# Hermes SEG User Guide

- Accessing the User Console
- User Console Login
- Report Settings
- Sender Filters
- Change Password
- Message History

## Accessing the User Console

The User Console can ONLY be accessed by clicking on any of the links or buttons on the daily Hermes Secure Email Gateway Daily Quarantine Report or the scheduled Hermes Secure Email Gateway Scheduled Quarantine Report.

## Hermes Secure Email Gateway Daily Quarantine Report

The Hermes Secure Email Gateway Daily Quarantine Report is a report that Hermes SEG generates on a daily basis and delivers to each user's mailbox. The report MAY contain any emails from the previous day that the system has quarantined and did NOT deliver to the user's mailbox. **By default ALL users receive this report on a daily basis regardless if the report contains quarantined emails.** 

## Hermes Secure Email Gateway Scheduled Quarantine Report

The Hermes Secure Email Gateway Scheduled Quarantine Report is a report that Hermes SEG generates on 2, 4 or 8 hour intervals (depending on configuration) and delivers to a user's mailbox providing that the user was configured to receive this report. The report MAY contain any emails from the same day that the system has quarantined and did NOT deliver to the user's mailbox. By default this report is NOT send to any users unless those users have been specifically configured to receive this report.

Each report contains the following links:

- **Report Settings** Clicking this link will direct you to the Report Settings where you can adjust the settings for this report.
- **Message History** Clicking this link will direct you to Message History where you can search, view/download and release email messages to your mailbox.
- **Sender Filters** Clicking this link will direct you to the Sender Filters where you can create block/allow filters for outside email addresses.
- **Online Help** Clicking this link will direct you to the Hermes SEG Online Help where you can read detailed instructions on how to use each part of the User Console (**Figure 1**).

## 🔜 Secure Email Gateway

Daily Quarantine Report for \_\_\_\_\_\_ or period 02/23/2022

The listing below shows **0 messages** that the system has quarantined.

If there are no messages listed, then the system did not quarantine any messages for the period listed above,

If you wish to view a message, click on the View Msg button.

If you wish to release a message to your mailbox, click the the Release Msg button.

Additionally, click the links below to access the different sections of the User Console:

- Report Settings Clicking this link will direct you to the Report Settings where you can adjust the settings for this report.
- Message History Clicking this link will direct you to Message History where you can search, view/download and release email messages to your mailbox.
   Sender Filters C cking this link will direct you to the Sender Filters where you can create block/allow filters for outside email addresses.

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Sender Filters - C cking this link will direct you to the Sender Filters where you can create block/allow filters for outside email addresses.

Additionally, if quarantined messages exist, the following buttons will be next to each quarantined message:

- **View Msg** Clicking this button will direct you to the User Console where you can view and/or download that particular message (*provided your email address has been configured by your administrator to be able to download messages*).
- **Release Msg** Clicking this button will direct you to the User Console where the system will release and deliver that message to your mailbox (*provided that the message is not archived*) (**Figure 2**).

Diagon note the eveter	n nariadiaally nurga	a aldeat maaaaaaa in	order to concense a	votom rocourooo
riease note the system	n periodically purge	s oldest messages m	order to conserve s	ystem resources

						_
Date/Time	From	Subject	Туре	Spam Score	View Msg	Release Msg
02/23/2022 19:48:21	<u></u>	Payment Advice - Advice Ref.[BIBBC2164179] PAYMENT CANCELLED/RETURNED.	Virus	0.00	Q	Image: A start of the start
02/23/2022 19:20:49	<u>a.kuzmanica@kdk.hr</u>	Payment Advice - Advice Ref:[BIBBC2164179] PAYMENT CANCELLED/RETURNED.	Virus	0.00	Q	<b>₽</b>
02/23/2022 18:56:45	giooue1996@smartlinknet.com.br	Yvonne Debroux is looking for YOU	Spam Quarantined	15.09	Q	<b>₽</b>
02/23/2022 16:03:37		1 Simple Trick Asians Do To Double Their Penis Size	Bad-Header	0.00	Q	Image: A start of the start
02/23/2022 13:06:05		The #1 secret to squirting	Bad-Header	0.10	Q	<b>₽</b>
02/23/2022 12:51:06	info@unifyfundingco-go.com	Credit Limit Increase for	Spam Quarantined	22.82	Q	Image: A start of the start
02/23/2022 12:51:05	info@unifyfundingco-go.com	Credit Limit Increase for C	Spam Quarantined	22.82	Q	<b>₽</b>
02/23/2022 12:51:04	info@unifyfundingco-go.com	Credit Limit Increase for Carrows and	Spam Quarantined	22.82	Q	<b>₽</b>

## User Console Login

## First Time User Console Login

• The first time you access the User Self-Service Portal, you will be prompted to **Set Password.** Click on the **Send Code** button (**Figure 1**).

