

## Spam Guide

Most filtering of unsolicited automated email (also known as **spam** or **junk** mail) is handled by a spam filter before those email messages reach your Inbox.

Email that might possibly be junk mail, but is not certain to be junk, is placed in your Junk folder. You can review these messages and either move them out of the **Junk** folder or delete them. If you do not move or delete the messages, they are purged after 30 days.

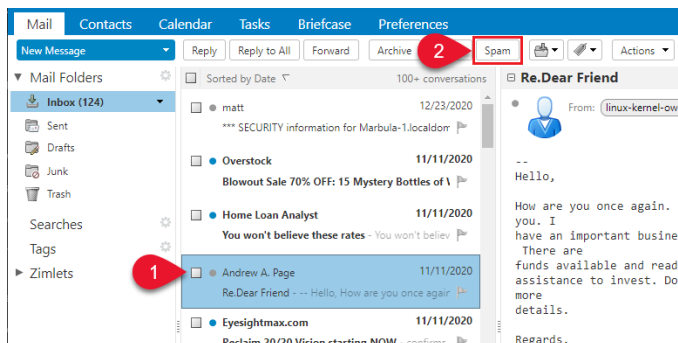
Some unwanted messages may not be fully categorized as spam and are not placed in the Junk folder (ie. weekly newsletters and advertisements from legitimate companies). The best way to handle unwanted mail from legitimate senders is to unsubscribe from the mailing list.

If you are receiving many unwanted email messages, please contact our Help Desk at 888-227-4040. Reporting email as spam helps you to fine-tune spam filtering.

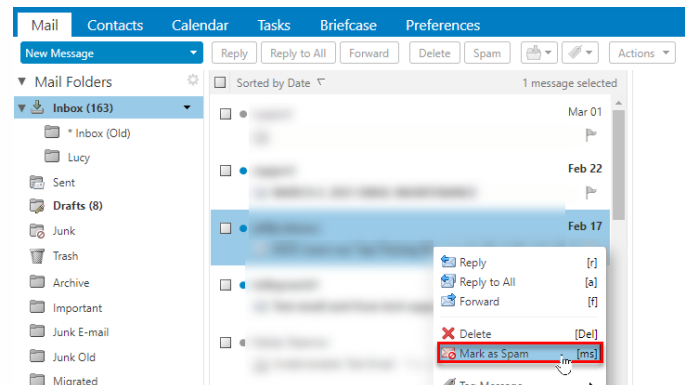
## Mark Email as Spam

1 Select the message you want to mark as spam.

2 On the toolbar, select **Spam**.



- You can also right-click the message and select **Mark as Spam**.



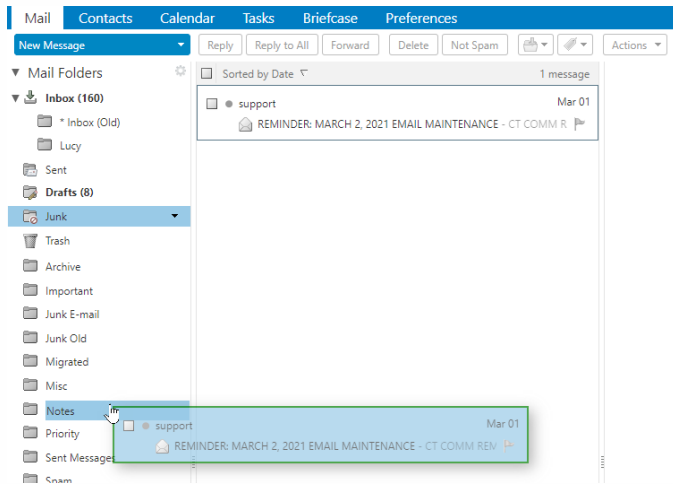
- The email is now moved to your Junk folder.

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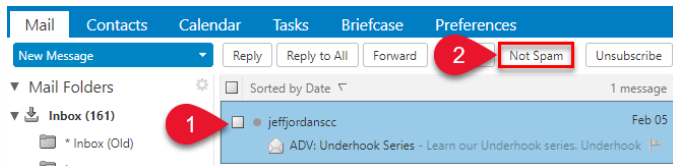
### Mark Email as Not Spam

Sometimes messages that are not spam are placed in the Junk folder. You can move the messages to the appropriate folder in three ways.

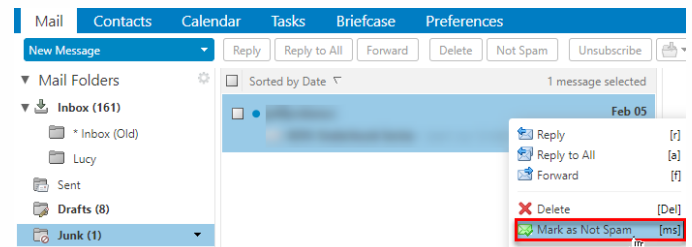
#### 1 Drag the message to another folder.



