

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.

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Accessing Your Dashboard

- 1. Open your web browser (Internet Explorer, Firefox, Chrome, Safari, etc.)
- 2. Browse to spam.acts360.com.

Personal Dashboard Login Email Password Login	
First time user? Forgot your password? Click here to sign up Click here	
 Sign in with your Microsoft work or school account Sign in with your Google work or school account 	

- 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.

Personal Dashboard Login Emai: Password: Login	
First time user? Forgot your password? Click here to sign up. Click hore	
Sign in with your Microsoft work or school account G Sign in with your Geogle work or school account	

2. Enter your email address and click Submit.

I Forgot My Password Email Submit First time user? Go Back to Login Click here to sign up Login		
Emai: Submit First time user? Go Back to Login Click here to sign up Login	I Forgot My Password	
Submit First time user? Go Back to Login Click here to sign up Login	Email:	
First time user? Go Back to Login Click here to sign up Login	Submit	
	First time user? Click here to sign up	Go Back to Login Login



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.

	Change Password
1	Requirements: 9 Minimum length: 8 characters.
l	Username
l	Password
9	Confirm
1	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.

🖉 🔶 Persona	Personal Dashboard X										
$\leftarrow \rightarrow c$	$\leftarrow \rightarrow \mathbb{C}$ https://acts360.redcondor.net/console/ $\bigtriangleup \equiv$										
Messag Release	Messages Settings Policies Status Message Select All Download Print Q										
2 Days Week Month No messages selected No messages found									ound		
Category	Cause	Date 🗸		Sender	From			Subject	t		

In the Filter by Sender section, type in the friendly email address and click the green plus
 (+) button.



Messages Settings	Policies Status sage Type	
• Filter by Ser	essages are processed. der	
Sender	Select one or more rows and re	emove them from the list.
Your administrator	as set up a <u>Friends</u> list for 'acts360.com'.	

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

Messages	Settings	Policies	Status		*
Filter	by Sen	ider	e process	sed.	
Friends	;		()		
Send	er			Select one or more rows and remove them from the list.	
Your ac	lministrator I	nas set up a <u>F</u>	Friends list	t for 'acts360.com'.	

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.

Daily Digest <spamdigest@acts360.com> To ⊞Spam Digest</spamdigest@acts360.com>	
GoSecure IDR	

[]GOSECURE

Span	spam Digest for April 20 10:00AM - April 21 09:59AM, 2020										
3 en	3 entries found for <spamdigest@acts360.com> My Account Settings Support</spamdigest@acts360.com>										
Red Zone — Spam, phish, viruses and potentially dangerous mail 3 entr											
View	Туре	Date	Time	Size	Country Sender	Mailbox	Subject				
View	Spam	Apr 21	1:41AM	58KB	US	<@>	Undeliverable: Spam Digest for Sunday, April 19, 2020				
View	Spam	Apr 21	1:34AM	72KB	US	<@>	Undeliverable: Spam Digest for Monday, April 20, 2020				
View	Spam	Apr 20	2:38рм	66KB	US	<@>	Undeliverable: Spam Digest for April 19 1:00PM - April 20 1. 2020	2:59PM,			
Messa	Messaging Assurance Powered by GoSecure.										

To view any of the messages listed in this digest, click on the corresponding <u>View</u> link above. If you would like to release a message to your mailbox, click on the corresponding <u>Release</u> link above. Quarantined messages are retained for 35 days.

Change Report Frequency

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.

Personal Dashboard X		±	- 🗆 ×							
← → C Attps://acts360.redcondor.net/console/										
Messages Settings Policies Status Release Delete Select All Download Message Print Message Q										
Image: Second										
Category Cause Date -	Sender	From	Subject							

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.



