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 Quarantine/Pending List, 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.

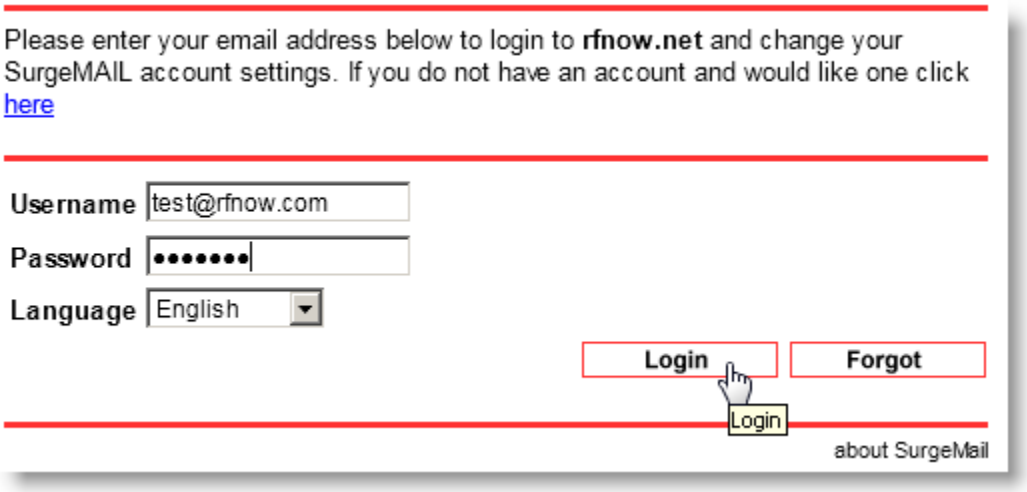
When email is received in your Webmail account, any filters you have set in the Exceptions List will be compared to the message first. If a match is found, the specified action will be applied to the message. If no match is found, any Friends Settings will be applied to the message next, followed by 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

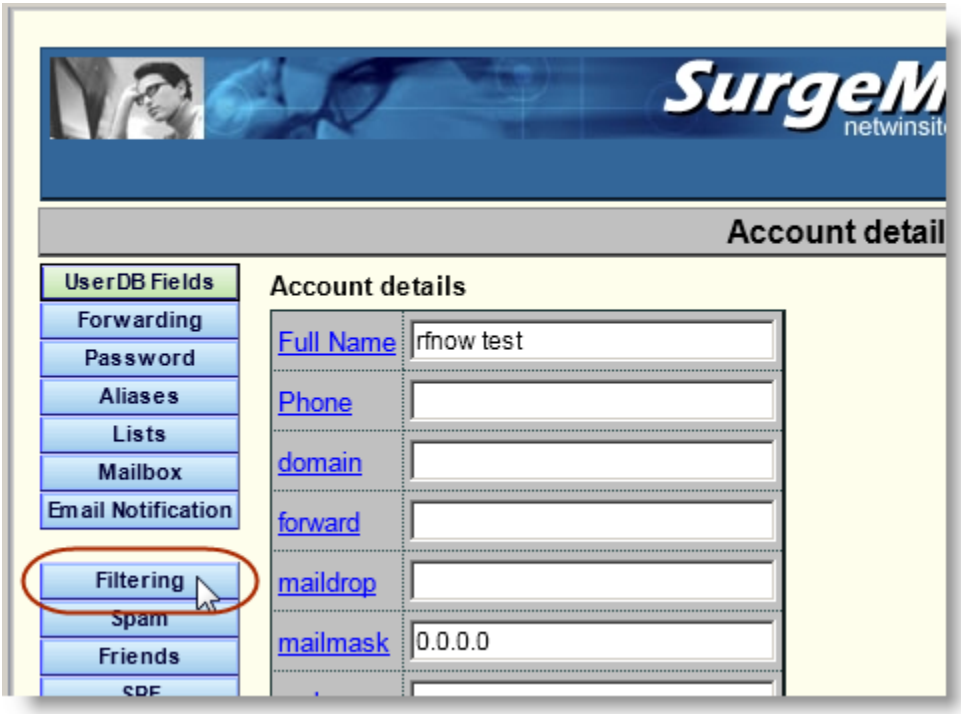
To set a Filter in your Exceptions List,

