

## Spam Filter settings

1. If I added rules on the webmail system will they be moved over to the new system?

Any Rules existing in webmail, that are related to spam prior to the switch will not be transferable as we are switching to an entirely new spamfilter interface. The rules relating to webmail will stay the way they are.

2. How can I "whitelist/blacklist" an email address?

### Whitelist/Friend

The Friends Whitelist contains email addresses and domains of those individuals and organizations that you trust.

To add an email address to the Friends Whitelist take the following steps:

- Click on the Policies tab.
- In the text box in the Friends area, enter the email address, domain name, or IP address to add to the Friends list.

1. Click + (the plus sign) button to add it to the Friends list.

### Blacklist/Enemy

If you have a legitimate sender that you do not want to receive further email from, you can add an email address or domain to the Enemies blacklist.

2. From the Personal Dashboard, select the Policies tab.
  3. Scroll down to the Enemies section and enter the email address, domain, IP address, IP address / mask, or country code.
3. Why does the spam show as being quarantined?

This is done to give you the option to look at the messages before deleting them or delivering them to your inbox.

4. What are the differences between spam filtering levels?

**Red flagged emails are:**

1. *Spam emails*: emails that somebody sends you unsolicited and are bulk messages.
2. *Viruses*: harmful software that can damage your computer.
3. *Phishing emails*: emails that people send you to attempt getting sensitive information such as usernames, passwords and credit card information by posing as a trustworthy source.
4. *Adult content*.

**Yellow flagged emails are:**

1. *Blank emails*: spammers send these blank messages to verify recipient addresses
2. *Forged emails*: a forged email is a message that was not sent from the domain in the “From” field of
3. *Foreign languages*: depending upon the settings applied by your email administrator, you may have the option to block email that contains foreign characters. A lot of spam is sent using Russian, Cyrillic, Chinese, Korean, and Japanese non-English character sets. If you normally receive email in these languages, you can configure your settings so that these messages will be sent to your inbox. the message. These messages are often from phishing or other potentially dangerous sources.

**Green flagged emails are:**

*Junk email* is unwanted marketing material, advertisements, sales pitches, and product descriptions.

5. Do I get a spam report with this new spam filter?  
Yes it is called the Spam Digest and has two main functions.

**It provides a:**

1. List of your quarantined email identified as spam, junk, phishing, or containing a virus or other dangerous content since the last digest.
2. Entryway to your personal dashboard where you can manage your account and customize your digest. You can review quarantined messages and release them if needed.

You can choose how often you want to have your spam report delivered, never, daily, weekly or monthly.

You can also choose how you want to format your spamreport.

And what zones you want to receive in your spamreport

## Changing Spam Filters

1. If I change my mind on how my filters are set up can I change them?

Absolutely! At any time you can log back into the system to make changes. Simply point your web browser to <http://spam.alliancetechnologies.net/console> and click on the **Settings** tab if you wish to make changes to your Spam Reporting. You can also click on the **Policies** Tab to change how each zone filters messages or edit your Friend/Enemy lists.

2. What do the different filter actions do?

The filter Actions tell the spamfilter what to do with each message that it thinks is spam, viral, fraudulent, adult, phishing or junk.

- **Allow**, lets any messages in the selected category go through. For example if you selected **Allow** under the Junk section. It would allow any emails the spamfilter though were classified as "Junk" to pass to your inbox.
- **Quarantine**, sends any email in the selected category that it thinks qualifies as spam to the **Quarantine** section in the spamfilter.
- **Markup**, adds a line of text of your choosing to the beginning of the subject line for the section it's selected for. This option is used if you wish to setup rules in your email program to have them delivered and grab these messages and put them in a folder in your email.
- **Block**, any messages in the section set for block will delete any emails that are classified by that section. For example any emails with a virus detected in them are automatically deleted since that section is set to **Block**.