



July 30, 2024

**Re: westriv.com email/webmail/eScout spam filter UPGRADE August 6 from 4-5AM**

We're working behind the scenes to provide a better email/webmail/spam filter experience for you! WRT in partnership with ISPN, our email host for westriv.com email addresses, will be upgrading our email/webmail/spam filtering platform early morning on Tuesday, August 6, 2024, from 4:00am – 5:00am. We apologize for the short notice as this project is part of a system-wide upgrade.

**WHAT TO EXPECT EARLY MORNING ON AUGUST 6:** You may notice a brief period during the upgrade where your westriv.com email or webmail is not accessible.

- No Worries! All email messages will be delivered after the upgrade is complete.
- Whitelist, blacklist, contacts, folders, & all email messages will all be maintained/carried over.
- YOU DO NOT HAVE TO WORRY ABOUT LOSING ANY IMPORTANT INFORMATION.
- NOTE: Please review your eScout (spam filter) quarantine beforehand as your quarantined emails will NOT carry over during the maintenance.

**EXCITING CHANGES AFTER THE AUGUST 6 UPGRADE:**

- Fresh new look to webmail & eScout (spam filter) interface. *(See instructions included)*
  - The appearance changes will only impact the webmail platform. If you access your email messages using mail clients such as Microsoft Outlook, Apple Mail, Mozilla Thunderbird, etc., there will be no difference in appearance.
- Mobile Friendly! The updated platform will be more user-friendly for mobile devices.
- You will need to access eScout at <https://e-scout.westriv.com> or via the link on WRT's website.
- NEW DAILY QUARANTINE DIGEST! You'll now receive messages from eScout summarizing all quarantined messages for you to review and act on, such as releasing emails, non-spam emails, safely previewing suspicious emails, or confirming and blocking spam messages.

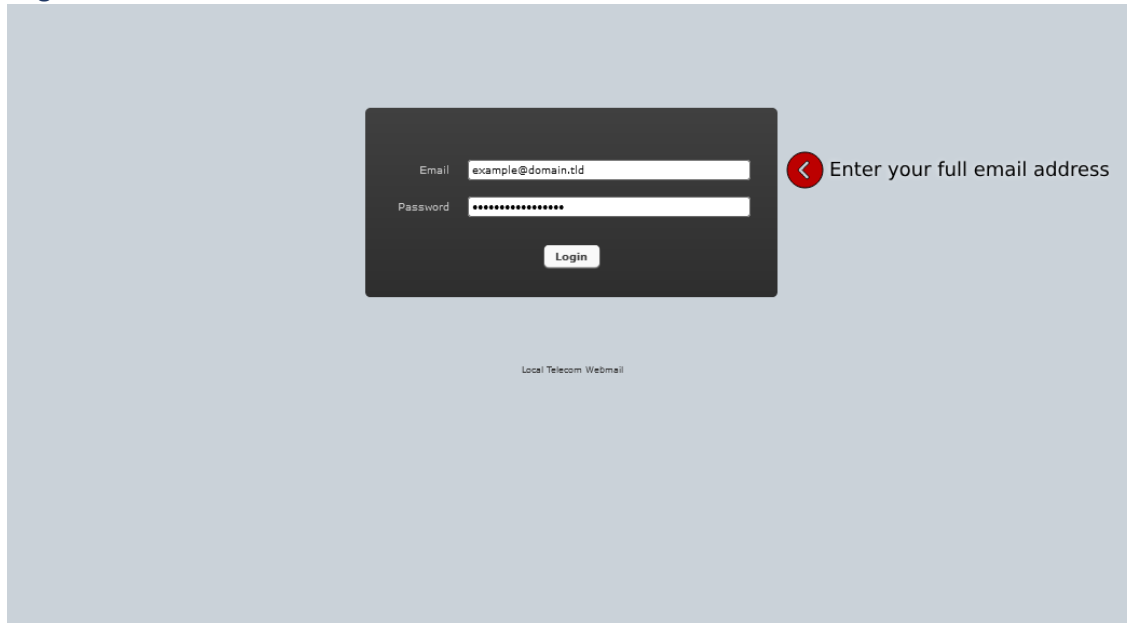
We appreciate your patience, understanding, and support as we work to improve our westriv.com email platform, as well as webmail and eScout/spam filtering. If you have any questions or concerns, please don't hesitate to reach out to our dedicated 24/7 technical support team at 701.748.2211. We are here to provide you with any assistance you may need. Thank you for choosing WRT and supporting your local cooperative. We strive to better serve you... today, tomorrow and in the future!

Sincerely,

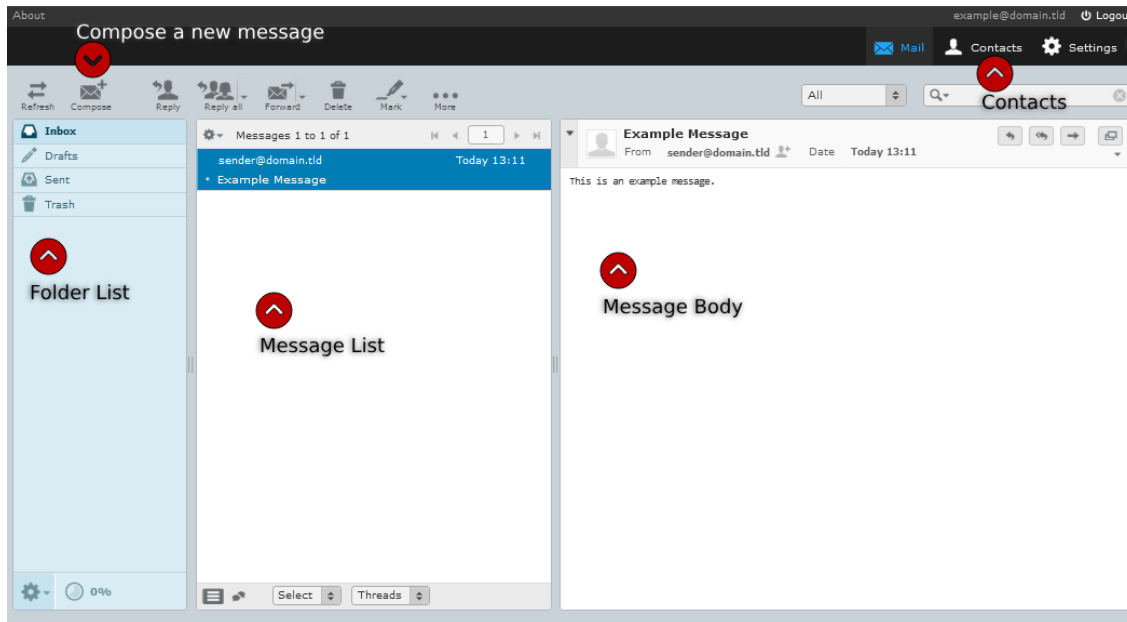
Troy Schilling,  
WRT CEO/General Manager

## WEBMAIL/ESCOUT ACCESS INSTRUCTIONS:

### Login



### Webmail Overview



### Tips

- Messages can be dragged & dropped from the Message List to a folder.
- Messages can be deleted by selecting them & pressing the delete key on your keyboard.
- Multiple messages can also be selected by holding either the shift or ctrl key while clicking a message. These messages can be deleted as a group or moved into a folder.