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

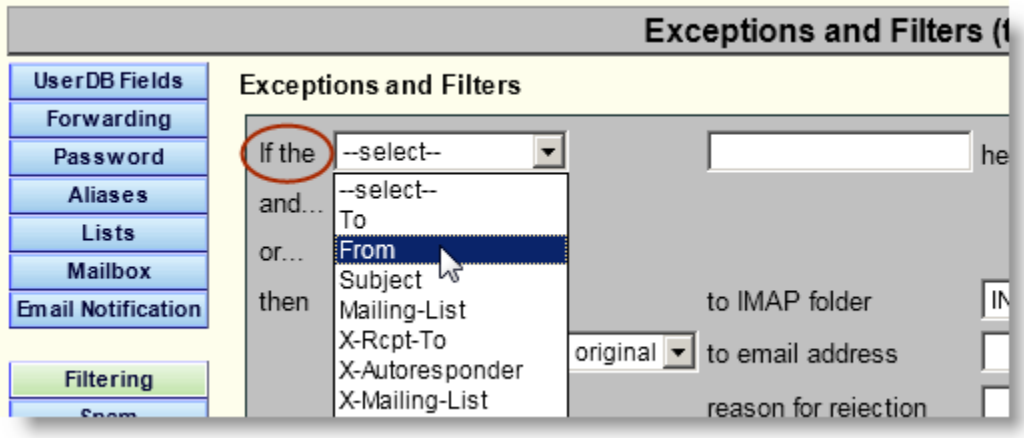
- If you need or have forgotten your Username or Password, please contact us at support@rfnow.com.



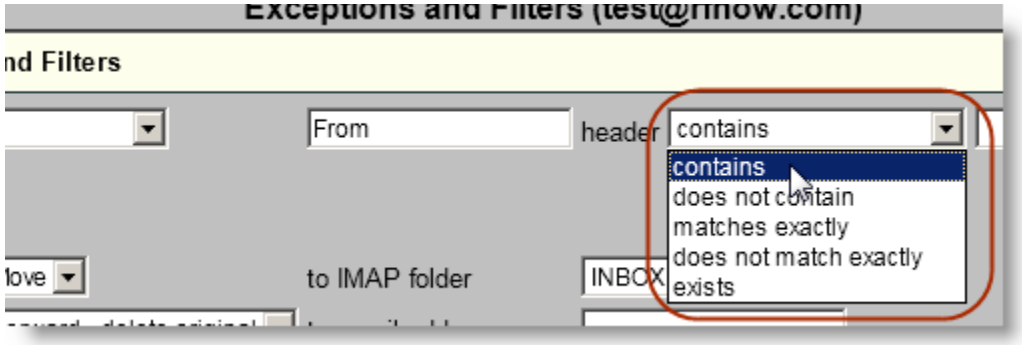
2. In the Webmail Management window, click the **Filtering** button.



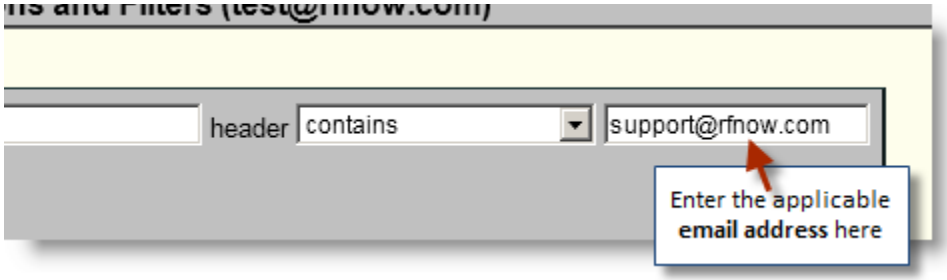
3. Enter details for the Exception as follows:
   a. In the **If the** menu, select the applicable Header.



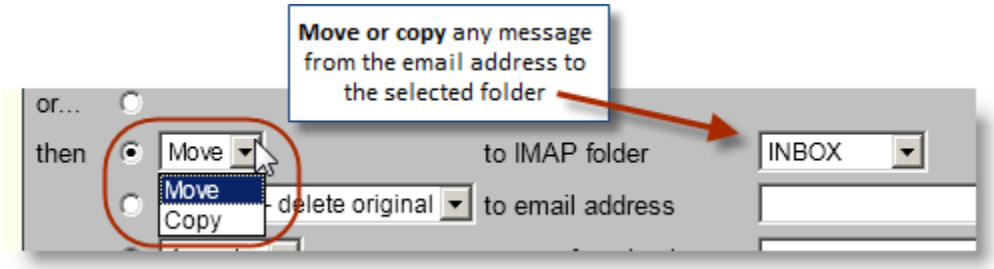
   b. In the **Match** menu, select the relationship.