### Figure 1

### Hermes SEG

### Set Password

The system has detected that this is the first time you are attempting to Sign In to the User Console or your password has expired. You must create a new password before you can Sign In.

Please click the **Send Code** button below and the system will send a password set code to your e-mail address. Follow the instructions in that e-mail to set your new password

Send Code

• The system will send a **Set User Console Password** message to your e-mail address. Click on the **Reset Password** link in the e-mail (**Figure 2**):

\*\*\* Please do not reply to this e-mail. This mailbox is not monitored \*\*\*

#### Set User Console Password

Someone, presumbably you, has requested to set a new User Console Password. If you did NOT initiate this request, you can safely ignore this message and no action will be taken.

If you did initiate this request, please click the link below to set a new password:



 In the Set New Password page, enter a new password (at least 8 characters), ideally leave the Check against haveibeenpwned.com drop-down set to YES and click the Submit button (Figure 3):

### Figure 3

Hermes SEG	
Set New Password Enter your new password and click the Submit button below. Click the 🎕 icon to show the password you've typed in order to verify accuracy.	
SuperSecretPassword •	•
Check against haveibeenpwned.com	
YES (Recommended)	
Submit	

 After successfully setting the password, click on the click here link located on the top of the window to login (Figure 4) or alternatively use one of the links in a Hermes Secure Email Gateway Daily Quarantine Report or a Hermes Secure Email Gateway Scheduled Quarantine Report.

<ul> <li>Your password was set</li> </ul>					
successfully. Please	click here	o login			

### Hermes SEG

### Set New Password

Enter your new password and click the **Submit** button below. Click the 💸 icon to show the password you've typed in order to verify accuracy.

### Password

Enter password

### Check against haveibeenpwned.com

YES (Recommended)

Submit

## User Portal Login

1. Verify your email address appears in the **Email Address** field (this field cannot be modified).

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- 2. Enter your password in the **Password** field.
- 3. Click on the **Sign In** button (**Figure 1**).

Given Hermes SEG	
User Console	
••••••••	
Sign In	
Forgot Passwo	ord?

## Forgot Password to the User Console

• Click on the **Forgot Password?** button on the bottom right of the User Console Login page (**Figure 4**).

Hermes SEG
User Console
supporter la company 🔒
Password
Sign In
Forgot Password?

2. The system will re-direct you to the **Reset Password** page. Click on the **Send Code** button (**Figure 2**).

### Figure 2



• The system will send a **Set User Console Password** message to your e-mail address. Click on the **Reset Password** link in the e-mail (**Figure 2**):

### Figure 2

\*\*\* Please do not reply to this e-mail. This mailbox is not monitored \*\*\*

#### Set User Console Password

Someone, presumbably you, has requested to set a new User Console Password. If you did NOT initiate this request, you can safely ignore this message and no action will be taken.



\*\*\* Please note that the above link is only valid for 15 minutes \*\*\*

 In the Set New Password page, enter a new password (at least 8 characters), ideally leave the Check against haveibeenpwned.com drop-down set to YES and click the Submit button (Figure 3):



 After successfully setting the password, click on the click here link located on the top of the window to login (Figure 4) or alternatively use one of the links in a Hermes Secure Email Gateway Daily Quarantine Report or a Hermes Secure Email Gateway Scheduled Quarantine Report.

### Hermes SEG

### Set New Password

Enter your new password and click the **Submit** button below. Click the 💸 icon to show the password you've typed in order to verify accuracy.

