

# Personal Archive

## Quick Start

Welcome to your Personal Archive, a convenient, long-term storage solution for your email!

Use this guide to get started using your Personal Archive. For more information, including details about settings or controls, click the **Help** button at the top right of any page in Personal Archive:



## What Is My Personal Archive?

Your Personal Archive automatically stores a copy of all the email messages that you send or receive, including any file attachments. Your messages remain in your archive even if you later delete them from your email server or computer.

Personal Archive can also store your instant messaging (IM) conversations and any files that you send or receive using your IM client program, such as Yahoo! Messenger or AOL Instant Messenger (if your administrator set up the IM archiving option).

As a component of Message Center (which you use to manage your quarantined junk and virus-infected messages), your Personal Archive resides in a secure data center, outside of your company's network. You can use any standard Web browser to log in to Message Center and access your archive at any time.

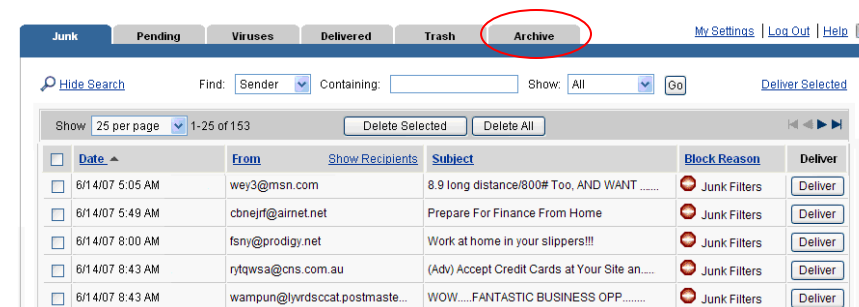
### Use our Personal Archive to:

- ◆ Simplify management of your email storage—with your Personal Archive, you no longer need to store your email messages on your email server or computer for long periods
- ◆ Recover messages that were lost or deleted from your email server or computer, by sending them back to your email inbox
- ◆ Read your messages if your company's email server is unavailable (however, new messages that you receive during your server's downtime are not available)

## How Do I Access My Personal Archive?

If you already use Message Center, simply log in to access your Personal Archive:

- 1 In any Web browser, go to <http://login.postini.com>.
- 2 Log in using your email address and the password.
- 3 Click the **Archive** tab.



If you're new to Message Center, you'll receive a Welcome email message, announcing your new email protection service. This message also includes your email address and password, which you'll need to log in to Message Center and access your archive.

### Notes:

- ◆ If you forget your password, simply type any characters in the **Password** box and click the **Log In** button. The **Forgot Your Password?** link will appear on the page. Click the link to reset your password.
- ◆ Postini recommends that you use a "strong" password for additional security. If necessary, change your password so it contains at least 6 characters, with a combination of letters, numbers, and special characters. In Message Center, click **Settings > Change Password**.
- ◆ If you encounter a problem or need help with logging in to Message Center or using your Personal Archive, please contact your administrator.

## How Do I Find Messages in My Personal Archive?

You can use two search panels to find specific archived messages: the *Basic Search panel* and the *Advanced Search panel*.

### Basic Search panel

Use this panel for quick searches based on a predefined time period (such as “last week”), the sender, recipients, text in the message body or attachments, or any combination of these criteria.

The screenshot shows the 'Basic Search' panel within the 'Archive' tab. It features a navigation bar with 'Junk', 'Pending', 'Viruses', 'Delivered', 'Trash', and 'Archive'. The search panel includes fields for 'From:', 'To:', and 'Content:'. A 'Date:' dropdown menu is set to 'Last Two Days'. At the bottom, there are buttons for 'Search Archive' and 'Advanced Search'.

On this simple panel, you can use the **Content** field to search for text in any part of a message—that is, in its subject, body, date field, or file attachments. Click on the panel for tips on entering search criteria.

### Advanced Search panel

Use this panel to find messages you send or received during a specific time period or date, or that have specific text in the Subject line of the message or in an attachment. You can also use this panel to exclude from your search results any messages that contain specific words. Click on the panel for tips on entering search criteria.

The screenshot shows the 'Advanced Search' panel. It includes a navigation bar with 'Junk', 'Pending', 'Viruses', 'Delivered', 'Trash', and 'Archive'. The search panel is more complex, with 'Start Date' (June 23, 2007) and 'End Date' (July 23, 2007) dropdowns. It has radio buttons for 'Show: Email only', 'IM only', and 'Email and IM'. There are fields for 'Match All Words:', 'Match Any Words:', and 'Exclude Words:'. A 'Subject:' dropdown is set to 'contains'. A 'File Name:' dropdown is also set to 'contains'. A checkbox for 'Messages with Attachments' is present. On the right, there are text input fields for 'From: (any)', 'To or IM Name: Any', and 'Mail Flow: All Messages'. A 'Sorted by:' dropdown is set to 'Newest First'. At the bottom, there are buttons for 'Search Archive', 'Clear', and 'Basic Search'.

