



Individual Search and Retrieval

User Guide

Version 4.3

MailMeter ISR

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Any errors, corrections, suggestions, or omissions should be sent to documentation@MailMeter.com.

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1. Introduction

MailMeter ISR – Individual Search and Retrieval offers end users access to the email stored in the MailMeter Archive in an easy to use and secured interface.

- You logon to MailMeter ISR with your email address using MailMeter security or your network UserID.
- You can only search your own email.
- Emails can be viewed, printed, or emailed back to your Inbox.

2. Logon to MailMeter ISR - MailMeter security

Enter the web page location for MailMeter ISR.

http://your_IIS_server/ISR/Login.aspx

Enter your full email address (or any alias) as your Email ID.

Example: yourname@yourcompany.com

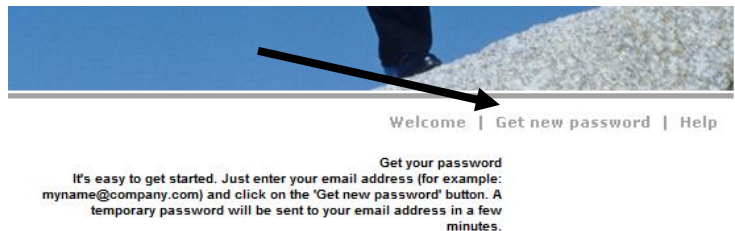
Enter your MailMeter password.

Click **Login**.



*If you do not have a password or forgot your password, click on the **Get New Password** link on the bottom of the screen.*

MailMeter will email you a one-time password so you can login.



2.1 Logon to MailMeter ISR - Active Directory security

Enter the web page location for MailMeter ISR.

http://your_IIS_server/ISR/LoginAD.aspx

Your network UserID and password will be used from the PC you are on.

Click **Login**.

Note! Your MailMeter administrator may have configured MailMeter to bypass the login screen.



2.2 Change Password

First Time ISR User

All “one time” passwords are sent to the email on the MailMeter ISR login page. So no one will ever receive a password that allows them to see anyone else’s emails.

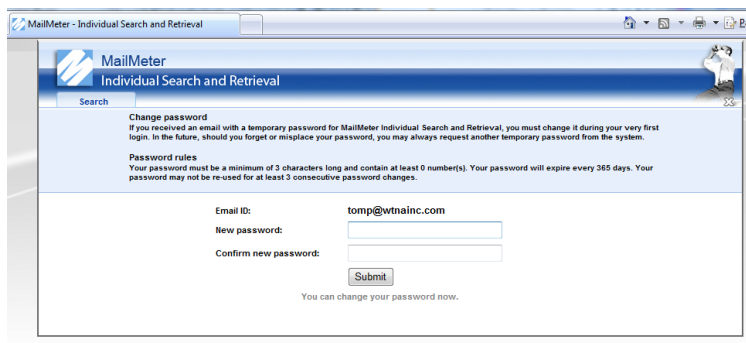
For security, you will be redirected to immediately change your password.

Enter a New password and confirm it to make sure you did not make any errors. Your MailMeter administrator will have set password rules for you to follow.

Click **Submit**.

Change Password at any time – click on the key icon

The Change Password display allows you to enter a new password to protect access to your emails.



3. Search Your Emails in the MailMeter Archive

The MailMeter Archive search display for MailMeter ISR allows you to search every email you have sent or received since MailMeter began collecting emails into the Archive.

You can enter data into any of the fields and click Search to return a list of Messages or Messages organized by Senders, Recipients, Attachments, or Dates.

3.1 Select Received or Sent

RECEIVED by SENT by TOM POLITOWSKI

You can only search emails received by or sent from this address (or any of your valid aliases). Choose **Received** or **Sent** or both.

3.2 Searching for Text in Subjects, Messages, and Attachments

Find this text:

You can narrow the results by entering

- a word **discount**
- a phrase **“test scores”**
- a number **428-9300**
- a partial word or number followed by “*” **guar***
- a partial or full word preceded by an * ***PDF**
- multiple words using “AND” “OR” “AND NOT” Boolean expression **“return” and “guarantee”**

3.2.1 Focusing Your Search

You can focus your search on the Subject lines, body text of Messages, Attachment Names, and Attachment contents. Check the box next to each item to search it.