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¥

### Password

Enter password

### Check against haveibeenpwned.com

YES (Recommended)

Submit

## **Report Settings**

Every night starting at 12:30 a.m., Hermes SEG sends Daily Quarantine Reports to all the recipients in the system. The Daily Quarantine Reports functionality is two fold. First, it provides customized links to the **User Console** for each recipient and a listing of any quarantined messages. This default functionality can be changed by editing the **Report Settings** in the **User Console**.

## Enable Quarantine Reports Regardless if quarantined messages exist

By setting this option, Hermes SEG will send a quarantined report on the interval set by the **Quarantine Report Frequency** drop-down. Setting a **Daily** report frequency will generate a report for the previous day's quarantined messages. Setting **Every 2, 4 or 8 Hours Report Frequency** will generate a report for the previous 2, 4 or 8 hours of quarantined messages. If there are no quarantined messages, the report will be empty (**Figure 1**).

### Figure 1

Report Settings	Home / Report Settings
Quarantine Reports	
Enable Report Regardless if Quarantined Messages Exist	~
Quarantine Report Frequency	
Daily (Previous Day's Quarantine Report)	~
Daily (Previous Day's Quarantine Report)	
Every 2 Hours (Previous 2 Hours Quarantine Report)	
Every 4 Hours (Previous 4 Hours Quarantine Report)	
Every 8 Hours (Previous 8 Hours Quarantine Report)	

## Enable Quarantine Reports Only if quarantined messages exist

By setting this option, Hermes SEG will send a quarantined report on the interval set by the **Quarantine Report Frequency** drop-down. Setting a **Daily** report frequency will generate a report for the previous day's quarantined messages. Setting **Every 2, 4 or 8 Hours Report Frequency** will generate a report for the previous 2, 4 or 8 hours of quarantined messages. If there are no quarantined messages, the report will NOT be sent (**Figure 2**):

### **Report Settings**

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#### **Quarantine Reports**

Enable Report Only if Quarantined Messages Exist

#### **Quarantine Report Frequency**

Daily (Previous Day's Quarantine Report)
Daily (Previous Day's Quarantine Report)
Every 2 Hours (Previous 2 Hours Quarantine Report
Every 4 Hours (Previous 4 Hours Quarantine Report
Every 8 Hours (Previous 8 Hours Quarantine Report

### **Disable Quarantine Reports**

By setting this option, Hermes SEG will not send a quarantine report for your email address regardless if quarantined messages exist or not. This option is not recommended unless you have a specific need (**Figure 1**).

Report Settings	Home / Report Settings
Quarantine Reports	
Disable Quarantine Reports	~
Submit	

## Sender Filters

**Sender Filters** permits you to either Block or Allow sender email addresses or sender domains. Setting an action of ALLOW will only bypass the sender in the Spam filter. E-mails with banned files or malware will still be blocked. Only your Hermes SEG Administrator can set to allow for those types of e-mails.

### Add Email Address

 Click the Add Sender button and in the resultant window enter an e-mail address in the Sender E-mail Address or Domain field, select either Allow or Block in the Select Action to Take drop-down and click the Submit button (Figure 1):

Add Sender		
Adding a "." in front of a domain name (Example: .domain.tld), will encompass that domain and all subdomains		
Sender E-mail Address or Domain		
someone@domain.tld		
Select Action to Take		
Allow		
Submit		
Cancel		

### Add Domain

Click the Add Sender button and in the resultant window enter a domain in the Sender E-mail Address or Domain field, select either Allow or Block in the Select Action to Take drop-down and click the Submit button. If you wish to include all the the sub-domains under a root domain then you would simply enter a (.) dot in front of the domain. For example, if you want to include all the sub-domains for domain.tld, you would simply enter .domain.tld (note the . in front of the domain) (Figure 1).

