Manage multiple end user quarantine accounts

The Secure Mail flow service actively protects your mailbox by quarantining spam and other unwanted email.

Quarantined messages are blocked before delivery to your email account.

To see the quarantined messages for the last 30 days or manage your Approved or blacklisted senders, you can log into your Quarantine console.

Using a single account to log on, you can manage multiple Hosted Email Security End User Quarantine website accounts.

Those accounts must already be registered and activated.

To manage multiple accounts,

- 1. Enter the link https://euq.hes.trendmicro.com (https://euq.hes.trendmicro.com/) in your favorite browser to navigate to the quarantine console.
- 2. On the login screen of the quarantine console, provide your email id and password associated with the account.

The Hosted Email Security End User Quarantine website allows you to view and manage your quarantined email messages.	Log On Email address: john.smith@mithi.com Password: Log On Forgot your password? Register a new account
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- 3. Select the Managed Accounts tab.
- 4. Click the **Add** button to add user whose account needs to be managed.

Note: Make sure the account that needs to be managed is already registered with Hosted Email Security.

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Mana d Account			3.	To manage other user's account, click the Add, button and provide the		
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 Provide registered user id and password associated with the account. -Click Ok to send the request through email to the user whose account needs to be managed.

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C Add	aged Accor	You can only manage Hosted Email Security End User Quarantine website accounts that are already registered. To register a new account, click Register a new account on the Hosted Email Security log on screen. Manage a Registered Account						
*Registered email address: john.smith@mithi.com								
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- Click Ok to confirm.



- 6. Logon to the user's primary mail account.
 - Open the mail received from HES Trend Micro which contains a link to confirm.
 - Copy the link and paste it in your favorite browser.

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✓ Sentitems Trash	Request to manage your Hosted Email Security account made by minali@mithi.com From: more + show headers 28 KB 336 PM To: To:
 ▲ Spam Chat ← Folders ■ Imobility ■ College ■ College ■ College ■ Notes ■ Paysigs ■ PersonalM ■ Sent 	Trend Micro is sending you this message because minal@mithi.com would like to view Quarantined messages and set Approved Senders for your account john smith@mithi.com. After approving this request, your email messages will continue to be delivered to your intox. However, you will be unable to log on the Hosted Email Security End-User Quarantine website instrumed messages are unable to log on the Hosted Email Security End-User Quarantine website. If you approve this request, minal@mithi.com becomes the primary account and john smith@mithi.com becomes a managed account. Managed accounts are unable to log on the Hosted Email Security End-User Quarantine website. Instead, the primary account and john smith@mithi.com logs on to view Quarantined messages and set Approved Senders for john.smith@mithi.com. Additionally, any Quarantine Digest email messages related to your managed account will be sent to the Primary Account. To approve: https://euq.hes.trendmicro.com/userver/euq/aliasBindConfirm?aliasid=122735&ownerd=122515&key=D09392DE-18B0-4378-9146-81C668F48E58 Best Regards, Trend Micro

• On successful confirmation, you can log in to quarantine console and manage multiple accounts.

	osted Email Security	
	The account is add as managed account to its manager successfully. Log On Now	
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- 7. Some points to be noted:
 - After you begin managing an account, that managed account will be unable to log on to the End User Quarantine website and will not receive daily digest report on primary email account.
 - Remove the account from your managed accounts list to allow the account to log on again and receive daily email digest report.