Message Attachment Text
 Subject Attachment Name

To only search attachment contents, just check the Attachment Text box.

Message Attachment Text
 Subject Attachment Name

3.3 Searching for Specific Email Addresses

Email address contains:

You can narrow your results to a specific email address **jsmith@bigco.com**

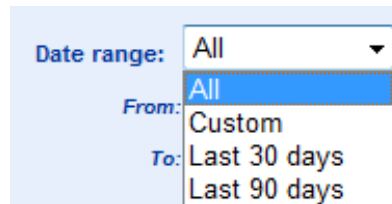
or help you find emails where you don't know the exact **Jim* or js* or smithj*** email address.

MailMeter offers detailed searching of all parts of an email address; including headers and aliases that will return matches on the non-displayable parts of an email address to make sure you don't miss anything.

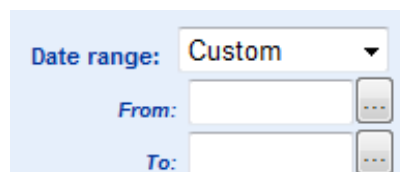
3.4 Searching within a Date Range

MailMeter ISR allows you to easily search within a date range.

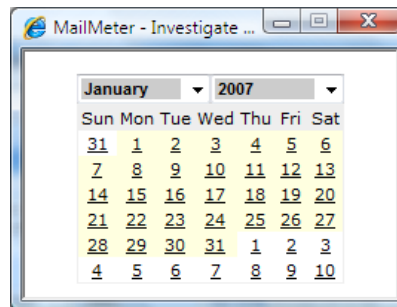
Select All, Last 30 days, Last 90 days, or Custom to enter a specific date range.



Select Custom to choose a specific date range.



Click the ... to pop up a calendar selection.



Select a specific date.

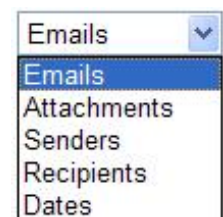


3.4 Choice of Results Display

MailMeter ISR can display a variety of results.

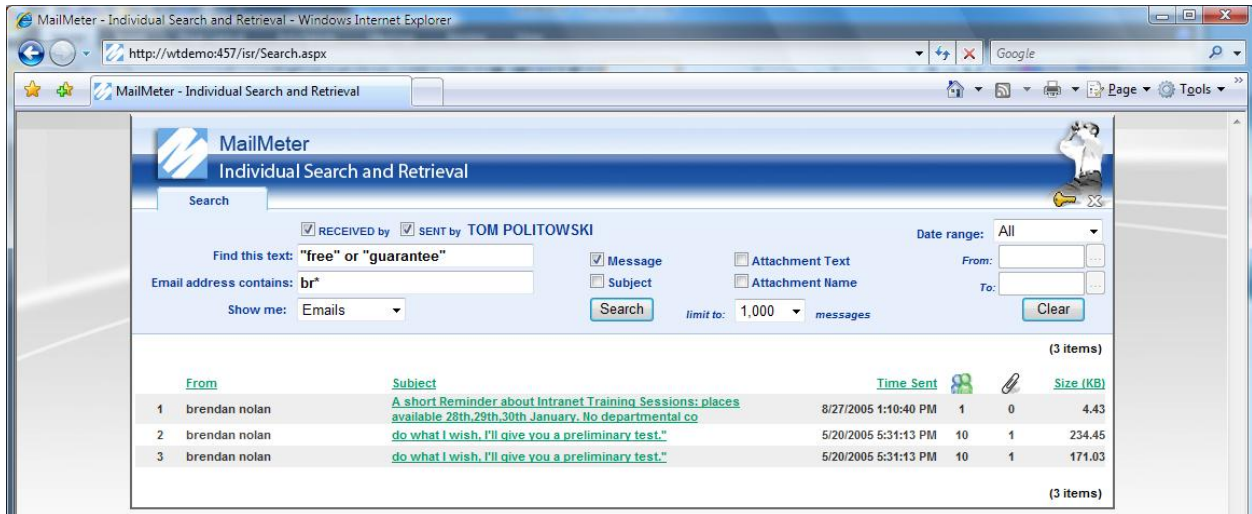
Show me: A drill down list of:

- **Emails** – most recent to oldest
- **Attachment Names**
- **Sender Names**
- **Recipient Names**
- **Dates**



Search Example 1:

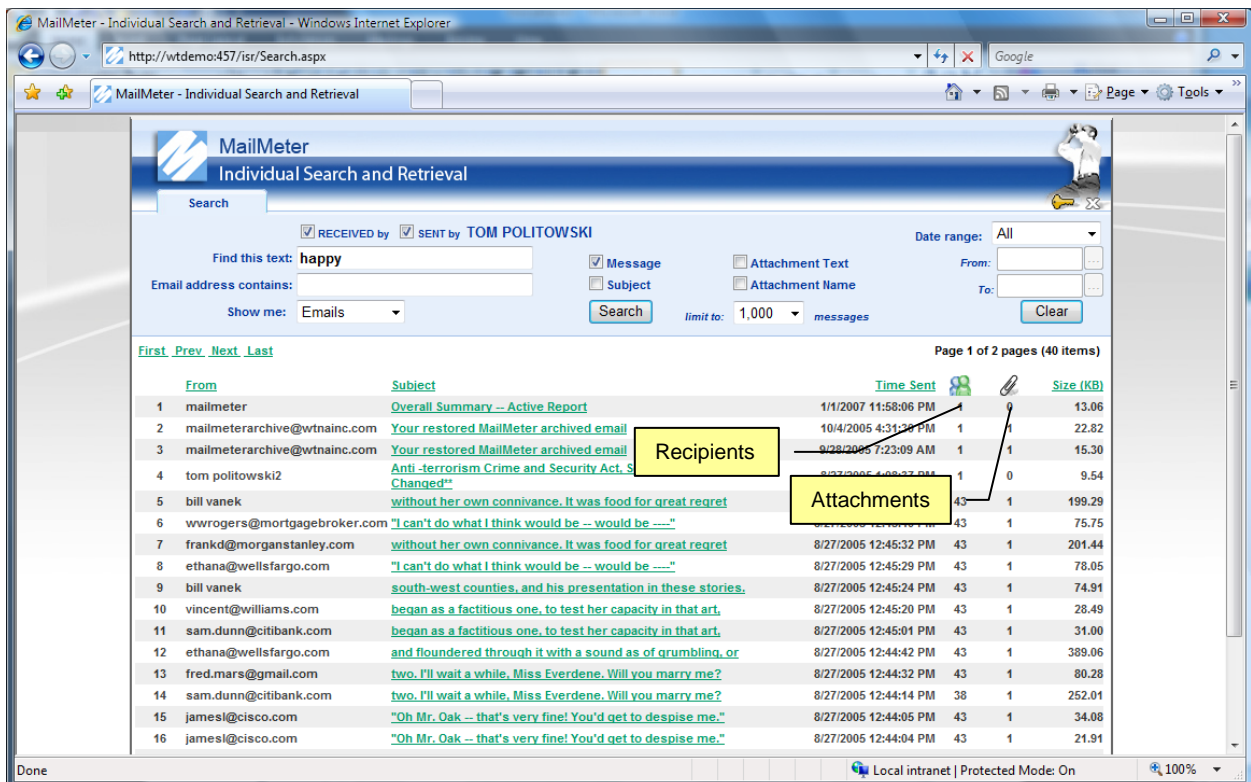
Find all emails from Brendan with the words "free" or "guarantee" in them.



Click on the Subject line to display an email.