### Figure 1

Add Sender		
Adding a "." in front of a domain name (Example: .domain.tld), will encompass that domain and all subdomains		
Sender E-mail Address or Domain		
. <u>domain.tld</u>		
Select Action to Take		
Allow		
Submit		
Cancel		

### **Delete Sender**

 Place a checkmark on the sender(s) you wish to delete and click the **Delete Sender(s)** button (Figure 1):

Sender I	Filters		Home / Sender Fi	lters
+ Add Send	der <u> </u> Delete Sender(s)			
Adding	a sender with an <b>ALLOW</b> action	will only bypass the sender in the Spam filter. E-mails with banned or malware attack	nments will still be blocked.	
Copy CSV Show 25 rows	Excel PDF Print			
			Search:	
	<sup>↑↓</sup> Sender	<sup>↑↓</sup> Receiver	↑↓ Action	1↓
	someone@domain.tld		ALLOW	
	@.domain.tld		ALLOW	
	Sender	Receiver	Action	
Showing 1 to 2	of 2 entries			
			Previous 1 Ne	ext

• On the resultant **Delete Sender(s)** confirmation window, click the **YES** button to delete or **NO** to cancel (**Figure 2**).

Delete Sender(s)
Are you sure you to delete the sender(s) you have selected? This action is irreversible!
Yes No

## Change Password

In the Existing Password field, enter your existing password, in the New Password field, enter the new password you wish to use (passwords must be at least 8 characters long). Ideally leave the Check against haveibeenpwned.com drop-down set to YES in order to check your password against known data breaches and click the Submit button. Click the Richard to the password fields to show the passwords you've typed in order to verify accuracy (Figure 1):

Change Password	Home / Change Password
<b>A</b> Enter your existing password in the <b>Existing Password</b> field, enter the new password in the <b>New Password</b> field and click t icon to show the password you've typed in order to verify accuracy. Passwords must be <b>between 8 and 64 characters long.</b> It <b>Check against haveibeenpwned.com</b> field set to <b>YES</b> in order to check your password against known data breaches.	the <b>Submit</b> button below. Click the 💐 's highly recommended to leave the
Existing Password	
MyExistingPassword	Ø
New Password	
MyNewSuperSecretPassword	0
Check against haveibeenpwned.com	
YES (Recommended)	~
Submit	

## Message History

Message History allows you to search, view, release messages to your mailbox as well as block/allow senders.

By default, Message History shows a maximum of **1000** messages sent to your e-mail address over the past **24 hours**. The maximum messages limit can be increased by adjusting the **Search Results Limit** drop-down to **1500**, **2500**, **5000**, **10000** or **15000** messages. Be aware that limits of 10000 or 15000 will significantly increase page loading time (**Figure 1**):

### Figure 1

Message History	
Message Actions	
Start Date/Time	
2022-02-24 00:00:00	
End Date/Time	
2022-02-25 23:59:59	
Search Results Limit	
▲ Setting Search Results Limit to 10000 or 15000 will significantly increase the page loading time	
1000 🗸	2
1000 1500 2500 5000 10000	-0

### Search Messages

Message History relies on **Start Date/Time** and the **End Date/Time** to quickly locate messages. It's important that you have a approximate date and time of the message you are searching for best results. • Adjust the **Start Date/Time** and the **End Date/Time** fields by clicking on the icons and adjust the date and time as desired and then click the **Fetch Messages** button. You can also manually enter the desired date and time (**Figure 1**):

### Figure 1

2022	2-02-24	01:00	0:00						1		
<		Febr	uary 2	022		>					
Su	Мо	Tu	We	Th	Fr	Sa	Ť		↑		1
30	31	1	2	3	4	5					
6	7	8	9	10	11	12	01	1	00	:	00
13	14	15	16	17	18	19					
20	21	22	23	24	25	26	*		$\mathbf{V}$		•
27	28	1	2	3	4	5					
6	7	8	9	10	11	12					
100	0									•	

Once you have a listing of messages in the desired date/time period, search for the actual message(s) by entering a string or multiple strings separated by a space (E-mail Address, Sender IP Address, Subject, Score, Type or Action) in the **Search:** field. The system will quickly locate any message(s) that match the string(s) you entered (Figure 2):

Message History		Home / Message History
C Message Actions		
Start Date/Time		
2022-02-24 01:00:00	<b> </b>	
End Date/Time		N
2022-02-25 23:59:59		6
Search Results Limit		
Setting Search Results Limit to 10000 or 15000 will significantly increase the page loading time		
1000	•	
Fetch Messages		
Copy CSV Excel PDF Print		
Show so rows ¢ entries		
		Search: gmail.com
□ <sup>↑↓</sup> View <sup>↑↓</sup> Archived <sup>↑↓</sup> Date/Time <sup>↑↓</sup> Sender IP	11 Return-Path 11 From 11 To 11 Subject	11 Score 11 Type 11 Action 11
N 2022-02-25 07:15: 141.42.206 07 5	3 gmail.com> provide Excludin	g <sup>1</sup> ocking ma 1.80 Clean Delivered
Q N 2022-02-24 20:24: 141.42.206 43 5	3	2.24 Clean Delivered

### Set the Number of Messages to Display

By default the **Message History** page displays **50** messages at a time. You can select to display **50**, **75** or **100** or **Show all** messages by clicking the **Show entries** drop-down field (**Figure 1**).

