EdgeWave User Guide

Acts 360 provides spam filtering services to help mitigate risks related to unsolicited emails. This service integrates seamlessly between the world and your email server, adding another layer of security for your mailbox.

Table of Contents

Accessing Your Dashboard

1. Open your web browser (Internet Explorer, Firefox, Chrome, Safari, etc.)

2. Browse to spam.acts360.com.
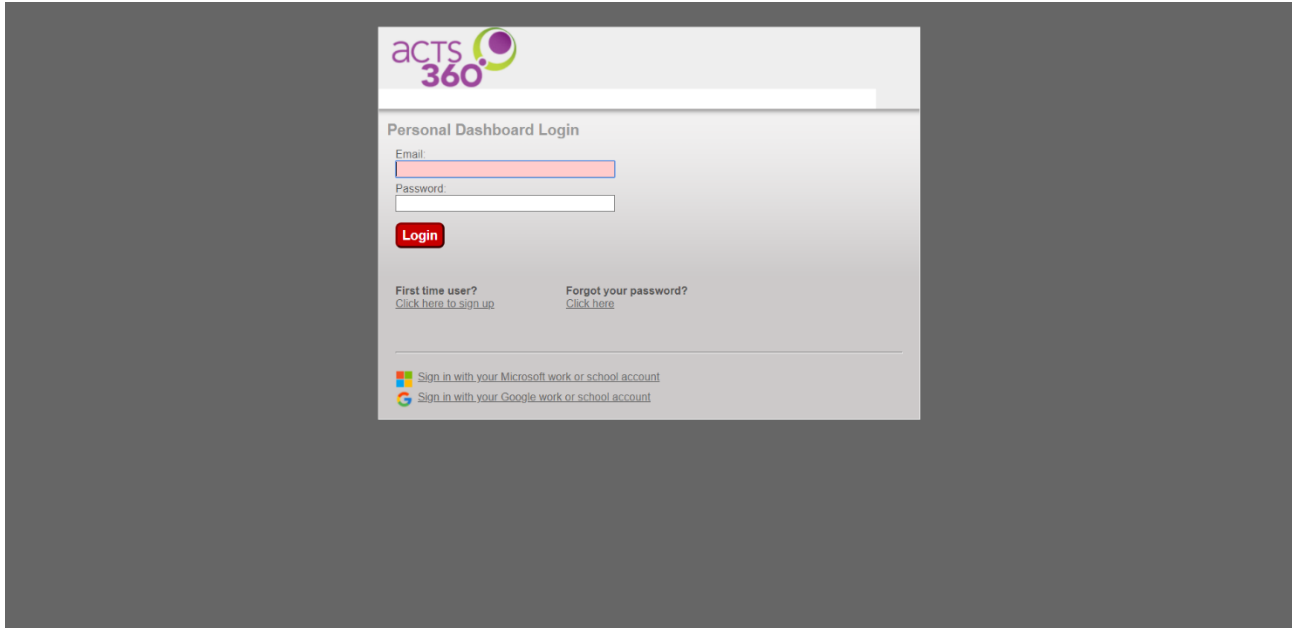
3. There are two primary methods for authenticating to the EdgeWave Portal: Office 365 and Non-Office 365.

   a. Office 365 Users: Towards the bottom of the EdgeWave Dashboard login page, click on "Sign in with your Microsoft work or school account." This will redirect you over to the Microsoft Portal Login. Enter your Office 365 credentials, and you will be granted access to the EdgeWave Dashboard upon successful authentication.

   b. Non-Office 365 Users: Type your email and password into the marked textboxes and click Login to access the Dashboard.

   Note: You will get an "Invalid Email" error at first login if you did not set your password through the link provided in the initial EdgeWave email. Please submit a ticket and we can amend this for you, after which you can reset your password to one of your own choosing. See the following section for more on resetting your password.

Password Reset

There are two different methods for resetting your password depending on if you are an Office 365 use or a non-Office 365 user.