Search Example 2:

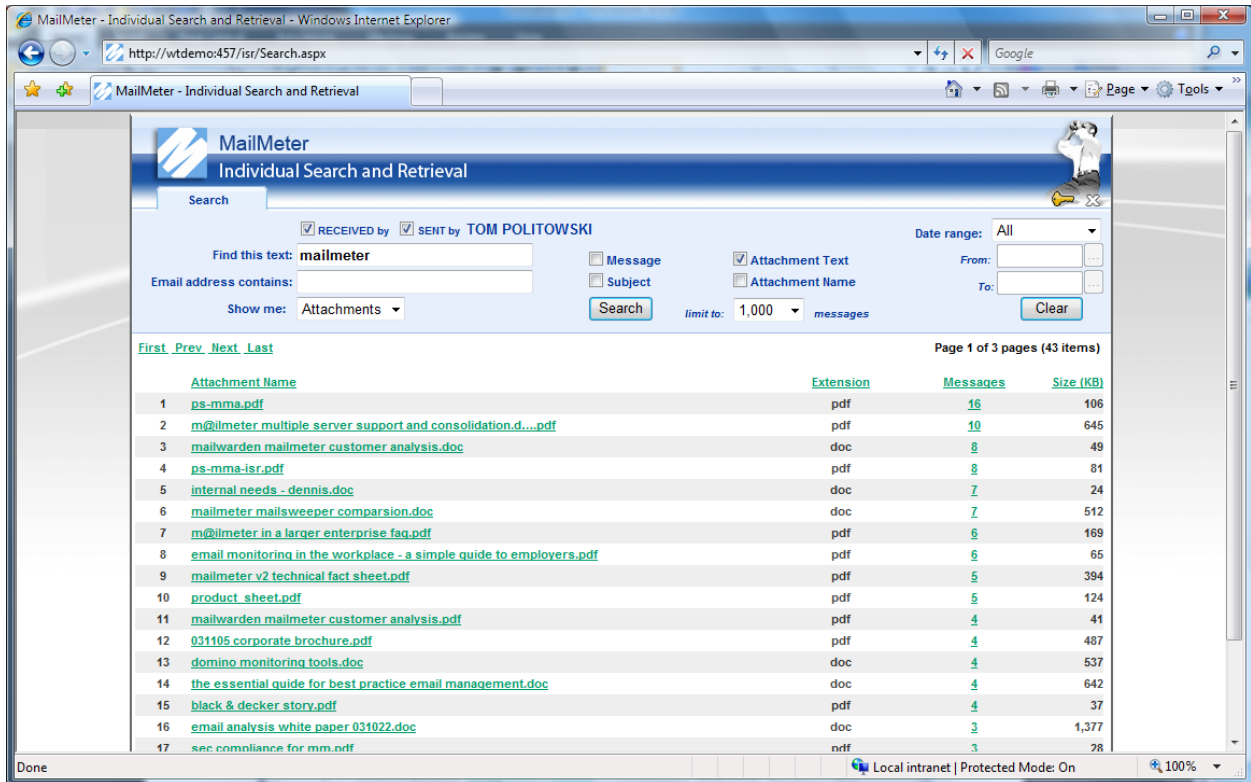
Find all emails to or from Tom with the word "happy" in them.



Click on the Subject line to display an email.

