

Green Hills e-Scout Instructions

On March 4, 2010 greenhills will convert all email to a new email server.

If you use Outlook Express, Outlook, Microsoft mail or other email clients on your computer nothing will change for sending and receiving your email.

With this change, Postini will no longer be the email filter.

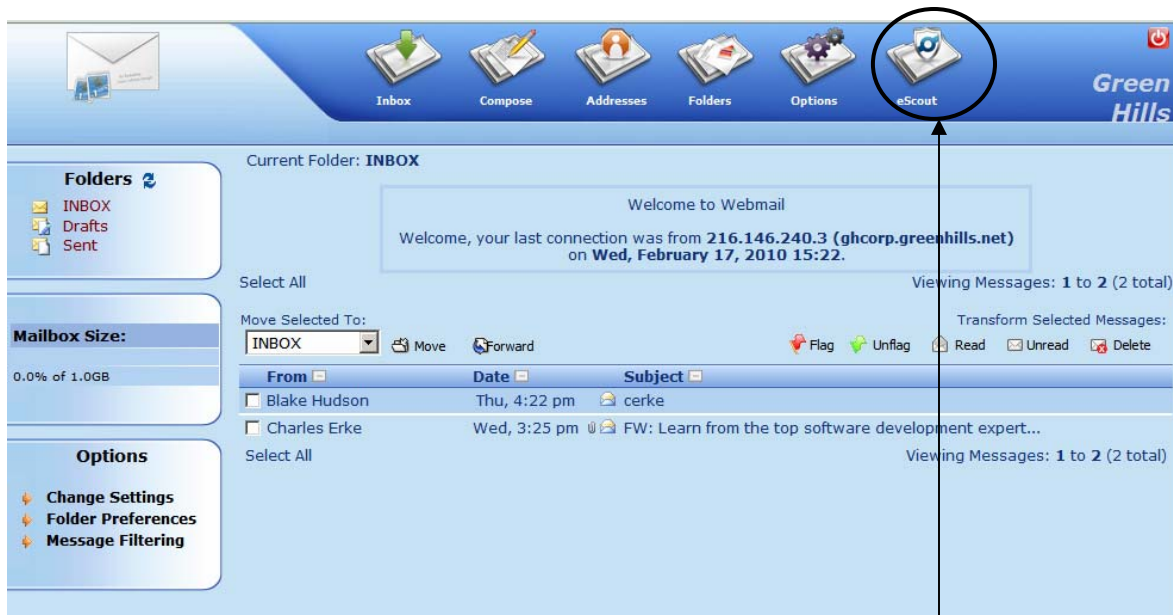
The new email filter will be **e-Scout**.

You must access your **quarantined** emails by going through our webmail. Just follow these instructions.

1. You can either go to our web site at www.greenhills.net and click on 'Web Mail/e-Scout' or go directly to 'webmail.greenhills.net' to view the login screen shown below.

