

Webmail Friends & Exceptions Guide

Add email addresses to the **Exceptions List** and the **Friends List** in your Webmail account to ensure you receive email messages from family, friends, and other important contacts. These lists can help manage the email messages you receive and prevent unwanted messages, such as spam, from reaching your Inbox, as well.

Use the **Exceptions List** to set filters that tell the mail server what to do with messages from specific email addresses. For example, you can choose to always receive email messages from one email address, always delete messages from another email address, always move certain email messages to a particular folder, etc.

The **Friends List** is another way of ensuring no spam or other email from unknown senders reaches your Inbox. To only receive messages from known/acceptable addresses, add the email addresses of friends, family, and other contacts to your Friends Address List, and then apply a Friends Setting that will *only* accept email from people on this list. You can also choose to "quarantine" any email from a sender not on the Friends List and send a "**Friends Confirmation Message**" to verify the sender is a real person (rather than a spam robot). Any quarantined message will be held in the <u>Quarantine/Pending List</u>, allowing you to review the message and decide whether or not to receive it in your Inbox. Meanwhile, if a reply to the Friends confirmation message is received (indicating the sender is a real person), the original message will be moved automatically to your Inbox.

When email is received in your Webmail account, any filters you have set in the Exceptions List will be compared to the message first. If a match is found, the specified action will be applied to the message. If no match is found, any Friends Settings will be applied to the message next, followed by any Spam Settings, if applicable. Any required Friends confirmation message will be sent *after* your Exceptions List, Friends Address List, and Spam Settings have been applied.

Set Filters in Your Exceptions List

To set a Filter in your Exceptions List,

1. On the RFNOW Webmail Management login page, enter your Username and Password, and then click the Login button.



• If you need or have forgotten your Username or Password, please contact us at support@rfnow.com.

Please enter your email address below to login to **rfnow.net** and change your SurgeMAIL account settings. If you do not have an account and would like one click <u>here</u>

Username test@rfnow.com	
Password ••••••	
Language English 💽	
	Login Forgot
	about SurgeMail

2. In the Webmail Management window, click the **Filtering** button.

			Sur	geM netwinsite
			Acc	ount detail
UserDB Fields	Account det	tails		
Forwarding	E. II Married	rfa avu ta a t		
Password	Fuil Name	nnowlest		
Aliases	Phone			
Lists				
Mailbox	domain			
Email Notification	forward [
Filtering	maildrop			
Spam	mailmask	0000		
Friends	maimask	0.0.0		
SDF	. ir			



- 3. Enter details for the Exception as follows:
 - a. In the **If the** menu, select the applicable Header.

		Exceptions and Filters (1
UserDB Fields	Exceptions and Filters	
Forwarding		
Password	(If the)select	he
Aliases	and	
Lists	To	
Mailbox	or From Subject	_
Email Notification	then Mailing-List	to IMAP folder
	X-Rcpt-To	original - to email address
Filtering	X-Autoresponder X-Mailing-List	reason for rejection

b. In the **Match** menu, select the relationship.

Exceptions and Filters (test@rnow.com)					
nd Filters					
	From	header contains			
		does not cbঈtain matches exactly does not match exactly			
	to IMAP folder	INBOX exists			

- c. In the **Text** field, enter the email address to be filtered.
 - To accept all email from an entire domain, enter **@domainname* (e.g. **@r*fnow.com) in the **Text** field.

IS AILY FILLEIS (LESLWIII) OW.COM	
header contains	support@rfnow.com Enter the applicable email address here



- d. Choose one of the following options:
 - Move or Copy any message from that email address to the selected folder.



• Forward the message to the indicated email address.



- Choose an Action for all messages received from the email address.
 - Choose Accept to receive every message.
 - Choose **Vanish** to delete every message automatically *without* informing the sender you didn't receive it.
 - Choose **Reject** to refuse every message and send an email to the sender saying you didn't receive the message.
 - Choose **Hold** to keep the message for two weeks, giving you time to review the message and decide whether or not to receive it in your Inbox.
 - Choose **Request** to hold the message and send a *Friends Confirmation Message* to verify the sender is a real person (rather than a spam robot). The "held" message will be kept for two weeks, giving you time to review the message and decide whether or not to receive it in your Inbox. Meanwhile, if a reply to the Friends confirmation message is received (indicating the sender is a real person), the original message will be moved automatically to your Inbox.

or	\odot						
then	\odot	Move 🔻			to IMAP fo	older	INBOX 👻
	\odot	Forward - de	elete o	original 🔻	to email a	ddress	
	6	Accept 👻			reason for	rejection	I
		Accept Vanish					
ID	Sel	Reject	ch	Text		Action	Destination*/Reason
if 0	Ĺ	Request	ains	info@rfno	w.com	accept	



e. Click the **Add** button to save the new Exception to the Exceptions list.