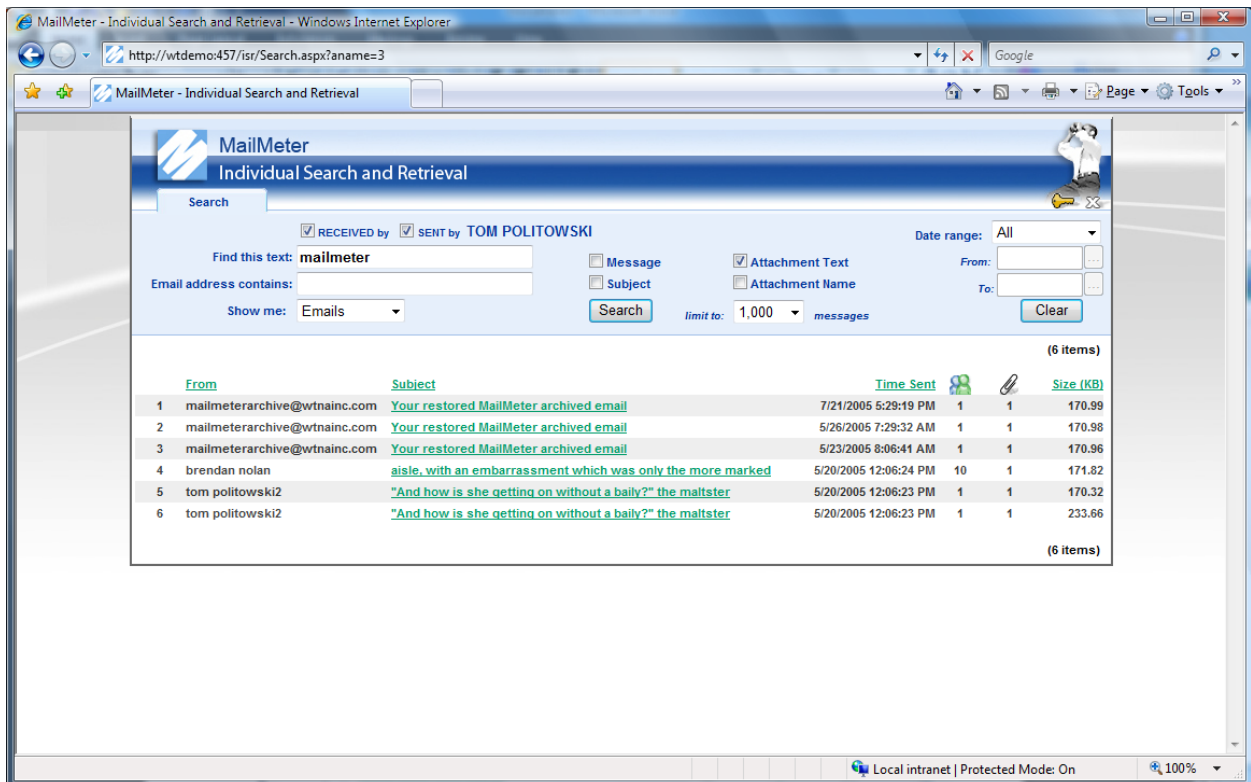
Search Example 3:

Find all emails to or from Tom with the word "MailMeter" in an attachment.



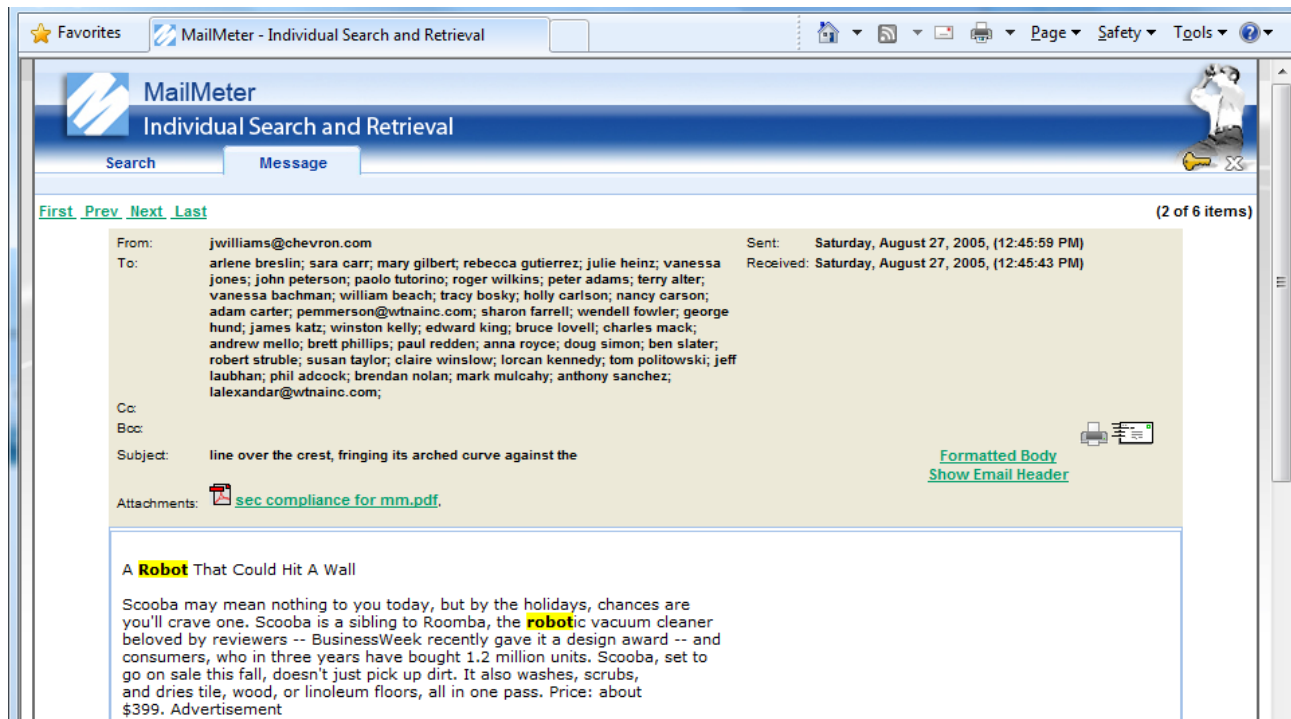
Click on an attachment name to launch it from the Archive.

