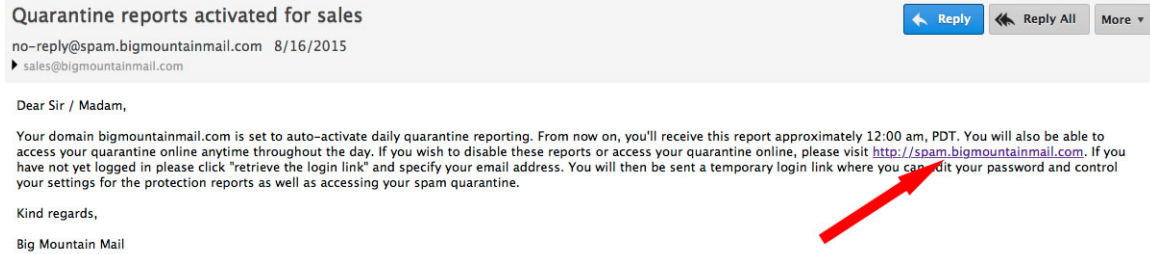# Big Mountain Spam Quarantine Setup

Welcome to the Big Mountain Spam Quarantine. Once your domain has been setup on our spam firewall, the system will automatically enable your spam quarantine. However, until you create an account, you will not be able to access your quarantine online. Upon the first spam message the system receives, the system will automatically email out a welcome letter for you to setup your account. Keep a watch on your Inbox for the message titled: "Quarantine reports activated for…". When you receive it, open it up and click on the link to access the spam quarantine login window:

When you click on the link, it will take you to the spam quarantine login window. Please click on the button titled "Retrieve log-in link":

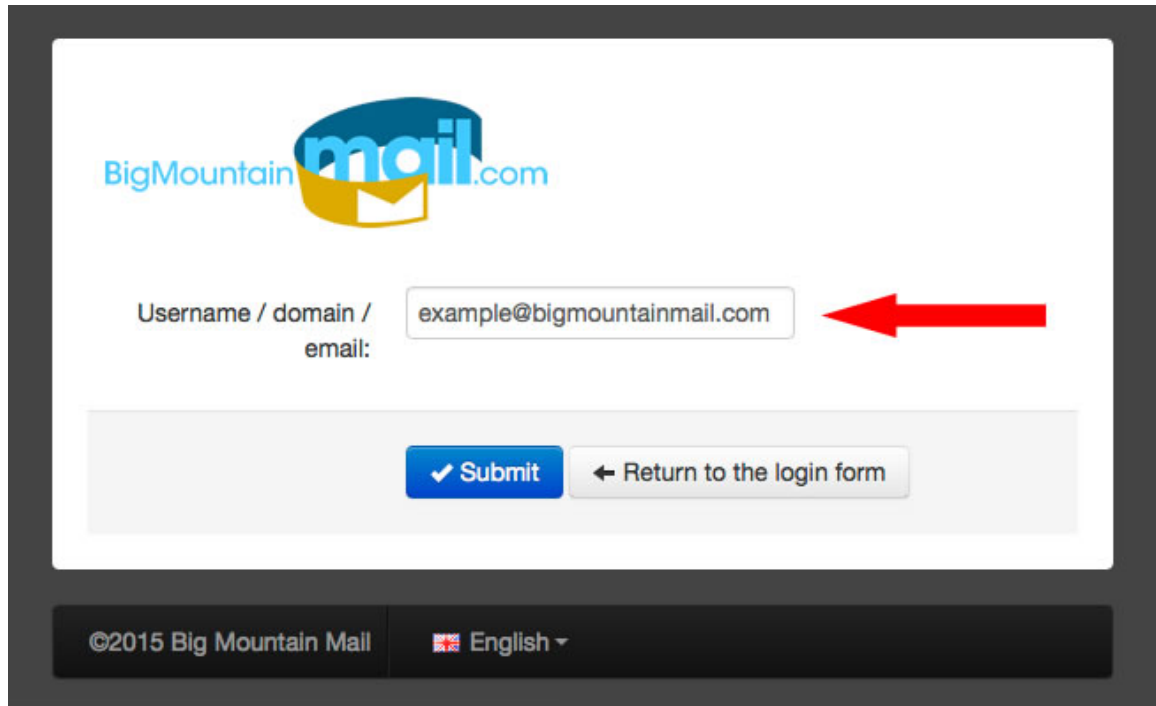Next, you will enter in your email address and click on "Submit":
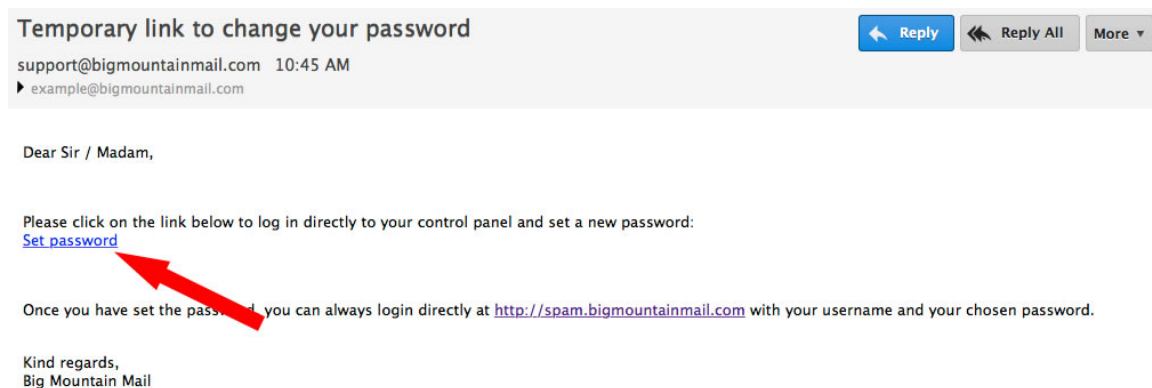
You will receive a message indicating that the "User quarantine has now been enabled for this account. Email has been sent."

In your Inbox, find the message with the subject line: "Temporary link to change your password" and open it. In the message, click on the link titled: "Set password":

This will take you into the spam quarantine User's profile where you will create your password. Please enter in a new password and then re-enter the same password to confirm. Click on "Save":

Your password is now set and you may log into the spam quarantine control panel at anytime at http://spam.bigmountainmail.com to manage your account. You will be able to:

- Search your inbound mail activity in the Log Search.
- View/manage your Spam quarantine.
- View the Incoming Delivery queue.
- Report messages as spam.
- Report messages as not spam.
- Manage your Periodic user report (quarantine report)
- Whitelist sender addresses/domains.
- Blacklist sender addresses/domains.
- Manage your User profile and change your password.

By default, your quarantine reports are emailed daily to you approximately 12:00 am PDT. You can update your preferences by going to Periodic user report. You can change the frequency of your report from daily to weekly or to disable receiving the reports.

If you have any questions, please contact us at: 866-910-1070 or send an email to: support@bigmountainmail.com. Thank you!