### Figure 1



### Sort Messages

All the Column titles in the Message History page can be clicked to sort the messages **Ascending** (Small to Big) or **Descending** (Big to Small). Click on the corresponding Column title to sort by the following fields: **Archived, Date/Time, Sender IP, Return-Path, From, To, Subject, Score, type or Action** (**Figure 1**):

	View 🛝	Archived 邟	Date/Time ↑↓	Sender IP ↑↓	Return-Path 斗	From	t∔ To	†↓	Subject 11	Score 💷	Туре	↑↓ Action ↑↓
	٩	N	2022-02-24 16:0 3:21	15.235.29.5 1				4 ******m	The message has been encrypted	0.00	Clean	Delivered
0	٩	N	2022-02-24 16:0 0:23	209.85.167. 54	Distantine in the second second	om>			Re: How to update	0.75	Clean	Delivered
0	٩	Ν	2022-02-24 15:5 9:37	209.85.216. 66	il.com	Family Shirts American vietcdhd@gmail.com	h 1		Re: Mary, don't miss o ur new personalized s hirts!	6.31	Spam Tagged	Delivered

### Release Email Messages to your Mailbox

Releasing messages will instruct the system to deliver the messages selected to your mailbox. This action can be performed for any type of message regardless if the message was initially quarantined. This is useful for releasing lost email or releasing quarantined messages that were never delivered to your mailbox.

The system can ONLY release messages that are not archived. Messages that have been archived cannot be released. They can only be viewed and/or downloaded. You can easily see if a message has been archived by looking at the **Archived** column in the message listing. If it's set to **N**, then the message has NOT been archived thus it can be released. If it's set to **Y** then the message has been archived thus it cannot be released. It can only be viewed or downloaded (provided your administrator has allowed you the capability to download messages).

• Place a checkmark the message(s) you wish to release to your Mailbox (Figure 1).

### Figure 1

										Search:	
View 斗	Archived 1	Date/Time ↑↓	Sender IP ↑↓	Return-Path 1	From	†↓ To	ţţ	Subject 1	Score 1	Туре	1↓ Action 1↓
٩	Ν	2022-02-24 16:0 3:21	15.235.29.5 1		<			The message has been encrypted	0.00	Clean	Delivered
٩	Ν	2022-02-24 16: 0:23	209.85.167. 54	ie	om>	5		Re: Ho	0.75	Clean	Delivered
٩	Ν	2022-02-24 15:5 9:37	209.85.216. 66	il.com	Family Shirts <vudan vietcdhd@gmail.com</vudan 	h <u>support</u> C	: 'n	Re: M. J. de Crm. D ur persc	6.31	Spam Tagged	Delivered

 Click on the Message Actions button on the top-left and on the resultant Message(s) Actions window, select Release Message(s) to Mailbox in the Action to Take dropdown and click the Submit button (Figure 2):

Message(s) Actions	
Action to Take	
Release Message(s) to Mailbox	~
Submit	
	Cancel

### Block & Allow Senders

Block/Allow rules should NOT be used as a method of spam control. Legitimate mass marketing email campaigns should be handled by unsubscribing from those campaigns.

Setting an action of ALLOW will only bypass the sender in the Spam filter. E-mails with banned files or malware will still be blocked. Only your Hermes SEG Administrator can set to allow for those types of e-mails.

• Place a checkmark the message(s) you wish to block/allow (Figure 1).