Click on the Messages count to see a list of emails with that attachment.



4. Viewing an Email – Action Choices

Click on any Subject or Message to see the complete display of an email. Your search terms are highlighted for easy reference.





Search Click on the **Search** in the top menu to return to your previous search.

First or **Last** Use **First** or **Last** to go to the First or Last emails in your search results.

Prev or **Next** Use **Prev** or **Next** to go to the Previous or Next emails in your search results.

You can open any attachment, print the email, or even resend the email back to your Inbox.

-  **Print**
 Click on the **Printer** icon to create a new window with the email formatted for printing. Use your browser File/Print option to print the email.
-  **Email**
 Click on the **Envelope** icon to email a copy of this email back to yourself.

Your Search Criteria is displayed on the bottom of the email for reference.

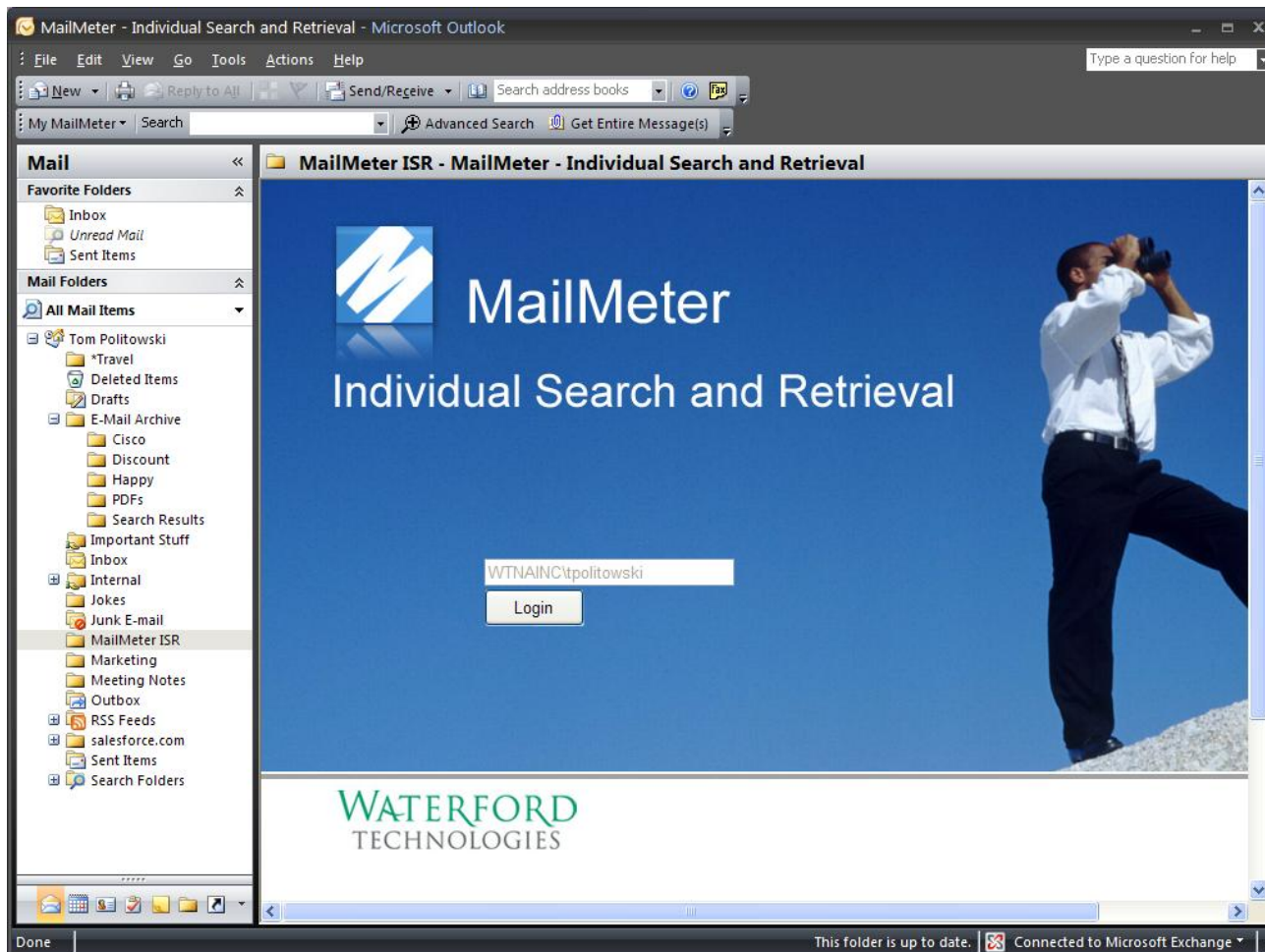