Message	es Settings	Policies Status			
>	8	🦅 🇊			
Release	Delete Sel	lect All Download	Print		
		Message	Message		
ar 2 Days	Week Mont	th Select all the m	essages in the list.		
Category	Cause	Date 🗸	Sender	From	Subject
Junk	2157095	06/30/2016 10:25 am	Navitat Asheville	bounces+900176-fb53-lhunt=acts	Celebrate 4th of July Weekend at Navitat!
Junk	2041164	06/30/2016 10:19 am	BabiesRUs	bounce-hp2v200000155a1ad37a0	July 4th Sale-15% OFF coupon + Up to 60% OFF ALL Clearance Clo
Spam	2117252	06/30/2016 10:11 am	Custom Newsl	bounces+907934-50cd-lhunt=acts	Security Survival Guide: How to Combat Ransomware
Junk	2067028	06/30/2016 09:23 am	Phillip Smoley	093-dij-004.0.2182.0.0.1898.6.1080	after 4th of July
Junk	2158972	06/30/2016 09:16 am	TruMethods	bounce-mc.us2_3742930.2118297	Your Weekly Update: Break old habits
Junk	2060436	06/30/2016 09:09 am	JCPenney Home	jcpenney@e.jcpenney.com	Save up to 40% off major appliances in store & online!
Junk	1802635	06/30/2016 08:30 am	Ingram Micro Tr	bounces+663974.74269525.832412	QRadar OnDemand Training – Mission Possible
Junk	2055539	06/30/2016 08:21 am	ProFlowers	bounce-41_html-28476089-82241	What is better than a 4th of July Weekend?
Junk	2018145	06/30/2016 08:06 am	Sports Authority	yligi2-nr9cgo-u33h2-1whbrd-i0rxq	Summertime! 30% Off Water Sports, Games, Swimsuits!
Junk	1987383	06/30/2016 12:11 am	1-800-FLOWE	bounce-15 html-48605412-277721	Just a Sec We'd Hate to See You Miss out! Have a Blast: 25% Off

4. Select the message you want to release and click the Release icon.

Messages Settings Policies Status										
Release	Delete Se	elect All Download Message	Print Message							
2 Days Week Month Select all the me		essages in the list.								
Category	Cause	Date 👻	Sender	From	Subject					
Junk	2157095	06/30/2016 10:25 am	Navitat Asheville	bounces+900176-fb53-lhunt=acts	Celebrate 4th of July Weekend at Navitat!					
Junk	2041164	06/30/2016 10:19 am	BabiesRUs	bounce-hp2v200000155a1ad37a0	July 4th Sale-15% OFF coupon + Up to 60% OFF ALL Clearance Clo					
Spam	2117252	06/30/2016 10:11 am	Custom Newsl	bounces+907934-50cd-lhunt=acts	Security Survival Guide: How to Combat Ransomware					
Junk	2067028	06/30/2016 09:23 am	Phillip Smoley	093-dij-004.0.2182.0.0.1898.6.1080	after 4th of July					
Junk	2158972	06/30/2016 09:16 am	TruMethods	bounce-mc.us2_3742930.2118297	Your Weekly Update: Break old habits					
Junk	2060436	06/30/2016 09:09 am	JCPenney Home	jcpenney@e.jcpenney.com	Save up to 40% off major appliances in store & online!					
Junk	1802635	06/30/2016 08:30 am	Ingram Micro Tr	bounces+663974.74269525.832412	QRadar OnDemand Training – Mission Possible					
Junk	2055539	06/30/2016 08:21 am	ProFlowers	bounce-41_html-28476089-82241	What is better than a 4th of July Weekend?					
Junk	2018145	06/30/2016 08:06 am	Sports Authority	yligi2-nr9cgo-u33h2-1whbrd-i0rxq	Summertime! 30% Off Water Sports, Games, Swimsuits!					
Junk	1987383	06/30/2016 12:11 am	1-800-FLOWE	bounce-15 html-48605412-277721	Just a Sec We'd Hate to See You Miss out! Have a Blast: 25% Off					

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.





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	R	Mailboxes	ŀ	idit
	Inbox		44	>
*	VIP			٥
70 1	Flagge	d	2	>
临	Drafts			>
Ŵ	Sent			>
.	Junk			>
	Trash			>
-	Archive	е		>
-	Cadata			
		iCloud		