Office 365 Users

Office 365 users will need to reset their passwords from the Office 365 Portal. These changes will immediately and automatically reflect for EdgeWave access.

1. Open a browser of your choice. Ex: Internet Explorer, Firefox, Chrome.
2. Type login.microsoftonline.com into the Address Bar and press Enter.
3. Type in your e-mail address and click on Next.
4. Type in your Office 365 password and click on Sign in.
5. Click on No so it doesn't automatically log you in moving forward; for security purposes.
6. (Optional) Click on Yes if you would like for it to automatically sign in for you.
7. Click on your name on the top right of the web page next to the Profile icon.
8. Click on My account.
9. Click on Security & privacy.
10. Click on Password, Change your password.
11. Fill out the given fields and click on Submit.
    Note: Passwords cannot be longer than 16 characters. Passwords must contain at least three of the four; upper-case letter, one lower-case letter, one number, one symbol.
12. Follow the remaining prompts to complete your Password Reset.
13. Outlook should prompt for your new password the next time it opens. Please keep in mind that any devices that are also connected to your email account (i.e. phones, iPads, personal laptops) will require re-inputting your new password.
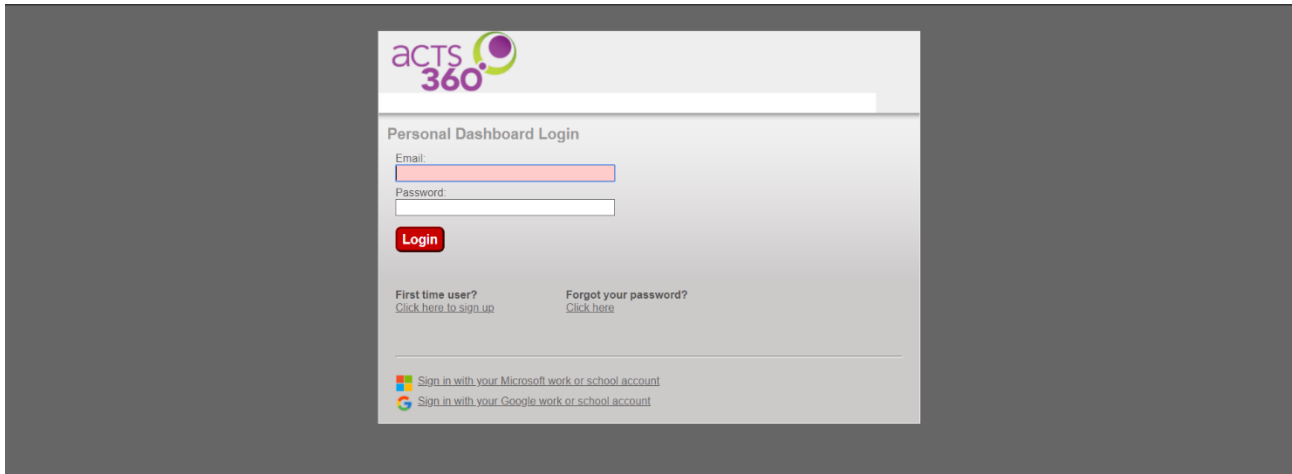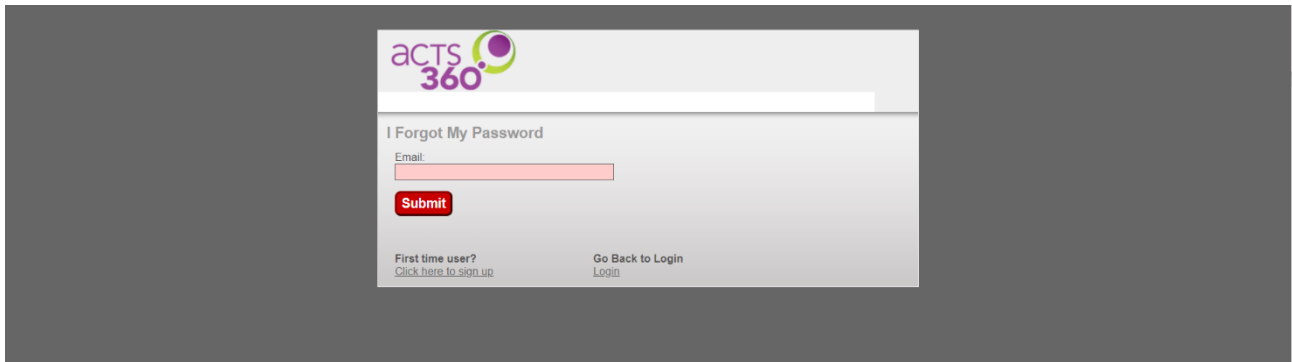
Non-Office 365 Users

