoft Office, PDF, and text files) and images. Each file is viewed in a new dialog window.

3. (Optional) To download or print a file from the file view window, click the **Download** or **Print** buttons.

Rename files

1. Open the folder containing the file you want to rename.
2. Select the check box next to the file you want to rename.
3. Click **Rename**.
4. Enter the new name in the pop-up dialog box.
5. Click **Rename**.

The file is renamed.

Copy files

1. Open the folder containing the files you want to copy.
2. Select the check box next to the files you want to copy.
3. Click **Copy** and select the folder into which you want to copy the files.
4. Click **Copy**.

The files are copied to the new folder.

Move files

1. Open the folder containing the files you want to move.
2. Select the check box next to the files you want to move.
3. Click **Move** and select the folder into which you want to move the files.
4. Click **Move**.

The files are moved to the new folder.

Delete files

1. Open the folder containing the files you want to delete.
2. Select the check box next to the files you want to delete.
3. Click **Delete**.
4. Click **OK** in the dialog box to confirm your decision.

The selected files are deleted.

MailGate SC provides three options for lists and reports:

- **Mail History** — See [Use the Mail History on page 25](#).
- **Trusted Senders** — See [Manage trusted senders on page 25](#).
- **Blocked Senders** — See [Manage blocked senders on page 26](#).

Use the Mail History

The MailGate Administrator sets the enterprise-wide spam policy for incoming messages. You can check the spam report that is specific to your messages and make changes that affect only your messages. Depending on your MailGate setup, some lists and reports might not be available.

- When you open the Mail History, you will see a list of unfiltered spam messages in the Search Result section of the page. They will be tagged as Junk, Bulk, or Legit. Use the Status check box to change the message designation or have it sent to you.
- To filter spam messages by type, select your preferred Message Type from the options in the drop-down list and click **Search**.

Only messages of the type you selected will be displayed in the Search Result section of the page.

- To filter spam messages by date received, select Message Received from the options in the drop-down list.

Only messages received in the time period you selected will be displayed in the Search Result section of the page.

Manage trusted senders

Trusted senders are senders with whom you correspond and whose messages you can be sure will not carry viruses. Your MailGate administrator may have programmed certain email addresses or domains of partners, suppliers, or customers. You can search for, add, or delete a specific sender or domain.

- To search by email address, select **Sender Email Address**, enter the address into the field, and click **Search**.

The results are displayed in the Email Addresses section.

- To search by email domain, select **Sender Email Domain**, enter the domain into the field, and click **Search**.

The results are displayed in the Email Domains section.

- To add a trusted sender, select **Sender Email**, enter the email address in the field, and click **Add**.
The sender is added to Trusted Senders.
- To delete a trusted sender, select **Sender Email**, enter the email address in the field, and click **Delete**.
The sender is deleted from Trusted Senders.
- To add a trusted domain, select **Sending Domain**, enter the domain name in the field, and click **Add**.
The domain is added to Trusted Domains.
- To delete a trusted domain, select **Sending Domain**, enter the domain name in the field, and click **Delete**.
The domain is deleted from Trusted Domains.

Manage blocked senders

Blocked senders are senders that you either do not trust or who are nuisances. Your MailGate administrator may have programmed certain email addresses or domains for senders your enterprise blocks. You can search for, add, or delete a specific sender or domain.

- To search by email address, select **Sender Email Address**, enter the address into the field, and click **Search**.
The results are displayed in the Email Addresses section.
- To search by email domain, select **Sender Email Domain**, enter the domain into the field, and click **Search**.
The results are displayed in the Email Domains section.
- To block a sender, select **Sender Email**, enter the email address in the field, and click **Add**.
The sender is added to Blocked Senders.
- To delete a blocked sender, select **Sender Email**, enter the email address in the field, and click **Delete**.
The sender is deleted from Blocked Senders, and you can now receive their emails.
- To add a blocked domain, select **Sending Domain**, enter the domain name in the field, and click **Add**.
The domain is added to Blocked Domains.
- To delete a blocked domain, select **Sending Domain**, enter the domain name in the field, and click **Delete**.
The domain is deleted from Blocked Domains, and you can now receive emails from this domain.