



Address Registration Implementation Guide

Below are step-by-step instructions for two different methods of implementing and activating Address Registration. For further detailed instructions, see the [Help on Address Registration](#).

Method One: Self Service Activation

1. **Extract** all your valid email recipient addresses on a per domain basis and save in CSV or TXT format. You have three options on how to create your list: manual creation, extraction from your mail environment, and using the Address Synchronization Tool. Details on each method can be found in the [Help on Address Registration](#).
2. **Clean** and validate your address list(s). Ensure that you include all your aliases and group addresses (such as info@, sales@, etc).
3. **Upload** your address list(s) per domain via your portal account. Login to your portal account at <https://clients.messagelabs.com> and navigate go to **Services > Email Services Configuration > Platform** and select the **Address Registration** tab.
4. **Validate** your uploaded address list(s). It is important you perform a final check on your uploaded address list to ensure it is accurate and complete. **Failure to do so may result in mail loss.**
5. **Activate** Address Registration by selecting **ON** for each domain.
Address Registration implementation is complete.

Method Two: Symantec.cloud Assistance

1. **Extract** all your valid email recipient addresses on a per domain basis and save in CSV or TXT format. You have three options on how to create your list: manual creation, extraction from mail environment, and using the Address Synchronization Tool. Details on each method can be found in the [Help on Address Registration](#).
2. Send your extracted addresses to clientservice.cloud@symantec.com. Ensure you include all your aliases and group addresses (such as info@, sales@, etc). Symantec.cloud Address Registration specialists will **clean** and validate your address registration lists.
3. Symantec.cloud will then **upload** your cleaned and validated address list(s) and confirm the status via email.
4. On receipt of Address Registration confirmation, **validate** your uploaded address list(s) by logging into your portal account at <https://clients.messagelabs.com>. Then navigate to **Services > Email Services Configuration > Platform**. It is important to check that each of your address lists is accurate and complete. **Failure to do so may result in mail loss.**
5. **Activate** Address Registration by selecting **ON** for each domain.
Address Registration implementation is complete.

Ongoing Maintenance

Once you have successfully completed your implementation of Address Registration, there are three ways to maintain your list(s):

- Automatic outbound address harvesting
- Manual addition/deletion via the portal
- Automatic synchronization using the Address Synchronization Tool (nominal fee). Additional details are available on request.