-	reason for	rejection				
						Add le:
atch	Text	Action	Destination*/Reason**		N.	
ontains	info@rfnow.com	accept		<u>edit copy</u>	I	Click Add to add the
ontains	support@rfnow.com	accept		<u>edit copy</u>	I	Exceptions list
ор	Move Up Move Do	own	Move To Bottom		ļ	

- 4. Repeat to add additional filters, as required.
 - Note that filters are applied to incoming email in the order they are listed in the Exceptions List. To move a filter in the list, simply select the filter and click the applicable Move button.

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Set Up Your Friends List

To set up your Friends list,

- 1. On the RFNOW Webmail Management login page, enter your Username and Password, and then click the Login button.
 - If you need or have forgotten your Username or Password, please contact us at support@rfnow.com.

Please enter your email address below to login to rfnow.net and change your
SurgeMAIL account settings. If you do not have an account and would like one click
<u>here</u>

Username test@rfnow.com		
Password •••••		
Language English 💌		
	Login	Forgot
	Login	
		about SurgeMail



2. In the Webmail Management window, click the **Friends** button.

	Q	Surg Account detail
UserDB Fields	Account de	etails
Forwarding	Full Name	rfnow test
Password		
Aliases	Phone	
Lists		
Mailbox	domain	
Email Notification	forward	
Filtering	maildrop	
Spam Friends	mailmask	0.0.0.0
SPF	realuser	
Log		

- 3. First, select one of the following Friends Settings and then click Save.
 - **Disable Friends** The Friends List will not be applied to incoming email messages.
 - Kid Safe Only messages from email addresses in the Friends Address List will be accepted.
 - Apply friends whitelist, but don't block any email Messages from email addresses in the Friends Address List will always be accepted; however, messages from other email addresses will *not* be blocked and no Friends confirmation messages will be sent.
 - Apply friends whitelist and quarantine mail if smite score below is exceeded – Messages from email addresses in the Friends Address List will always be accepted. Also, if a message is received from an unknown sender and its "Spam Rating" is equal to or greater than the value given in the next option, the message will be held in the Quarantine/Pending List, giving you time to review the message and decide whether or not to receive it in your Inbox. Click here for help with viewing your Quarantine/Pending List.
 - Quarantine mail pending challenge confirmation if smite score is (_) or greater – If a message is received from an unknown sender and its "Spam Rating" is equal to or greater than the entered

An unsolicited bulk email message is known as "spam." *Spam Rating* is the value assigned to an email message that indicates, based on the message's characteristics – such as content, header, etc. – the likelihood that the message is spam. For example, a rating of '0' means the message definitely is *not* spam, while a rating of '10' or higher means the message definitely *is* spam.

value, the message will be held in the Quarantine/Pending List, giving you time to review the message and decide whether or not to receive it in your Inbox. Meanwhile, a Friends



confirmation message will be sent to verify the sender is a real person (rather than a spam robot). If a reply is received, the original message will be moved automatically to your Inbox. If no reply is received, the message will remain in the Quarantine/Pending List. *This option is recommended, with a Spam Rating of 5 or higher.*

• Quarantine mail pending challenge confirmation from all unknown addresses – If a message is received from an unknown sender, regardless of its Spam Rating, it will be held in the Quarantine/Pending List, and a Friend confirmation message (as described above) will be sent to the sender.

	Friends (test@rfnow.com)
s	Friends - Settings
_	Settings Quarantine / Pending Address whitelist Block list
on	The Friends system allows you to maintain a list of acceptable addresses. It autom awaiting a reply to a confirmation message. This checks they are a real person and details. Friends is app select the appropriate addresses and the select the appropriate of a fiter your Spam rules. Friends addresses and then click Save
	 Kid safe - only accept mail from known senders. (You must specify senders in 'Addr
	O Apply friends whitelist, but don't block any email. (No challenge email is ever
	\odot Apply friends whitelist, quarantine mail if smite score below is exceeded. (No c
	Quarantine mail pending challenge confirmation if smite score is: 5 or gr
	 Quarantine mail pending challenge confirmation from all unknown addresses. Save Use Defaults

4. Next, if the Friends Address List will be used, add email addresses to the list as follows: a. Click the **Address Whitelist** button.