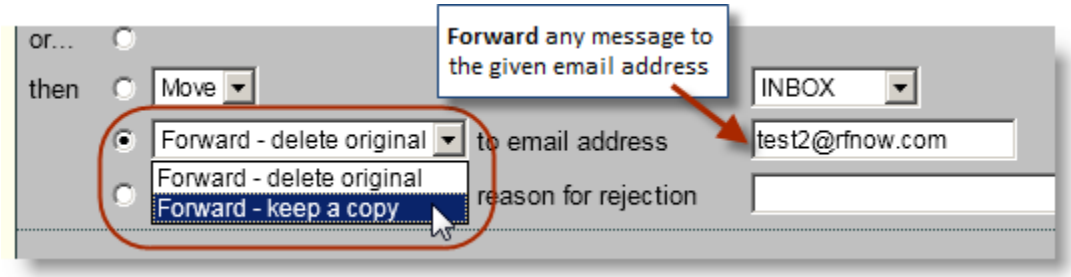
   c. In the **Text** field, enter the email address to be filtered.
      - To accept all email from an entire domain, enter **@domainname* (e.g. *@rfnow.com) in the **Text** field.



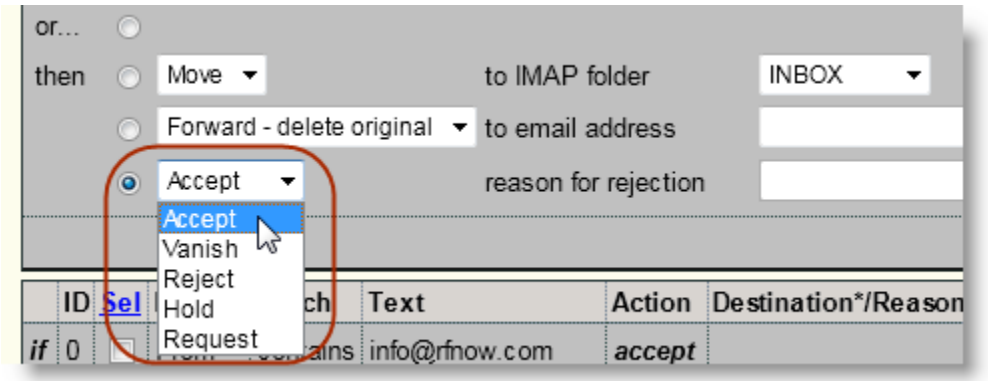
d. Choose one of the following options:
   - **Move or Copy** any message from that email address to the selected folder.



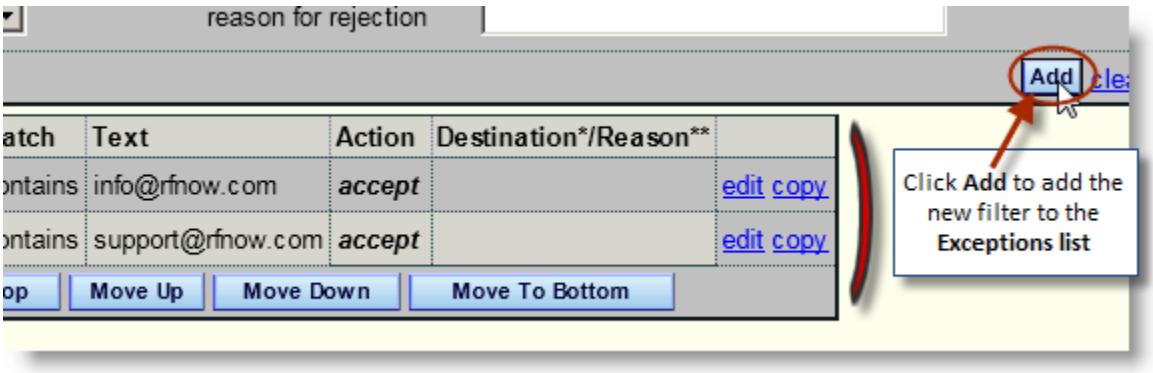
   - **Forward** the message to the indicated email address.