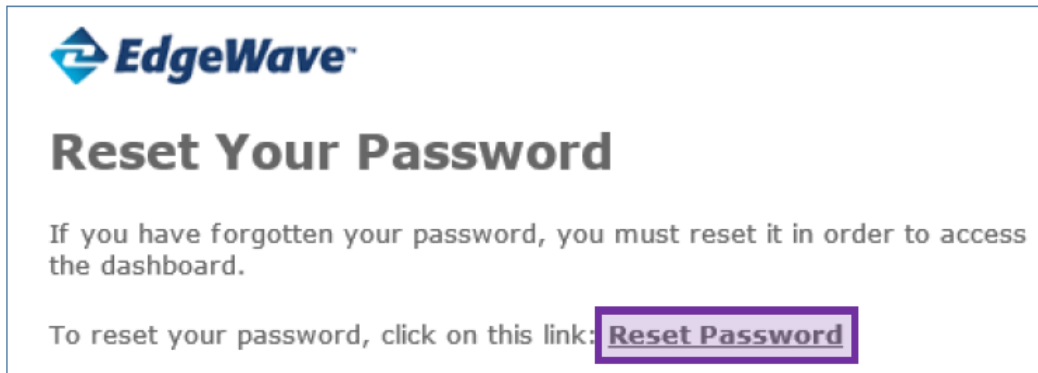Non-Office 365 users can reset their passwords using the below steps.

1. Click the Forgot Password link on the login page of the EdgeWave Dashboard.
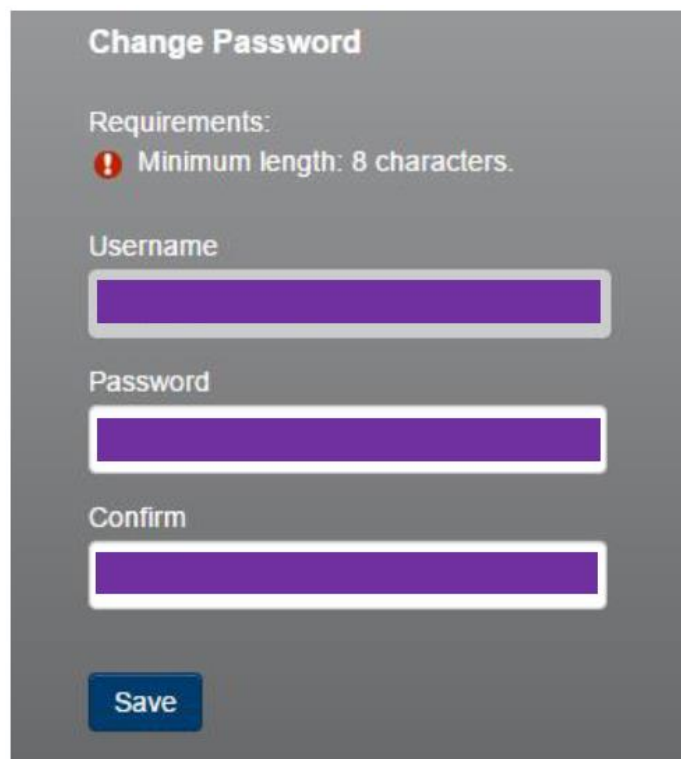

2. Enter your email address and click Submit.

3. You will receive an email from spamsupport@acts360.com with the ability to reset your password through a Reset Password link.