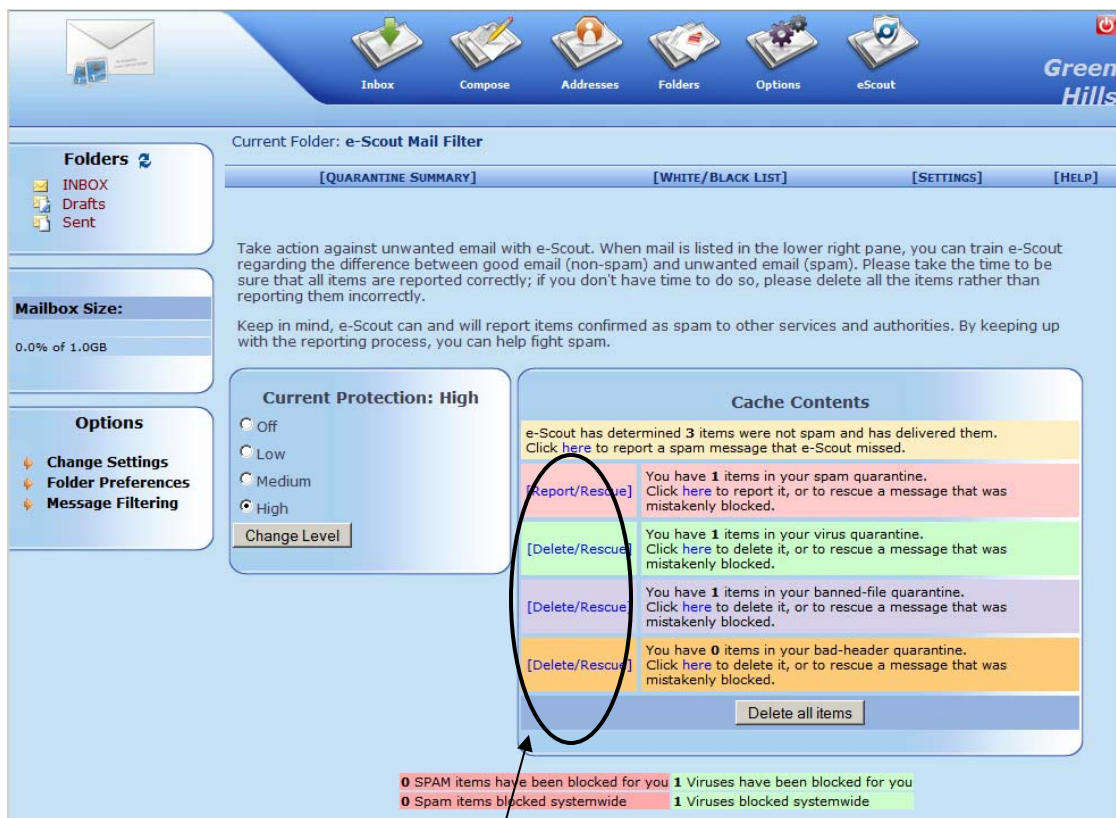


2. Enter your email address and password.
 - a. Username is your full email address (name@greenhills.net)
 - i. Note- domain users use (name@yourdomain.com)
 - b. Password is the password for your email account.



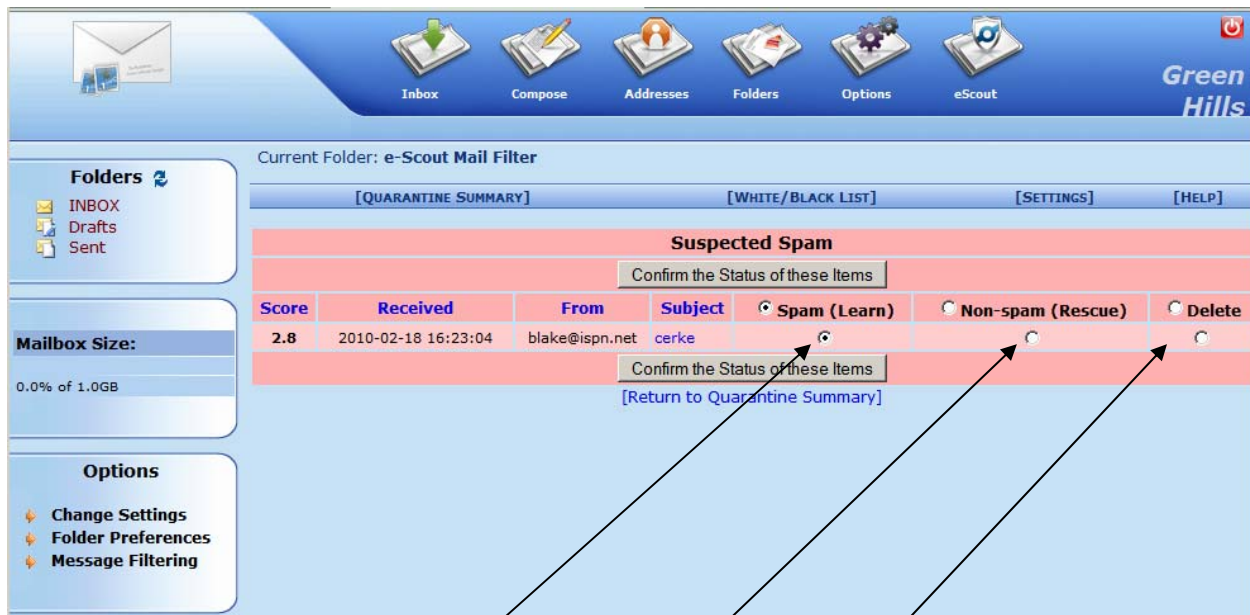
3. Once logged in you will see the above screen. This is your webmail screen.

4. To get to the **quarantined items** in the email filtering, click on the **e-Scout** button.



5. Once in the e-Scout page, you can click on the category to see the quarantined items.

6. Click on the [Report/Rescue] or [Delete/Rescue] links to see the emails for that category.



7. Above is an example of a Suspected Spam. You have the choice of 'Spam (Learn)', 'Non-spam (Rescue)' or 'Delete'

- a. **'Spam (Learn)'** allows e-Scout to learn what spam (or non-spam) looks like. If you confirm a spam message, e-Scout will file it away in an internal database so subsequent messages that have similar patterns will be more likely to be quarantined.
- b. **'Non-spam (Rescue)'** allows e-Scout to add the non-spam sender to the whitelist so future messages from that sender will not be blocked.
- c. **'Delete'** will remove the email from the quarantine.

8. The same applies to the other categories



9. When finished, log out by clicking the 'Sign out' button at the top.

Note:

- The quarantined email is NOT your mailbox. It is email that has been stopped before getting to your mailbox.
- If you do not want to check your quarantined email, it will simply disappear after 7 days.
- The 'Help' menu has additional information on the use of this service.