

Trend Micro Email Security Self-management of quarantined emails

Background

Our new Email Security enables individuals to manage their own quarantined healthAlliance emails. This means staff can release their own messages that have been quarantined. Emails that are quarantined have been marked as suspicious but are not necessarily Spam.

These quarantined emails can be released within 30 days after being notified via email by Email Security. After this period these emails are deleted. Please follow the steps in this guide to release any legitimate emails that have been quarantined.

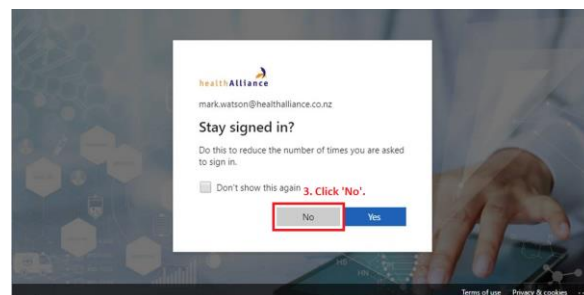
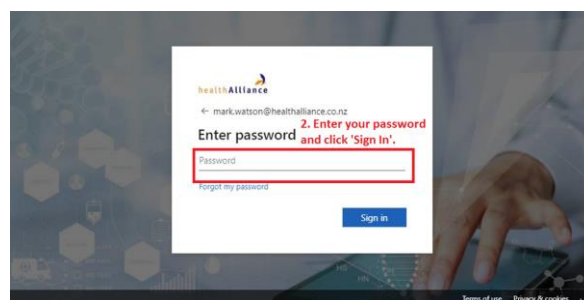
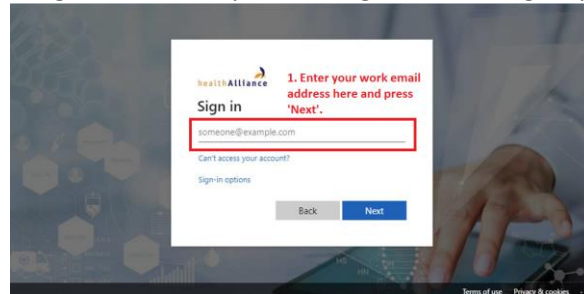
Self-management of blocked emails

1. Access the Email Security web portal via this web link:

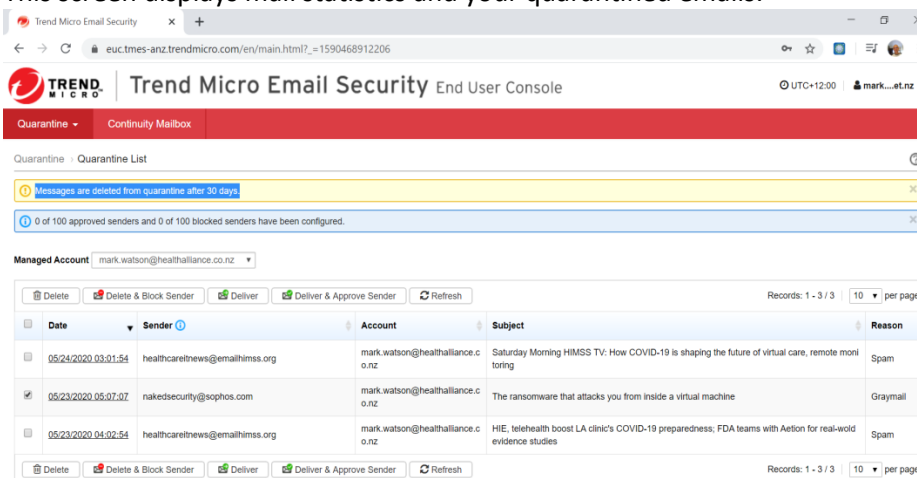
<https://euc.tmes-anz.trendmicro.com/index.html?cmpID=hanz>

Self-management of blocked emails

- If you are accessing the Trend Micro Email Security web portal on a work computer you will be immediately directed to the web portal after clicking on the web link above. If you are using a non work computer you will receive a login prompt. Please login to the web portal using the following steps.



- This screen displays mail statistics and your quarantined emails:



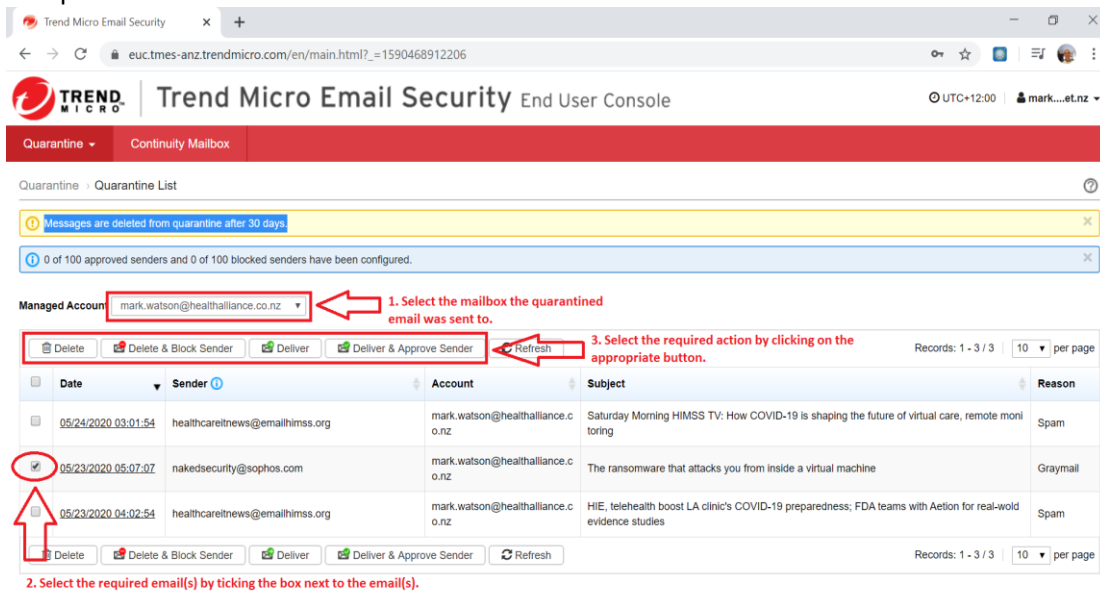
Date	Sender	Account	Subject	Reason
05/24/2020 03:01:54	healthcarethnews@emailhimsa.org	mark.watson@healthalliance.co.nz	Saturday Morning HIMSS TV: How COVID-19 is shaping the future of virtual care, remote monitoring	Spam
05/23/2020 05:07:07	nakedsecurity@sophos.com	mark.watson@healthalliance.co.nz	The ransomware that attacks you from inside a virtual machine	Graymail
05/23/2020 04:02:54	healthcarethnews@emailhimsa.org	mark.watson@healthalliance.co.nz	HIE, telehealth boost LA clinician's COVID-19 preparedness; FDA teams with Aetion for real-world evidence studies	Spam

Important Note:

Before you release any email, please be 100% sure that you know who the sender is and the message is legitimate. If you think it is Spam you don't need to do anything – it will be automatically deleted.

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4. To release quarantined emails:



The screenshot shows the Trend Micro Email Security End User Console interface. At the top, there's a navigation bar with 'Quarantine' and 'Continuity Mailbox' tabs. Below that, a 'Quarantine List' section contains a table of quarantined emails. The table has columns for Date, Sender, Account, Subject, and Reason. Three emails are listed, with the first one selected. Red annotations include: a box around the 'Managed Account' dropdown with an arrow pointing to it and the text '1. Select the mailbox the quarantined email was sent to.'; a box around the checkboxes in the first column with an arrow pointing to them and the text '2. Select the required email(s) by ticking the box next to the email(s).'; and a box around the action buttons (Delete, Delete & Block Sender, Deliver, Deliver & Approve Sender) with an arrow pointing to them and the text '3. Select the required action by clicking on the appropriate button.'

4.1 If you manage mailboxes other than your own, you can select the appropriate mailbox from the drop down list.

4.2 Select the email(s) by ticking the box next to the email(s).

4.3 Select the required action by clicking on the appropriate action.

If you believe the email(s) you have selected is legitimate and you need to release it, please click **Deliver** (Be aware that the email may appear in your Junk Mail folder).

If you believe the email(s) you have selected is legitimate and you need to release it plus prevent all future emails from the same sender being quarantined, please click **Deliver & Approve Sender** (Be aware that emails from this sender may appear in your Junk Mail folder).

Select **Delete** if you don't require the selected email to be delivered to your mailbox.

Select **Delete & Block Sender** to delete the selected email(s) and prevent the sender from attempting to send you any further emails.



Useful Tips

- This website is accessible from any computer whether you are at work or home.
- Save the website to your favourites for easy access.
- If you release an email and it still appears as blocked, this means it has been blocked by the Trustwave Email Gateway. Please refer to the user guide for the Trustwave Email Gateway or contact the IT Service Desk on the phone numbers at the end of this document.

Support

Service Desk	Phone	IT Self Service Portal
ADHB	09 631 0701	https://service.hanz.health.nz/CherwellPortal/customerportal/winlogin
CMH	09 276 0276	https://service.hanz.health.nz/CherwellPortal/customerportal/winlogin
WDHB, hA, NZHP, NRA, BSA	09 486 8980	https://service.hanz.health.nz/CherwellPortal/customerportal/winlogin
Northland (NDHB)	09 430 4101	https://service.hanz.health.nz/CherwellPortal/customerportal/winlogin