   - 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.



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



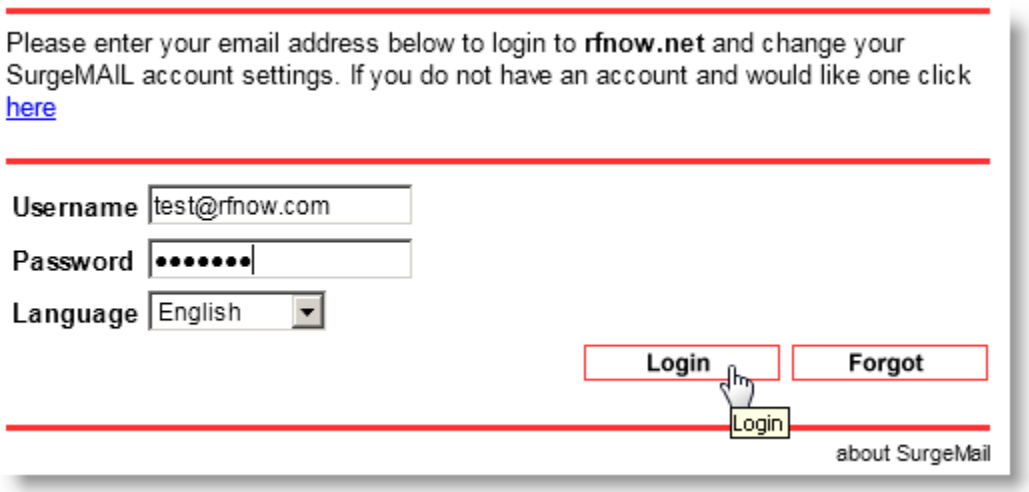
4. Repeat to add additional filters, as required.
   - Note that filters are applied to incoming email in the order they are listed in the Exceptions List. To move a filter in the list, simply select the filter and click the applicable Move button.

Return to Top

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.



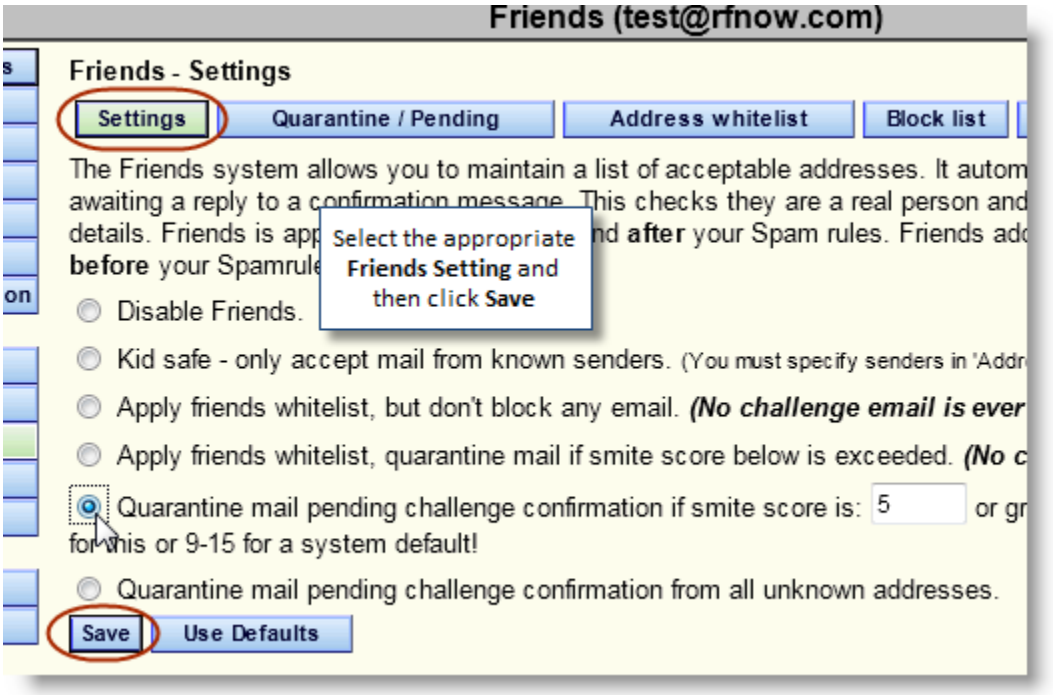
2. In the Webmail Management window, click the **Friends** button.

