

AlphaLink Email & Webmail System

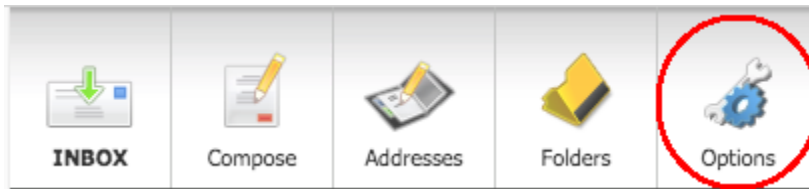
Spam Management

How do I adjust my Spam Settings?

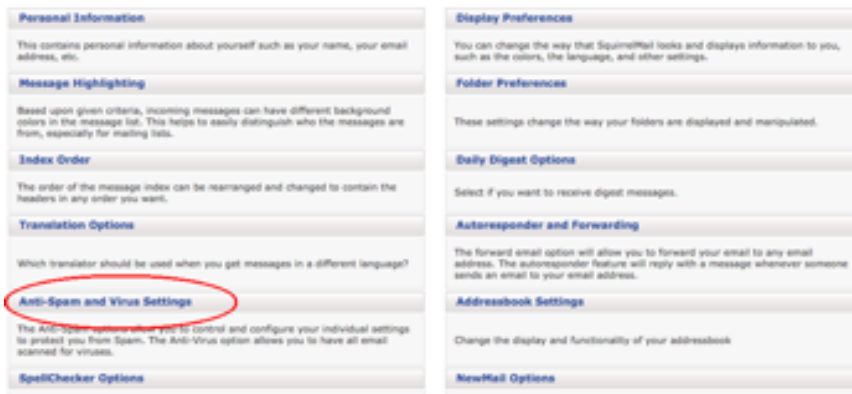
Spam settings can be updated after logging into your mail settings or from either webmail.

Webmail Lite

From Webmail Lite you click Options in the top menu:

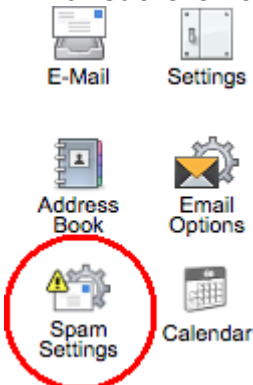


Then click on Anti-Spam and Virus Settings:



Tuxedo

In Tuxedo click on Spam Settings:



AlphaLink Email & Webmail System

Spam Management

Mail Settings

I'm missing email, how do I check my spam quarantine?

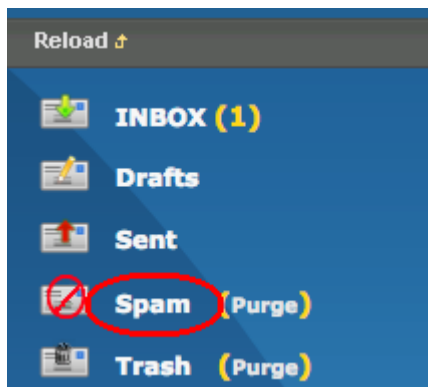
If you think you are missing email check your spam quarantine to see what emails we have stopped from going to your Inbox. There are several ways to see your quarantined messages:

IMAP Client Junk Folder

If you are using IMAP to connect to AlphaLink all of your spam goes into a folder called Spam. This folder should be available in your list of folders in your email client. Some clients (especially Mail on Apple computers) do not recognize this folder automatically. If you are using IMAP and are not seeing a junk folder you may need remove your IMAP account and add it back in. If you need help to do this please contact AlphaLink Support: 740.788.9000.

Webmail Lite Spam Folder

Start by logging into Webmail. Click on the Spam folder on the left. You need to click on the word Spam, not the icon. If you click the purge button it will delete messages from the Spam quarantine.



Tuxedo Spam Folder

Start by logging into Webmail, click on the Spam folder on the left.



AlphaLink Email & Webmail System

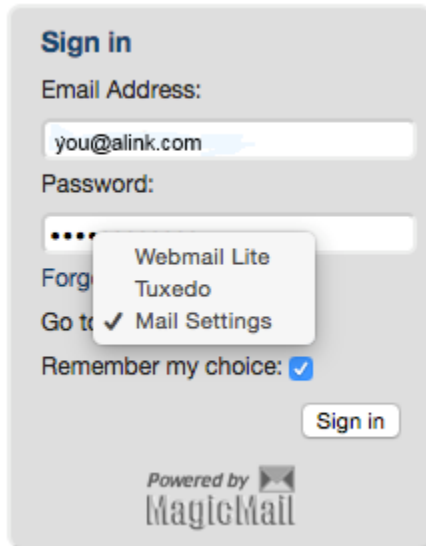
Spam Management

□ Mail Settings

Login to Mail Settings here: <http://mail.alink.com> or <http://mail.yourdomain.com>.