#### 2 Select the message and click **Not Spam** on the tool bar.



#### 3 Right-click the message and select **Mark as Not Spam**. The selected message moves to your Inbox.



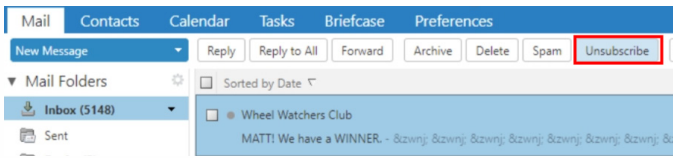
A confirmation message appears at the top relaying the number of messages marked as not spam.



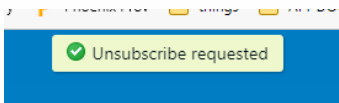
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## Using the Unsubscribe Button

- » A message with the correct unsubscribe information that is not in the Junk folder will



display an unsubscribe button in the action bar of the webmail interface.



- » Selecting the button will present a small banner notification above the menu bar indicating unsubscribe has been requested.

- » Only one message can be unsubscribed at a time.
- » When unsubscribe is requested, the server initiates the call to the unsubscribe information from the sender, so there is no danger from the customer opening the message and visiting a third party site.

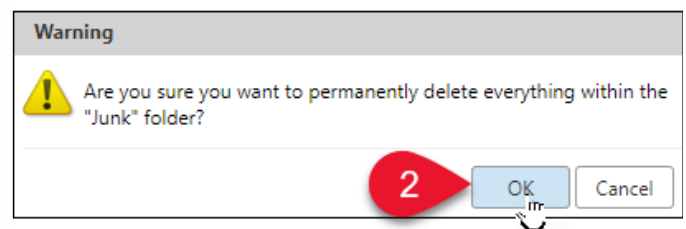
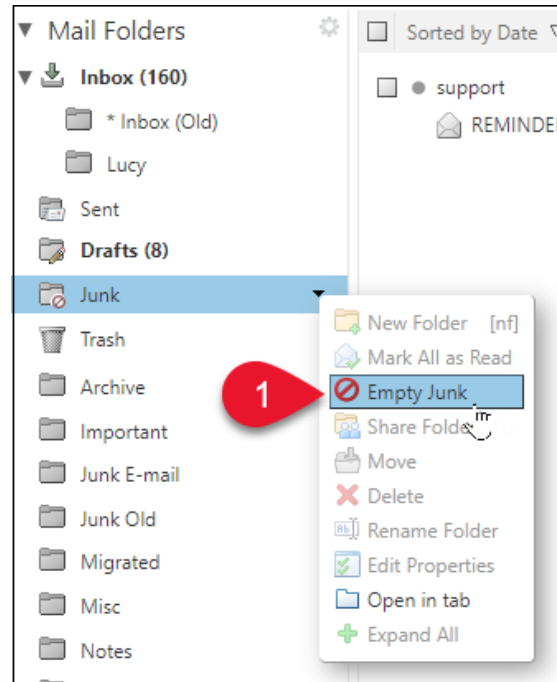
**This feature is only available in the “Advanced (AJAX)” webmail view.**

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## Empty the Junk Folder

The contents of the Junk folder are automatically purged after 30 days. You can empty your Junk folder any time. To empty your Junk Folder follow the below steps.

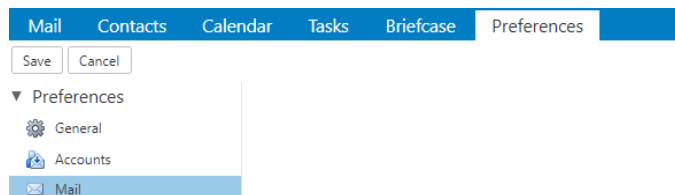
- 1 Right-click the Junk folder and select **Empty Junk**.
- 2 Click **OK**.



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## Spam Mail Options

If you notice that certain email addresses are always being incorrectly added to your Inbox or Junk folder, you can identify those addresses to block or not block.



- 1 Go to the **Preferences > Mail** page.
- 2 Scroll to the **Spam Mail Options** section.
- 3 In the **Block messages from** text box, enter email addresses that should always be treated as junk. You can list up to 1,000 addresses.
  - If you wish to blacklist a whole email domain, enter in the **domain.ext** in the textbox. (eg, for spam@spammail.com, you would enter **spammail.com**).

- 4 In the **Allow messages from** text box, enter email addresses you trust that for some reason end up in your Junk folder, such as newsletters you subscribe to. Messages from these email addresses are never blocked. You can list up to 1,000 addresses.

- 5 Click **Save**.