## Example Searches

Here are examples of basic types of searches you can use to find specific archived messages. Combine any of two or more of these searches to narrow your search results. When you enter two or more search criteria, Personal Archive returns only those messages that contain *all* of the criteria you entered.

To find...	Do this...
Email messages that you received or sent within a specific time periods	On the Advanced Search panel: <b>Start Date/End Date:</b> Choose the first and last days in the date range. Use the drop-down lists or click the <b>Calendar</b> icon to choose the dates.
Email messages you sent to one or more specific people	On either panel: <ul style="list-style-type: none"><li>◆ From: Enter your email address.</li><li>◆ To or IM Name: Enter the recipients' email addresses</li></ul> You can enter either an entire address or just the part of the address before the @ sign. Separate addresses with a comma.
Email messages that contain specific text in the Subject line	On the Advanced Search panel: <b>Subject:</b> Enter one or more words. To find message that contain all of the words anywhere in the subject, choose <b>contains</b> . To find the exact phrase, choose <b>has phrase</b> .
An email message with a specific attachment	On the Advanced Search panel, enter either of the following: <ul style="list-style-type: none"><li>◆ <b>File Name:</b> Enter one or more words in the file name of the attachment. To find attachments with all of the words you entered, in any order, choose <b>contains</b>. To find the exact phrase, choose <b>has phrase</b>.</li><li>◆ <b>Messages with Attachments:</b> Enter one or more words in the <b>Match All Words</b> or <b>Match Any Words</b> fields, and then select this check box.</li></ul>

## What Can I Do After I Find Messages?

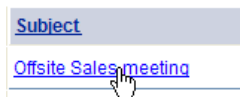
Once you find the messages in your archive, you can view their content, open their attachments, send them to your email inbox, or print them. Here's an example of typical search results:


<input type="checkbox"/>	Date	From/IM Service	To/Participants	Subject/Summary	Recover
<input checked="" type="checkbox"/>	Tue, Aug 22, 2006 9:38 PM	Susan Flannigan <sflannigan@jumboinc.com>	Patricia Merchant <pmerchant@jumboinc.com>	RE: Documentation availability for Release 9.22	Recover
<input type="checkbox"/>	Tue, Aug 22, 2006 9:34 PM	Alan Chen <achen@jumboinc.com>	Patricia Merchant <pmerchant@jumboinc.com>	NOTICE: Telephone System Upgrade Tonight at 8:00 PM	Recover
<input checked="" type="checkbox"/>	Tue, Aug 22, 2006 9:22 PM	Patricia Merchant <pmerchant@jumboinc.com>	Rakesh Desdai <rdesdai@jumboinc.com>	RE: Meeting with ZipZamer tomorrow. Need final agenda	Recover
<input type="checkbox"/>	Tue, Aug 22, 2006 9:18 PM	Patricia Merchant <pmerchant@jumboinc.com>	Susan Flannigan <sflannigan@jumboinc.com>	Documentation availability for Release 9.22	Recover
<input type="checkbox"/>	Tue, Aug 22, 2006 9:16 PM	Patricia Merchant <pmerchant@jumboinc.com>	Craig Yuli <cyuli@jumboinc.com>	RE: Engineering Release Report_Jumboware Version 9.2 Package	Recover
<input type="checkbox"/>	Tue, Aug 22, 2006 9:15 PM	Rakesh Desdai <rdesdai@jumboinc.com>	Patricia Merchant <pmerchant@jumboinc.com>	Meeting with ZipZamer tomorrow. Need final agenda	Recover
<input type="checkbox"/>	Tue, Aug 22, 2006 9:13 PM	Craig Yuli <cyuli@jumboinc.com>	Patricia Merchant <pmerchant@jumboinc.com>	Engineering Release Report_Jumboware Version 9.2 Package	Recover

- ◆ **For email messages**, the results show the date the message was sent, the sender, the recipients, and the Subject line.
- ◆ **For IM conversations**, you'll see its date, the name of the IM service you used (such as Yahoo! Messenger or MSN Messenger), the participants' IM names, and the first line of the conversation. (You might see the text `im-manager@postini.com` instead of the IM service name, depending on how your administrator set up the service.)

## View an Archived Email Message

In your search results, click the link in the **Subject** column:



The content of the message appears, including links to any attachments. (A message with attachments has a paperclip  to the left of its date in the search results list.)