4. The username box should display your email address. Enter a password of your choice with a minimum length of 8 characters in the designated boxes and click Save.
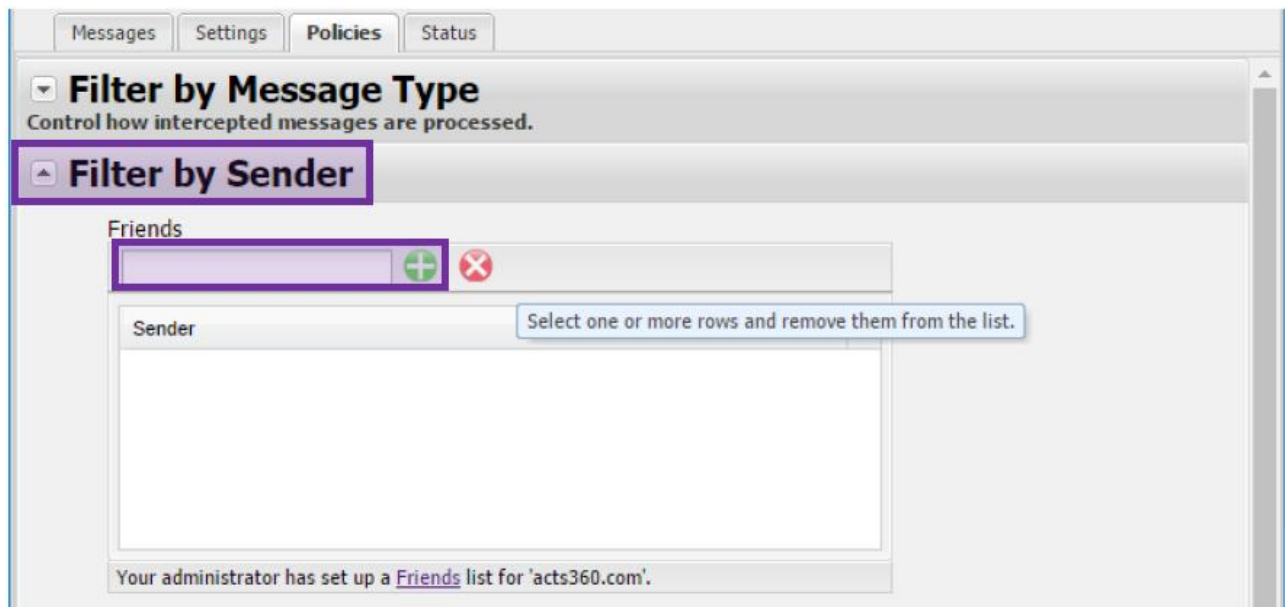

