How to Use Edgewave (Grey Mail)

This guide will show you the basics of how to view messages flagged as spam, and how to recover them, if improperly flagged.

For a full overview of the Edgewave Grey Mail system, click here to watch a 3-minute tutorial video.

Using the Spam Digest

Every day (unless you chose otherwise) you will receive a Spam Digest from Edgewave, our new spam and virus system. If you notice a message in the Spam Digest that you'd like to review, or is flagged in error, click the "View" link to the left of the message. Clicking "View" allows you to release the message to your inbox and also to add the sender to your "Friends" list from the controls at the bottom of the page. You can also click the "My Account" link in the upper right portion of the message (see below) to go to the **Home** view of Grey Mail.

Spam Digest for Thursday, July 24, 2014

Your email is now protected by EdgeWave spam and virus filtering. Mail sent to you will be automatically filtered before it arrives in your inbox and the spam will be stored in an online quarantine. This digest lists all the mail in your quarantine that has arrived since the previous digest was sent. You can adjust the delivery frequency by clicking on one of the links at the bottom of this message.

One entry found for **<andy.brown@informnet.com>**   My Account | Settings | Support

| Red Zone — Spam, phish, viruses and potentially dangerous mail							
View	type	Date	Time	Size	Country	Sender	Mailbox	Subject
View	Spam	Jul 24	10:24AM	3KB	US	NeoNova Customer ...	<apache@sugar0.neonova.net>	Ticket Work Log Entry eTicket: Test ticket - T NNS | 1091733

Messaging Assurance powered by EdgeWave.
To view any of the messages listed in this digest, 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. Please contact your Email Administrator if you have any questions or issues.
Unsubscribe | Report Spam | Change Report Frequency

From the home view of Grey Mail, you will be able to review all messages flagged as spam by Grey Mail. Clicking a message will make it active, and show you the body of the message in the preview pane below. The top of the screen will provide you with icons that will work with the active message.
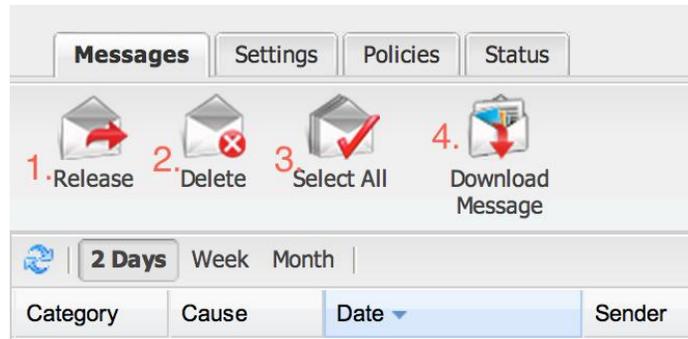
1. Release: This returns the message to your inbox. You also have the option to report the message to our servers team, and we will update our filters to ensure similar messages do not get flagged as spam in the future.
2. Delete: This deletes the message from the Grey Mail system.
3. Select All: Selects all messages shown on the screen.
4. Download Message: This downloads a copy of the message to your computer.

How to Log In to Edgewave (Grey Mail)

[Quick Link](#)

1. Enter full email address (i.e., userid@gsinet.net or userid@mygsc.com).
2. Use your email password.

If you should have any questions, please call 1-888-896-7824. We have technicians available to answer your call 24/7.