## View an Archived IM Conversation

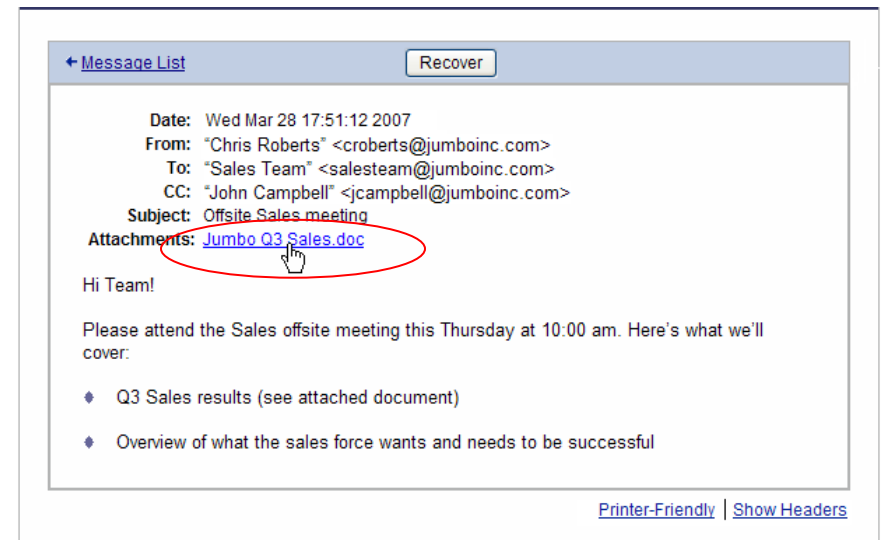
In your search results, click the link in the **Summary** column (appears instead of the **Subject** column when you search for IM conversations):



**Note:** Files that you send or receive with your IM client are archived in separate messages (one file per message). The name of the file appears as a link in the **Summary** column. Click the link to open the file.

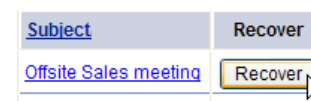
## Open a File Attachment

View the message, and then click the link for the attachment on the Message Display page:



## Send an Archived Message to Your Email Inbox

To send a single email message or IM conversation to your inbox, click its corresponding **Recover** button at the far right of your search results list:



To send several messages at once, select each message, and then click **Recover Selected** at the top or bottom of the search results list:

Show 25 per page 1-25 of 62 <span style="float: right; border: 1px solid red; border-radius: 50%; padding: 2px;">Recover Selected</span>			
<input type="checkbox"/>	Date	From/IM Service	To/Participants
<input checked="" type="checkbox"/>	Tue, Aug 22, 2006 9:38 PM	Susan Flannigan <sflannigan@jumbo...>	Patricia Merchant <pmerchant@jumboinc.com>
<input type="checkbox"/>	Tue, Aug 22, 2006 9:34 PM	Alan Chen <achen@jumboinc.com>	Patricia Merchant <pmerchant@jumboinc.com>
<input checked="" type="checkbox"/>	Tue, Aug 22, 2006 9:22 PM	Patricia Merchant <pmerchant@jumbo...>	Rakesh Desdai <rdesdai@jumboinc.com>

Messages you recover appear in your inbox as an attachment to an email message that has the subject **Archive Export: subject of message you forwarded**. Any email attachments to the original message are also included.

### Print an Archived Message

View the message, and then click the **Printer-Friendly** link on the Message Display page:

← Message List Recover

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**Date:** Wed Mar 28 17:51:12 2007  
**From:** "Chris Roberts" <croberts@jumboinc.com>  
**To:** "Sales Team" <salesteam@jumboinc.com>  
**CC:** "John Campbell" <jcampbell@jumboinc.com>  
**Subject:** Offsite Sales meeting  
**Attachments:** [Jumbo Q3 Sales.doc](#)

Hi Team!

Please attend the Sales offsite meeting this Thursday at 10:00 am. Here's what we'll cover:

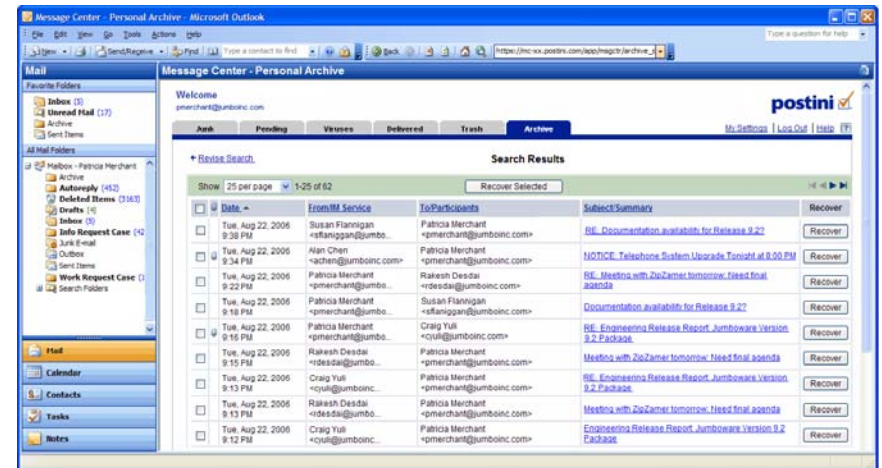
- ◆ Q3 Sales results (see attached document)
- ◆ Overview of what the sales force wants and needs to be successful

[Printer-Friendly](#) | [Show Headers](#)

Use your browser's **Print** command to send the message to your printer.