5. You should now be able to access your Dashboard with your new password.

Whitelisting Sources

1. Access your Personal Dashboard through the EdgeWave Portal.

2. Once you are signed in, select the Policies tab on the top-left corner of the browser.
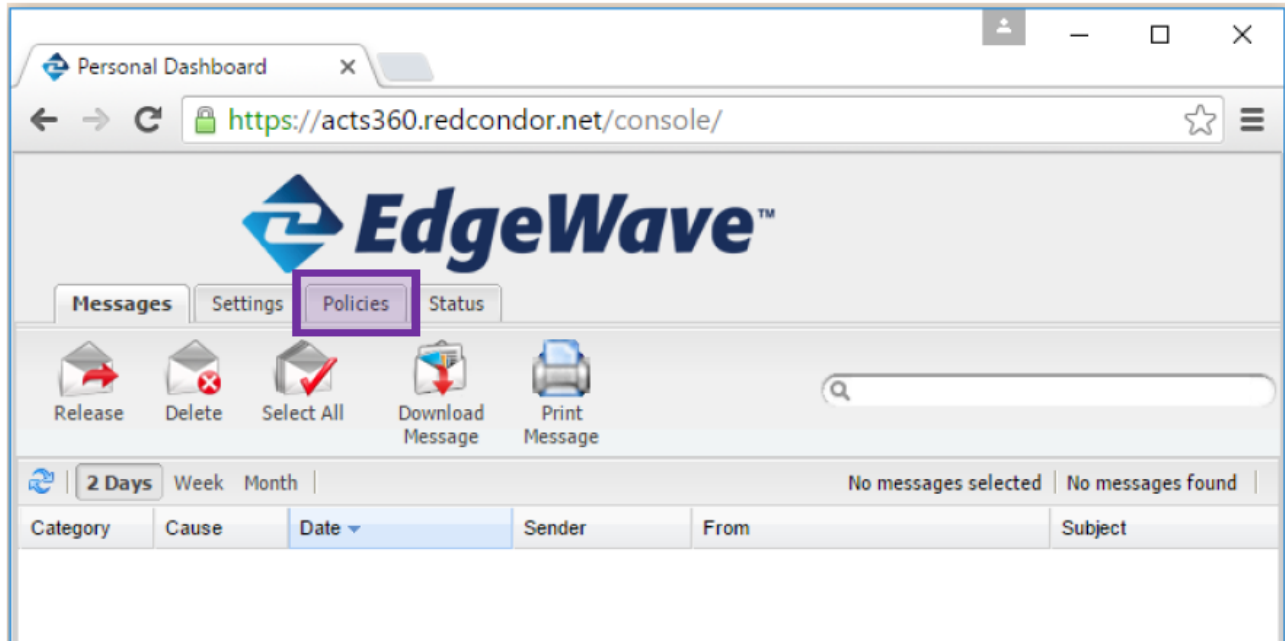
3. In the Filter by Sender section, type in the friendly email address and click the green plus (+) button.

4. To remove senders from your Friends List, highlight their email address and click the red X.
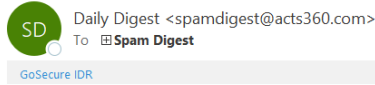

5. You can now add and remove email addresses from your Whitelist. Incoming emails from listed email addresses will no longer be quarantined.

Release Emails

From the Spam Digest

1. Click on the View button that corresponds to the e-mail you want to release.

2. This should open a web page with the corresponding e-mail, and button to release on the bottom right.
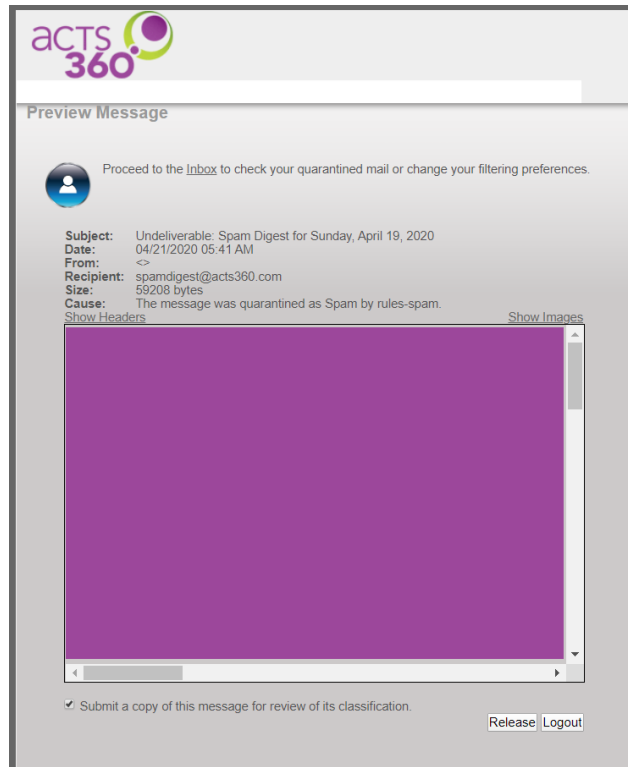
3. You will see a confirmation that the message has been released, and you should see the corresponding e-mail enter your Inbox shortly.