From the drop down menu choose Mail Settings. This will take you directly to your

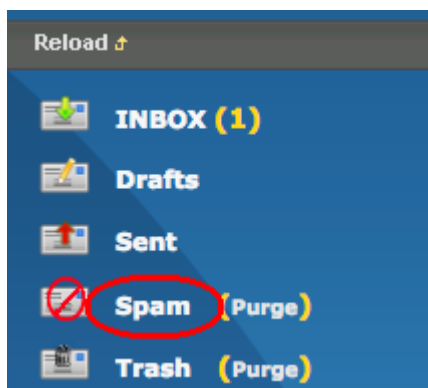
Spam Quarantine:



How do I get a message out of my Spam Quarantine and to my Inbox?

□ Webmail Lite -

Start by logging into Webmail. Click on the Spam Folder on the left hand menu:



Click on a message that should be delivered to your Inbox:

<input type="checkbox"/> Redbox	Sat, 11:57 am	✉ Redbox offer for Safeway shoppers
<input type="checkbox"/> Guides for CRM	Sat, 8:45 am	✉ The CRM Handbook: Everything You Need to Know about
<input type="checkbox"/> Guides for CRM	Sat, 5:44 am	✉ 10 Questions to Ask Before Purchasing a CRM System
<input type="checkbox"/> Hotels.com	Sat, 3:26 am	✉ One Day Only – up to 50% off

AlphaLink Email & Webmail System

Spam Management

Once you have confirmed this message is not spam you can move it to your Inbox by scrolling to the bottom of the page and moving the message to your Inbox:

Move to:

If this message is from a sender you want to always receive messages from, don't move it to the inbox. Instead you can whitelist the address by clicking the Allow Sender button. This will add the email address to your whitelist and deliver the message to your inbox. Any other messages from this sender will also be delivered to your Inbox and all future messages will not be flagged as Spam:



Tuxedo -

Start by logging into Webmail. Click on the Spam folder on the left:



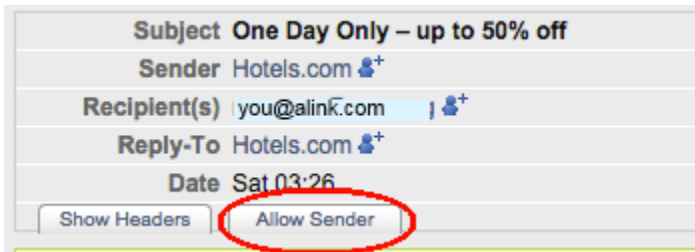
With Tuxedo you can drag messages to the Inbox folder on the left. You can select a range of items by holding down the shift key when you click on messages. You can select individual messages by holding down the Control Key on a Windows computer or the Command key on an Apple:



If this message is from a sender you want to always receive messages from, don't move it to the inbox. Instead you can whitelist the address by clicking into the message. In the message headers you can click Allow Sender. This will add the address to your white list, deliver the message to your Inbox as well as any other messages from this sender. All future messages from this sender will be delivered to your Inbox.

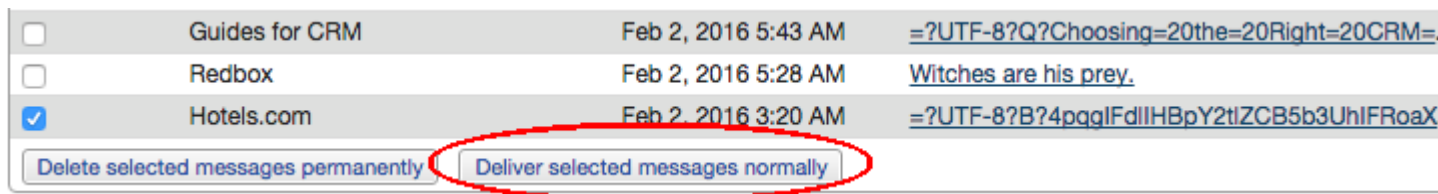
AlphaLink Email & Webmail System

Spam Management

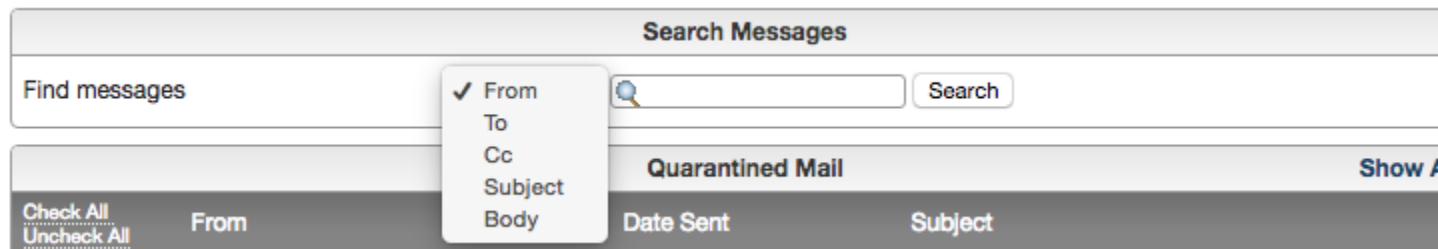


□ Mail Settings –

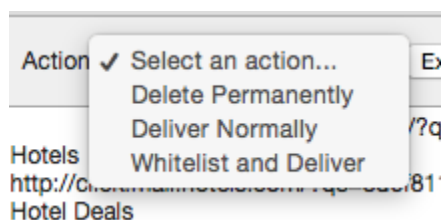
Start by logging into Mail Settings. From here you can put checkmarks next to any message you want delivered to your mailbox. When you have selected all the messages you want moved to your Inbox press the "Deliver selected messages normally link":