## How to Integrate Personal Archive with Microsoft Outlook

You can set up Microsoft Outlook to open your Personal Archive directly in the Outlook window. For example:



With this integration, you can:

- ◆ Access all your recent and past messages from one location on your desktop
- ◆ More easily take advantage of your Personal Archive's search options, which let you search for content in both a message's body *and* attachments
- ◆ Retrieve messages more quickly than with Outlook's search options

### To integrate Personal Archive with Outlook:

- 1 Go to your Message Center login page: <http://login.postini.com>.
- 2 Enter your user name and password, and then select **Remember My Address and Password**.

**Log in to your message center.**

Log in Address   
 example: joe234@jumbowidgetsco.com

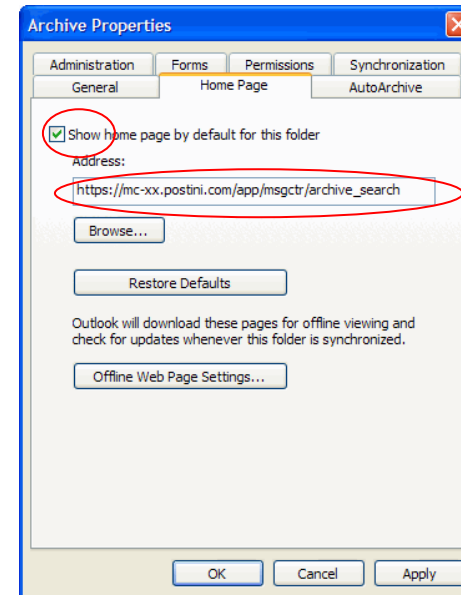
Password   
 note: password is case-sensitive  
 Remember my Address and Password ([what is this?](#))

**LOG IN**

[Log In Help](#)

- 3 Click **Log In**.
- 4 Click the **Archive** tab.
- 5 Select the URL that appears in your browser's **Address** bar and copy it to your clipboard.
- 6 In Outlook, choose **File > New > Folder**.
- 7 In the Create New Folder dialog box, enter a name for the folder, such as **Archive**. Then click **OK**.
- 8 In the pane on the left, right-click the folder you just created, and then choose **Properties**.
- 9 Click the **Home Page** tab, and then do the following:
  - a Select **Show home page by default for this folder**.
  - b In the **Address** field, paste the URL for your archive, which you copied to your clipboard in Step 6.

For example:



- 10 Click **OK**.

You can now access your Personal Archive in Outlook, simply by clicking the new folder you created.

**Note:** Remember to *avoid* clicking the **Log Out** link in Message Center when you're finished using your Personal Archive. Otherwise, you'll need to log in to Message Center again the next time you want to access your archive from Outlook.



## **Common Questions About Personal Archive**

### **Can anyone else view my archived messages?**

Your archived messages are part of a larger corporate archive, to which your company may give one or more employees special access for various purposes based on corporate policies. However, no third parties have access to any of your archived messages. For specific information about your company's policies, ask your administrator.

### **How secure are my archived messages?**

Personal Archive stores your electronic messages at your email protection service's primary and secondary (backup) data centers, which are highly secured. A total of four copies of each of your messages are stored, to ensure that none of your important data is ever lost.

### **How quickly do messages appear in my Personal Archive?**

Typically, a message appears in your archive in about 15 minutes after you send or receive it. However, this process can take an hour or more, depending on factors such as the size of the message and its attachments, and the volume of email that your company's server is sending to the archive.

### **Can I delete or modify messages in my archive?**

Because your company may need to keep all archived messages for specific periods of time, Personal Archive does not let you delete or modify any of your archived messages. However, your messages may be deleted after their retention periods expire.

### **How long are my messages saved in the archive?**

Your messages remain in the archive for the duration of the retention period that your company purchased. Retention periods can be as short as 30 days or as long as 10 years or more. If necessary, your administrator can request a records hold to extend the retention period. Ask your administrator for more information about the retention policies for your company.

### **How can I get support for Personal Archive?**

If you encounter a problem or need help with Personal Archive, please contact your administrator.