Search Criteria: Find all messages where body attachment names contains "robot " up to 5/21/2009 10:12:02 AM

Click on [Formatted Body](#) to display the Rich Text Format of the original message.

Click on [Show Email Header](#) to display the technical internet header information for messages received from email addresses outside your organization.

5. Using MailMeter ISR from within Outlook

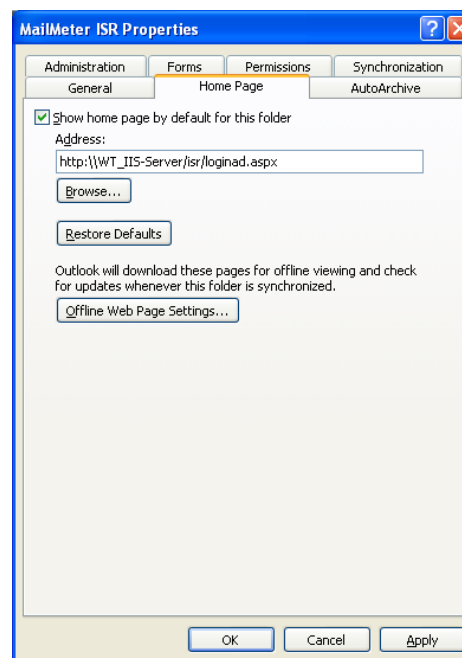
Outlook offers a capability for you to use ISR inside the Outlook display.



You just need to create a new email folder. In this example, we create one called MailMeter ISR.

1. Next, right click on this folder and select Properties.
2. Click on the Home Page tab.
3. Check the box “Show home page by default for this folder”.
4. Enter the web address of your MailMeter ISR. We recommend that you use the Active Directory security since it will automatically log you in to MailMeter.
5. Click **OK**.

Now you can quickly find emails in the MailMeter Archive from within Outlook.



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