Opt-Inbox™ Getting Started Guide

Welcome to Sendio. Sendio's proactive approach to email ensures you only hear from the people you want to communicate with. Using the Sendio Opt-Inbox queue allows you to release messages from senders you want to hear from and remove the distraction of senders you don't want to hear from.

There will be times when you will need to access your email queue to review and release messages. Messages can appear in your queue for many reasons from various sources.

- Messages you want to see from legitimate senders.
    - Receipts from online purchases, Order confirmations, Subscriptions, New email contacts, etc…
- Messages you **DO NOT** want to see from **UNWANTED** senders.
    - Surveys, Erroneous email address, Marketing emails from legitimate contacts, etc…

Checking your Queues

How often do I check my Queue?

- Daily
    - Looking for new senders that didn't respond to the verification email
- When machine generated email is requested
    - Password resets
    - New Account verifications

Your message queue will be self-sufficient once your contacts are accepted and stabilized into the dynamic Accept List. Check your Sendio Inbound Message queue once each day until all machine-generated messages you want to receive are added to your Accept List. If you subscribe to a new machine-generated email sender or make an online purchase that sends a receipt via email, you may need to re-check this view to accept the message sender.

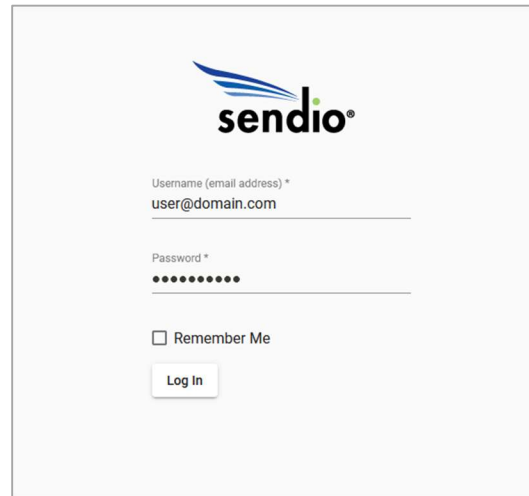You have two ways of managing your email queue:

1. The web interface
2. The daily queue summary email

The Web Interface

Your network administrator has created an account for you on the Sendio system. To log in, browse to the URL address that was provided to you by your IT administrator.

EXAMPLE   http://acmecorp.sendio.com

A login screen will appear. To login, enter your email address and password. Sendio can integrate with any compliant Directory Server. If your organization's system was setup to take advantage of this feature you will be able to login using the credentials you use to log in to your computer (e.g. your username/email and network password).

Using the web interface to release messages

Logging into the Sendio web interface takes you to your Pending message view.
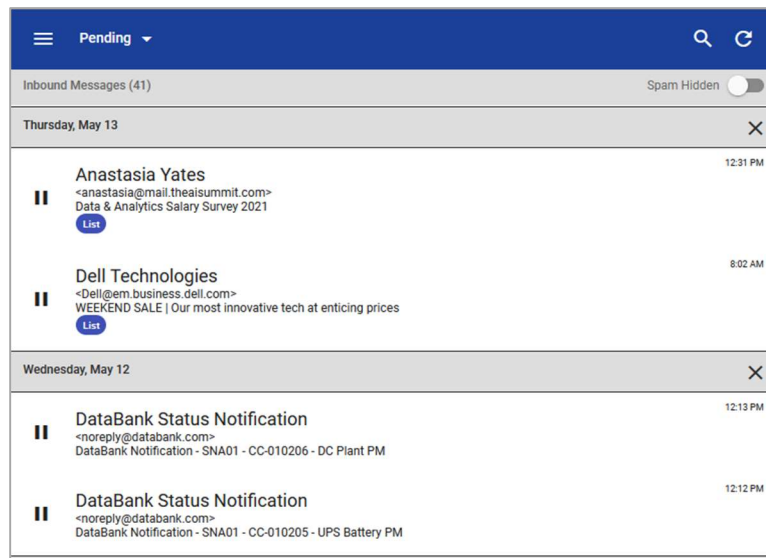
From here you can easily release a message and have it delivered to your email inbox. Clicking on a message will give you options to release or drop the message.