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- b. Click in the Add Address box, and enter the email address(es).
- c. Click the Add Address button.

	Frier	nds (test@
Is	Friends - Address list	
1	Settings Quarantine / Pending	Addres
	This is your Friends address list. the 'return	n-path' is on
	Add address:	
ion	test2@rfnow.com	*
		Ŧ
	There is a limit to the number of addresses you c Wildcards are permitted, e.g. *@xyz.com, but use	an enter abov∈ e with caution i
	Add address	
_	Browse	Import addre

Repeat as required to add additional email addresses to the Friends Address List. Friends Addresses that have been added to the list will be displayed and can be deleted or blocked, as required.

Log WebMail Logout	Wildcards are permitted, e.g. *@xyz.com, but use with caution in particular avoid *@ho Add address Browse					
	Existing Friends addresses - <u>export</u>					
	Show Max 24 Refresh					
	test2@rfnow.com test3@rfnow.com					
	Select all 2 out of 2, starting Any email addresses added to the Friends Address List will be displayed and can be deleted					
	Delete Address Block Address or blocked, as required					
	* Delete removes the Friends. * Block removes the Friends and adds an 'Exception' to block new mail from them					

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View Quarantine/Pending List

In your Webmail's Friends Settings, you can choose to "quarantine" (hold) any message from an unknown sender, giving you time to review the message and decide whether or not to receive it in your Inbox. Meanwhile, if a Friends Confirmation Message has been sent to verify the sender is a real person (rather than a spam robot) and a reply to this message is received, the original message will be moved automatically to your Inbox.

To view your quarantined/pending messages,

- 1. On the RFNOW Webmail Management login page, enter your Username and Password, and then click the Login button.
 - If you need or have forgotten your Username or Password, please contact us at support@rfnow.com.

Please enter your email address below to login to rfnow.net and change your SurgeMAIL account settings. If you do not have an account and would like one click <u>here</u>	
	ł

Username test@rfnow.com	
Password ••••••	
Language English 🔽	
	Login Forgot
	Login
	about SurgeMail



2. In the Webmail Management window, click the **Friends** button.

		Q	Surg Account detail		
Ī	UserDB Fields Account details				
ļ	Forwarding	Full Name	rfnow test		
	Password				
	Aliases	Phone			
ļ	Lists				
ļ	Mailbox	domain			
	Email Notification	forward			
ļ	Filtering	maildrop			
(Spam Friends	mailmask	0.0.0.0		
	SPF Log	realuser			

3. On the Friends page, click the **Quarantine/Pending** button.

	Friend
UserDB Fields	Friends - Settings
Forwarding	Settings Quarantine / Pending Address whitelist
Password	
Aliases	The Friends system allows you to maintain a list of acceptable ad
Lists	Friende address list is applied after your Filters and before your 9

In the list of **Quarantined Messages**, you can choose one of the following options for each held message:

- Click the **Release** button to deliver the selected message to your Inbox.
- Click the **Delete** button to delete the selected message.
- Click the **Allow** button to deliver the selected message (and all others from the same email address) to your Inbox and add the sender's email address to your Friends Address List.
- Click the **Is Spam** button to delete the selected message.
- Click the **Not Spam** button to deliver the selected message to your Inbox.



	i nenus - quarantineu email (testigr								
s	Friends - Quarantined email								
_	Settings Quarantine / Pending Address whit	elist Block li	st Messa						
	Your email quarantined as possible spam. The Friends pending list shows the addresses o and have not yet replied to confirm they are a human. You can choose to Release*. Allow*. or Delete* these messages.								
on	Show Max 24 Refresh								
	sel View Score From	<u>Subject</u>	<u>Date</u>						
	view 5 D Select the d@cssionline.com>	test message 2	Tue Aug 28						
	view 5 D message and then d@cssionline.com>	test message	Tue Aug 28						
	Select all 2 out of 2, starting at 0								
	Release Delete Allow Is Spam Not Spam								
	* Release Will deliver the specific message to you. * Delete will delete the message.								
	* Allow will deliver the specific message and add the sender to your list of Friends.								

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