From the Dashboard

1. Access your personal Dashboard through the EdgeWave Portal.

2. Once you are signed in, ensure that you have the Messages tab selected.
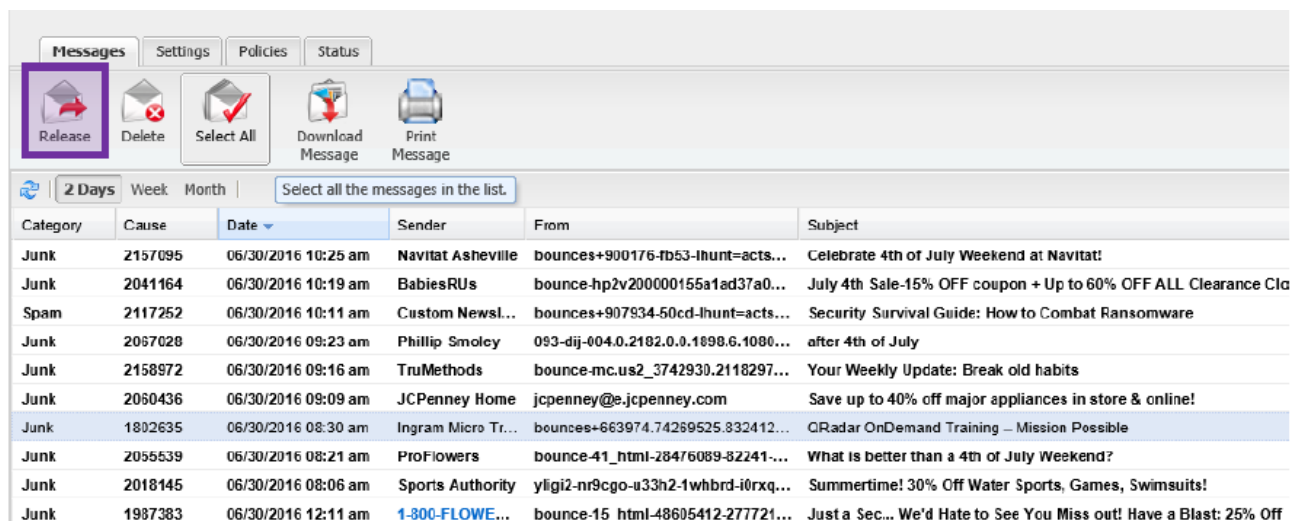

3. Select the appropriate time period for the email you want to release. Selecting Month will allow you to view all logged emails.