Hovering over the message will reveal icons that allow you to accept the message, accept and add the sender to your trusted sender list, drop the message, drop and add the sender to their dropped sender list, or delete the message from your queue.
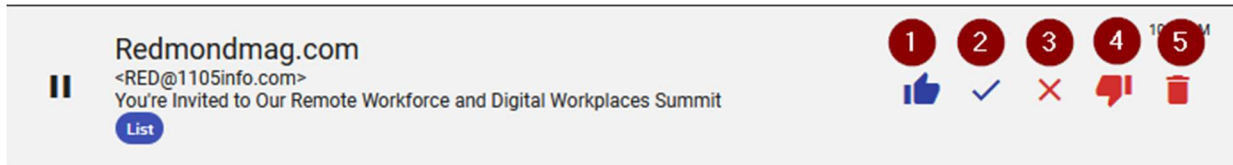
1. **ADD SENDER**. Accept message and add sender to your Accept contact list. This will deliver the message and all future messages from the same sender. All future messages from this sender will be delivered to your inbox immediately upon arrival.
2. **ACCEPT MESSAGE**. This will release the message to your inbox but will not add the sender to your Accept contact list. All future messages from this sender will need to be reviewed and accepted by you before being delivered.
3. **DROP MESSAGE**. Removes the message from your Pending view and moves it to the Dropped View. This will **not deliver** the message to your inbox.
4. **DROP SENDER**. Drop message and add sender to your Drop contact list. The message will be dropped, not delivered to your inbox, and the sender will be added to your Drop contact list. All future messages from this sender will be dropped and **not delivered** to your inbox.
5. **DELETE MESSAGE**. The message will be deleted from your message queue and will not be visible or actionable in any other views.

Queue Summary Email

If your organization has enabled the Queue Summary feature, you will receive an email that shows your pending messages once or twice per day. The Queue Summary communicates the recent additions to your Pending Message Queue and new Contacts.
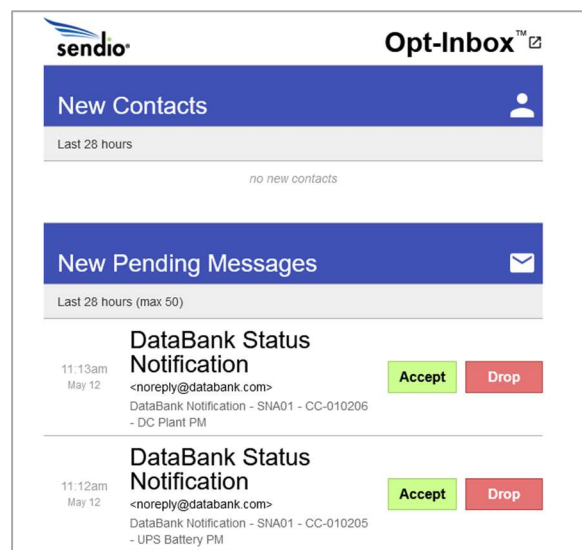
To accept a pending message from the Queue Summary, simply click the ACCEPT button. A pop-up appears allowing you to accept the message and add the sender to your contact list (ACCEPT ALL), or
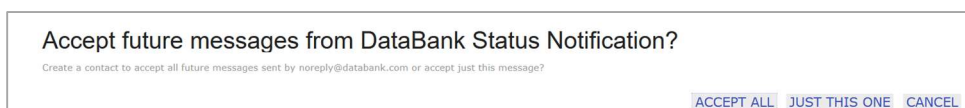
accept the message without adding the sender (JUST THIS ONE). CANCEL closes the pop-up with no action taken.

To drop the pending message from the Queue Summary, click the Drop button. DROP ALL adds the sender to your Drop Contact list and no further emails will be received from the sender. JUST THIS ONE drops the message without adding the sender to your contact list. CANCEL closes the pop-up window with no action taken.