You can also use the search box to find a message:



If this message is from a sender you want to always receive messages from, don't deliver it to the inbox. Instead you can whitelist the address by clicking into the message. Once you are viewing the message you can choose Whitelist and Deliver from the Action drop down menu. When you click Execute this will add the address to your white list, deliver the message to your Inbox as well as any other messages from this sender. All future messages from this sender will be delivered to your Inbox.



AlphaLink Email & Webmail System

Spam Management

How do I block an address?

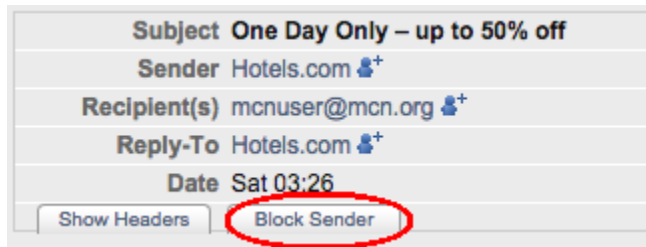
Webmail Lite -

When you are viewing a message, click on Block Sender at the top of the message:



Tuxedo -

When you are viewing a message, click on Block Sender at the top of the message:



Mail Settings -

You cannot directly block a user from within Mail Settings. You can edit your White/Black list to block an address.

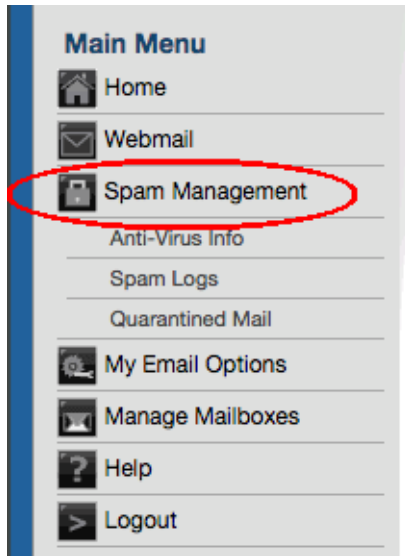
How do I edit my existing White/Black lists?

Mail Settings



Login to Mail Settings, and then click Spam Management

AlphaLink Email & Webmail System

Spam Management

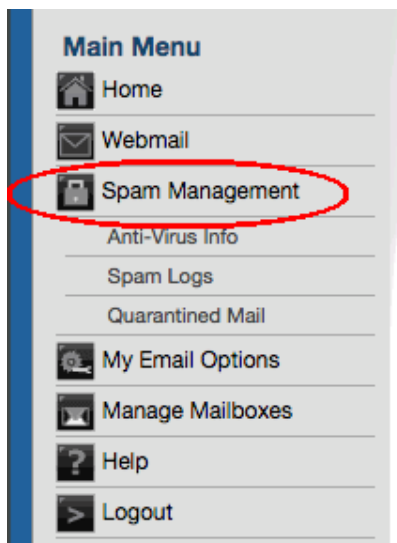


Select the list you want to edit. Available lists are Subject Black List, From Black List, From White List:

Edit Spam Lists	
 Subject Blacklist	?
 From: Blacklist	?
 From: Whitelist	?

If you need help editing the White/Black lists click on the [?](#) next to each item while you are logged into the Mail Settings.

Login to Mail Settings and then click Spam Management.



AlphaLink Email & Webmail System

Spam Management

Once you are logged in you can change the level of spam filtering:

<input type="radio"/> Lite (w/Quarantine) ?
<input checked="" type="radio"/> Normal, (w/Quarantine) (RECOMMENDED) ?
<input type="radio"/> Strict (w/Quarantine) ?
<input type="radio"/> Normal (Reject Messages) ?
<input type="radio"/> Block All, except on WhiteLists ?

- Lite (w/Quarantine)**- The lowest level of spam filtering. More likely for spam to get to your inbox but less likely for false positives. The most lenient settings available. Messages will be saved in the Spam Folder.
- Normal (w/Quarantine)** - Our recommended setting. Most spam will be caught in the Spam folder.
- Strict (w/Quarantine)** - More mail sent to the Spam folder. Use this setting when you receive too many spam messages to your Inbox.
- Normal (Reject Messages)** - Same settings as Normal but messages will be rejected and not saved in the Spam folder. False positives will be deleted.
- Block All, except on Whitelists** - All messages will go to the Spam folder unless the sender has explicitly been added to the white list.

You can also turn off all spam filtering by clicking the "Spam Enabled" button. All messages will go directly to your Inbox with no filtering.



[click here to disable](#)