    Note: An email is deleted and no longer recoverable after it has been quarantined for more than one month.
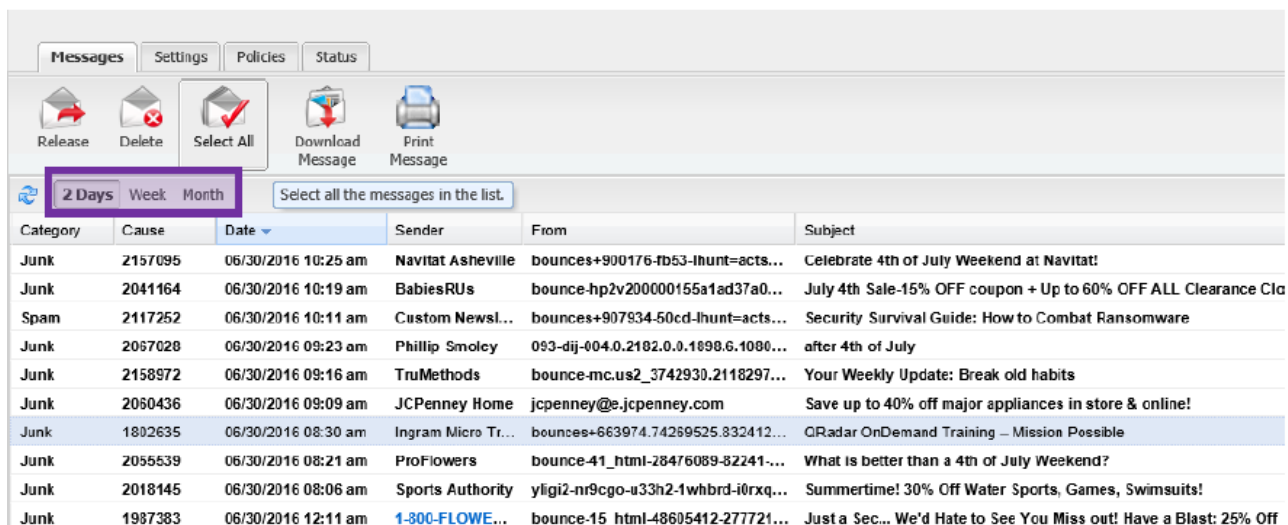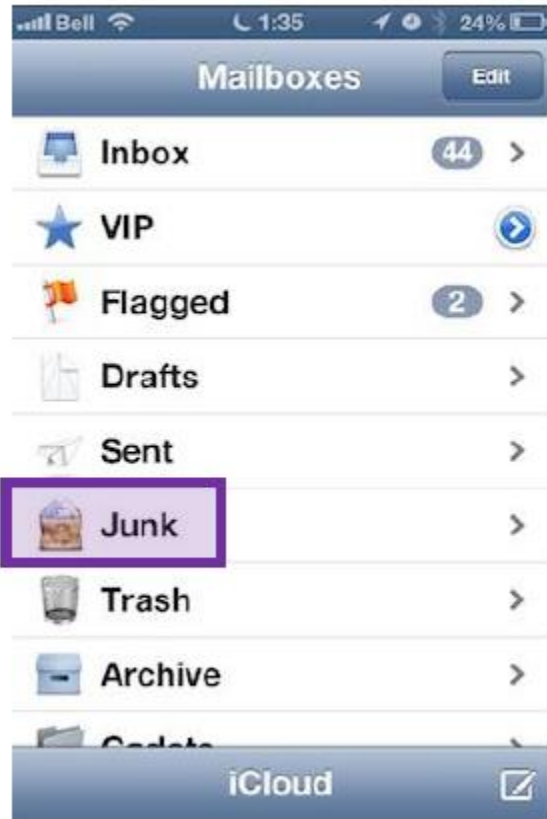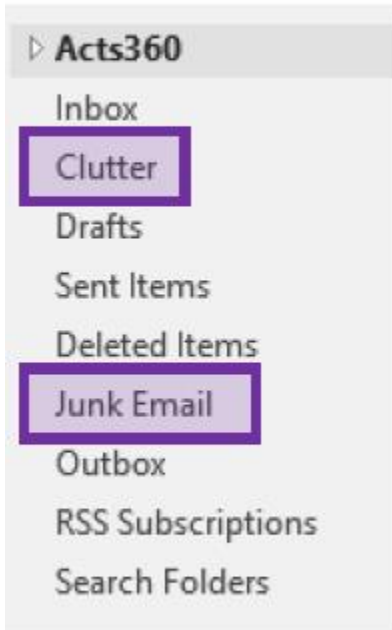
4. Select the message you want to release and click the Release icon.

5. You have now released the selected email, and it will arrive in your Inbox shortly.

   Note: Be sure to also check the Clutter/Junk/Spam folder within your Mail client (Outlook, Mail Phone App, etc.) as they sometimes perform additional filtering outside of the Acts 360 spam filtering process that may move your email.

▷ **Acts360**	
Inbox	
Clutter	
Drafts	
Sent Items	
Deleted Items	
Junk Email	
Outbox	
RSS Subscriptions	
Search Folders	

.ıll Bell 📶   🌙 1:35   📍 ⓪ ❊ 24% 🔋

Mailboxes   Edit

📥 Inbox   44 >

⭐ VIP   ❯

🚩 Flagged   2 >

📄 Drafts   >

🕊 Sent   >

🗑 Junk   >

🗑 Trash   >

📥 Archive   >

📁 ~~Gadota~~

iCloud ✎