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 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

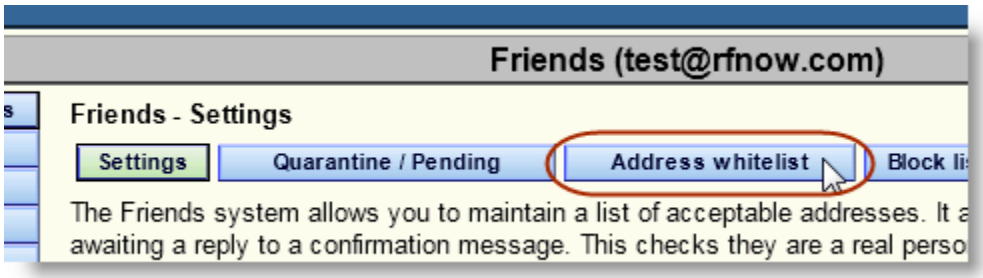
> An unsolicited bulk email message is known as "spam." ***Spam Rating*** is the value assigned to an email message that indicates, based on the message's characteristics – such as content, header, etc. – the likelihood that the message is spam. For example, a rating of '0' means the message definitely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

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.*

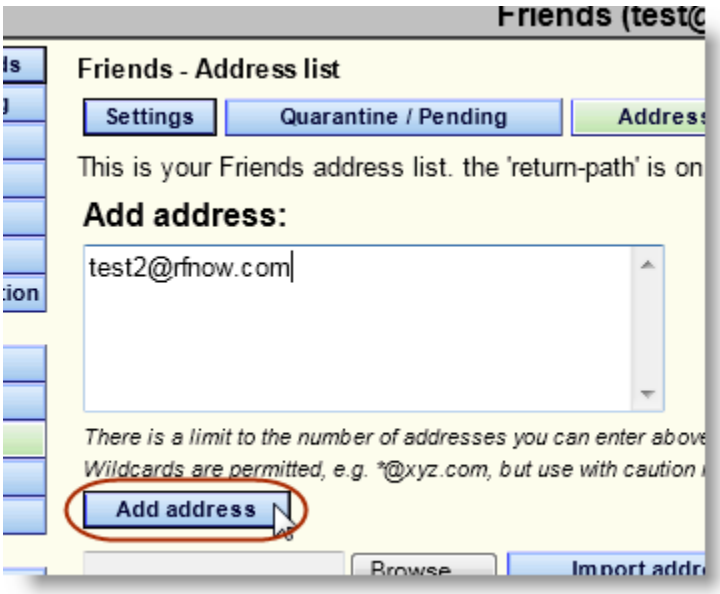
- **Quarantine mail pending challenge confirmation from all unknown addresses** – If a message is received from an unknown sender, regardless of its Spam Rating, it will be held in the Quarantine/Pending List, and a Friend confirmation message (as described above) will be sent to the sender.



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



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



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.

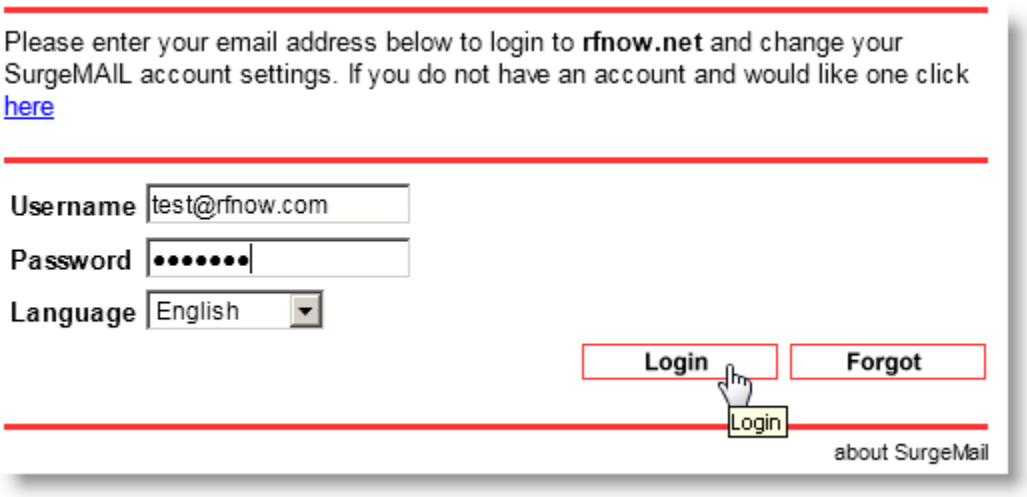
[Return to Top]

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.