									Search:	
View 斗	Archived î	Date/Time ↑↓	Sender IP ↑↓	Return-Path 11	From	То	1 Subject	Score 1	Туре	↑↓ Action ↑↓
٩	Ν	2022-02-24 16:0 3:21	15.235.29.5 1		<		The message has been encrypted	0.00	Clean	Delivered
٩	Ν	2022-02-24 16: 0:23	209.85.167. 54	H-	om>	5	Re: Ho	0.75	Clean	Delivered
٩	Ν	2022-02-24 15:5 9:37	209.85.216. 66	il.com	Family Shirts <vudanh vietcdhd@gmail.com&gt;</vudanh 	current Charles I and	n Re: M. <u>andr</u> emilio p urpersc i .cui s hi si	6.31	Spam Tagged	Delivered

 Click on the Message Actions button on the top-left and on the resultant Message(s) Actions window, select either Block Sender to block any future incoming e-mails or Allow Sender to allow any future incoming e-mails in the Action to Take drop-down and click the Submit button (Figure 2):

### Figure 2

Message(s) Actions									
Action to Take									
Block Sender(s)	~								
Block Sender(s) Allow Sender(s)	2								
Release Message(s) to Malibox	Cancel								

 This will automatically create rules with either a Block or Allow action under the Sender Filters section using the the email address displayed in the Return-Path column as the Sender.

Most marketing/spam email campaigns will auto generate the **From** email address each time they send out emails. An auto generated email address will look similar to the example below:

#### d-3-2492042-40004013-2-1-us2-c2bf84fa@aflac-onlineservices.com

In this example, each time an email goes out from this email campaign, the string before the @ (d-3-2492042-40004013-2-1-us2-c2bf84fa) will always be different while the domain string after the @ (aflac-onlineservices.com) will remain the same. Therefore, creating a block/allow rule using the **Return-Path** email address is pointless since the Block/Allow rule you previously created will not fire next time an email from this marketing campaign gets received since the string before the @ will be different. In these cases, it's recommended to navigate to the **Sender Filters** part of the documentation and follow the instructions under the **Add Domain** section in order to create a rule by using the domain string after the @ (aflac-onlineservices.com).

### Train the Bayes Database

The ability to Train the Bayes Database is disabled by default and can only be enabled and available for your use if your system Administrator has enabled it for your e-mail address.

NEVER use legitimate mass marketing emails to train the Bayes Database as Spam. Inversely, you should NEVER use spam emails to train the Bayes Database as non-spam. These actions will corrupt the Bayes Database and lead to the system misidentifying spam and non-spam emails. Additionally, you should avoid training the Bayes Database with forwarded spam emails. • Place a checkmark the message(s) you wish to train the Bayes Database with (Figure 1).

### Figure 1

									Search:	
↑↓ View ↑↓	Archived †	Date/Time ↑↓	Sender IP ↑↓	Return-Path	From <sup>†</sup>	То	L Subject	Score 1	Туре	↑↓ Action ↑↓
٩	Ν	2022-02-24 16:0 3:21	15.235.29.5 1				The message has been encrypted	0.00	Clean	Delivered
٩	Ν	2022-02-24 16: 0:23	209.85.167. 54	iel .	om>	5	Re: Ho	0.75	Clean	Delivered
٩	Ν	2022-02-24 15:5 9:37	209.85.216. 66	il.com	Family Shirts <vudanh vietcdhd@gmail.com&gt;</vudanh 	current C in the sec	n Re: M. <u>Endr</u> ombolo ur perscia s hi s!	6.31	Spam Tagged	Delivered

 Click on the Message Actions button on the top-left and on the resultant Message(s) Actions window, select either Train As Spam, Train as Ham or Remove Message(s) Previous Training to train the Bayes database as desired in the Action to Take dropdown and click the Submit button (Figure 2):

#### Figure 2



### View & Download Email Messages

When viewing messages, links and other malicious content is NOT disabled. Ensure you exercise proper caution to prevent any infection on your computer.

• Click on the **S** icon of the message you wish to view and/or download. You will be redirected to the **View Message** page (**Figure 1**):



View Message

Open Immediately!\_\_We have a surprise for our shoppers!

2022-02-25 11:14:21 AM

From: Return-Path: team\_number\_93i35aGwST3UK6a@ICQ18iYyhK.com To: X-Envelope-To: c CG:



#### we hope you enjoy receiving this message. However, if you'd rather not receive future emails, please opt-out here

#### Headers



• Click on the button to print the message.