

## **Adjust Webmail Spam Settings**

An unsolicited bulk email message is known as "spam." Spam, which usually contains some sort of commercial advertising or proposition, is sent to a large number of recipients in hopes of persuading them to buy the product or service. Webmail **Spam Settings** help prevent unwanted spam from reaching your Inbox by allowing you to filter messages before you even see them.

Based on a message's "Spam Rating," you can choose to **hold**, **reject**, or **delete** that message. *Spam Rating* is the value assigned to a 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.

When applying Spam Settings in your Webmail account, choose an appropriate Spam Rating for each of the following actions:

- Hold Keep the message for two weeks, giving you time to review the message and decide whether or not to receive it. Click <u>here</u> for help with viewing your Held Messages.
- **Reject** Refuse the message and send an email to the sender saying you didn't receive the message.
- Vanish Delete the message automatically *without* informing the sender you didn't receive it.

For example, you can set *Hold* at a Spam Rating of 4+, *Reject* at 8+, and *Vanish* at Never. With these settings, any mail with a Spam Rating of 4 to 7 will be held for two weeks to give you a chance to view it (in case it isn't actually spam), while any mail with a Spam Rating of 8 or above will be refused before it reaches your Inbox. Note that the *Vanish* option is not recommended for use, as the sender isn't notified when the email is deleted, meaning you could continue to receive spam messages from that sender.

When an email is received in your Webmail account, your Spam Settings will be applied to the message *after* any Exceptions List filters and the Friends Address List have been applied, but *before* any Friends confirmation messages are sent. If you are not receiving certain email messages that you feel you should be, you may need to set slightly higher Spam Ratings in Spam Settings. You can also add target email addresses to your Friends Address List and/or Exceptions List to ensure you receive messages from these addresses.

To adjust your Webmail Spam Settings,

1. On the RFNOW Webmail Management <u>login page</u>, 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 <a href="mailto:support@rfnow.com">support@rfnow.com</a>.

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 ••••••	
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2. In the Webmail Management window, click the **Spam** button.

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3. On the Spam Settings page, select an appropriate **Spam Rating** for each of the three spam actions (*Hold*, *Reject*, and *Vanish*).



• For example, you can set *Hold* at 4+, *Reject* at 8+, and *Vanish* at Never.

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ls	Spam settings	
3	Settings Held Messages	
	Based on the spam rating you can choose to action. These are applied after any Filters you do not use these settings, instead go to you	hold*, reject*, or vanish* a messag∉ u may have, and <b>before</b> Friends co our 'Friends' page and set a level
tion	(DO NOT USE THIS) Hold when rating is	4+ Probably spam 💌
	(DO NOT USE THIS) Reject when rating is	8+
	(DO NOT USE THIS) Vanish* when rating is	NEVER vanish
	Set ALL of the above to NEVER! * Hold means the message is kept for 2 weeks, in whice * Reject means do not accept the message, their server * Vanish means throw the message away, sender doe	0+ NEVER vanish 1+ 2+ 3+ 4+ Probably spam

4. Click the **Save** button to apply your settings.

nail Notification	(DO NOT USE THIS) Hold when rating is 4+ Probably spam				
	(DO NOT USE THIS) Reject when rating is 8+				
Filtering					
Spam	(DO NOT USE THIS) vanish when rating is INEVER vanish				
Friends	Set ALL of the above to NEVER!				
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Log	* Reject means do not accept the message, their server will notify them that ye * Vanish means throw the message away, sender doesn't know you didn't ge				
WebMail Logout	The vanish option is not recommended because the sender is not notified whe Save Use Defaults				
SPAM features (* SERVER DEFAULT is subject to change)					

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## **View Held Messages**

In your Webmail's Spam Settings, you can choose to **hold**, **reject**, and/or **delete** messages based on their assigned "Spam Rating." A "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.

To view your held 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 <a href="mailto:support@rfnow.com">support@rfnow.com</a>.

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 ••••••	
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2. In the Webmail Management window, click the **Spam** button.

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3. On the Spam Settings page, click the **Held Messages** button.

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In the list of **Held Spam 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.

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	Select all 2 out of 2, starting at 0					
_	Release Delete Allow (add to friends) Is Spam Not Spam					
	<ul> <li>Release will deliver the message to you.</li> <li>* Allow will deliver the message and all others from the same person, then add them as a friend.</li> <li>* Delete will delete the message.</li> </ul>					

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