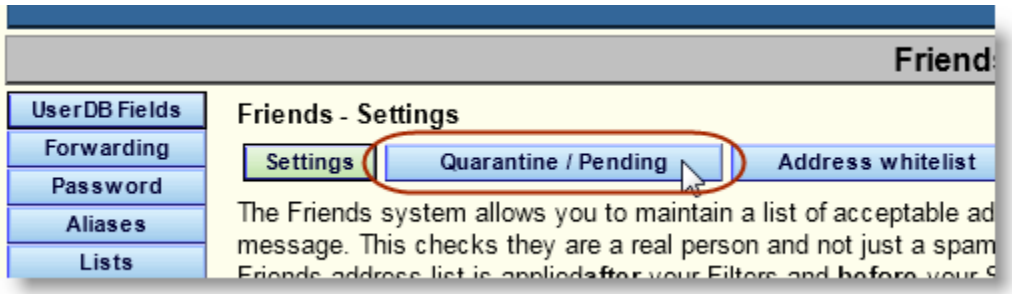
To view your quarantined/pending messages,

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.



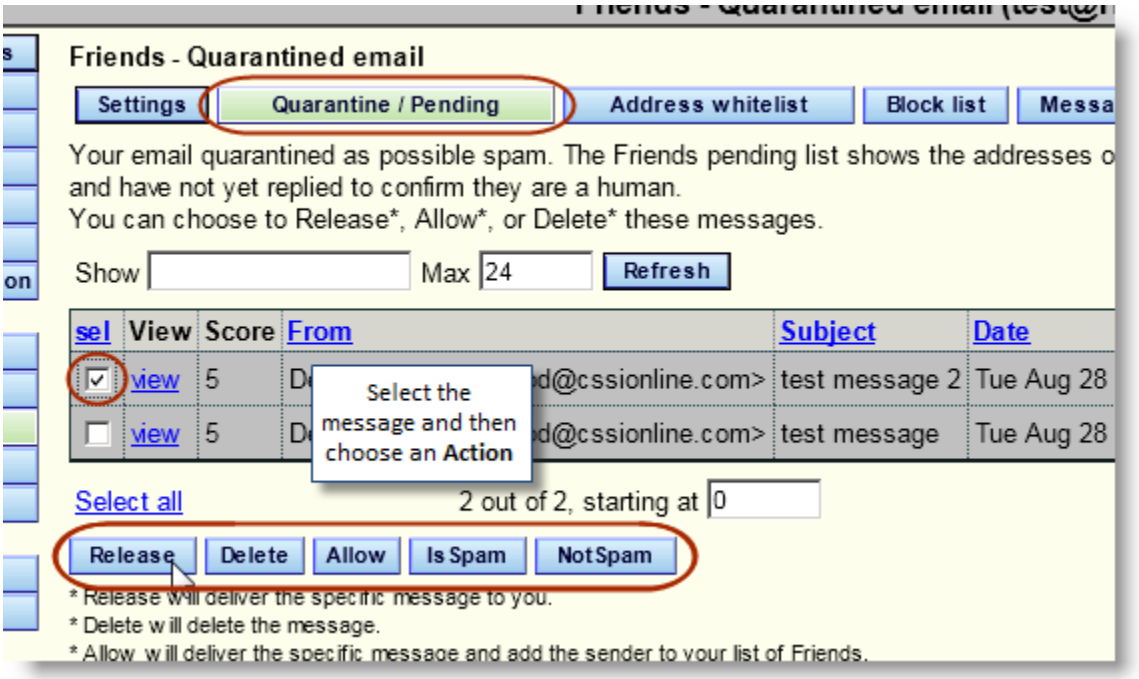
2. In the Webmail Management window, click the **Friends** button.

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



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.



Return to Top