

Spam Management

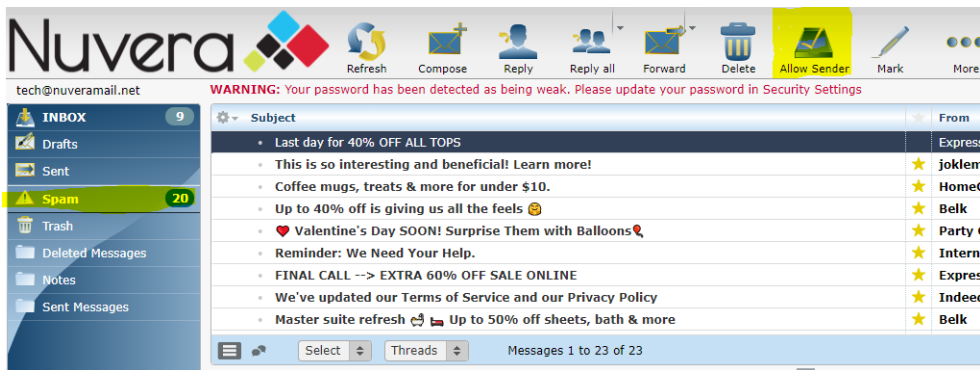
These screens are accessed from <https://mail.nuveramail.net> or from the Email Login icon on Nuvera’s web site.

Whitelisting Emails that are marked as SPAM:

The quickest way to whitelist an address to always allow it to be delivered directly to your Inbox is to use the webmail client of your choice (WebMail Lite or Tuxedo).

Once you are logged into the webmail client, select the Spam folder, find the email you wish to whitelist and click on it. Finally click the “Allow Sender” button along the top.

That sender will now be added to your Whitelist and future emails will be delivered to your Inbox.

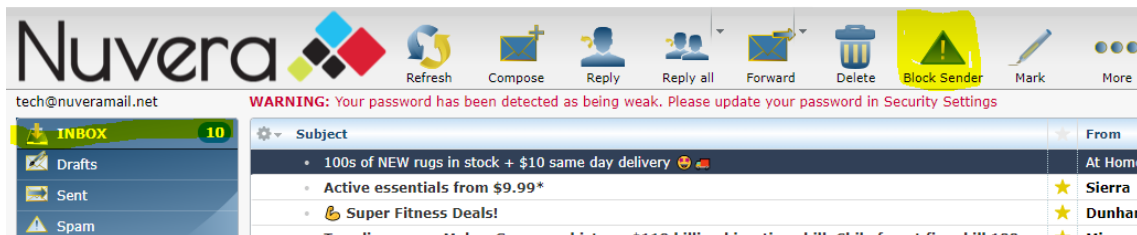


Blacklist Emails that you want marked as SPAM:

The quickest way to blacklist an address to always quarantine it to your Spam folder is to use the webmail client of your choice (WebMail Lite or Tuxedo).

Once you are logged into the webmail client, select the INBOX folder, find the email you wish to Block and click on it. Finally click the “Block Sender” button along the top.

The sender will now be added to your blacklist and future emails will be sent to your Spam folder.



Adjusting Spam Filter

From the Spam Management menu item, you can select one of three options for spam filtering.

MagicMail®
"Protecting Your Email"

Nuvera

Logged in as:
tech@nuveramail.net

Spam Management
Personal Spam Settings for tech@nuveramail.net

The MagicMail personal spam filter works to filter spam messages regardless of whether you use Webmail or a client like Outlook Express. By default, the spam filter quarantines spam messages in a folder called "Spam". Once activated, this folder is viewable in your webmail, or using IMAP. We recommend that you routinely check this folder to ensure no legitimate email is getting caught. All quarantined mail is automatically deleted after 15 days.

Lite, (w/Quarantine) ?

Normal ?

Normal, (w/Quarantine) ?

Enabled
Click Here To Disable Show More

Normal w/Quarantine – (This is the setting Nuvera Recommends)

This is the same set of rules as the "Normal" configuration, but with a twist; any email detected as spam will be placed in a user's quarantine folder for review and potential retrieval. This would be used when you don't want to risk losing a legitimate email message. The quarantines are accessible either from an IMAP-enabled email client or by accessing Nuvera's webmail portal.

Lite w/Quarantine

This is just like Normal w/Quarantine except it is a lot less restrictive and allows more marketing type messages to be delivered normally.

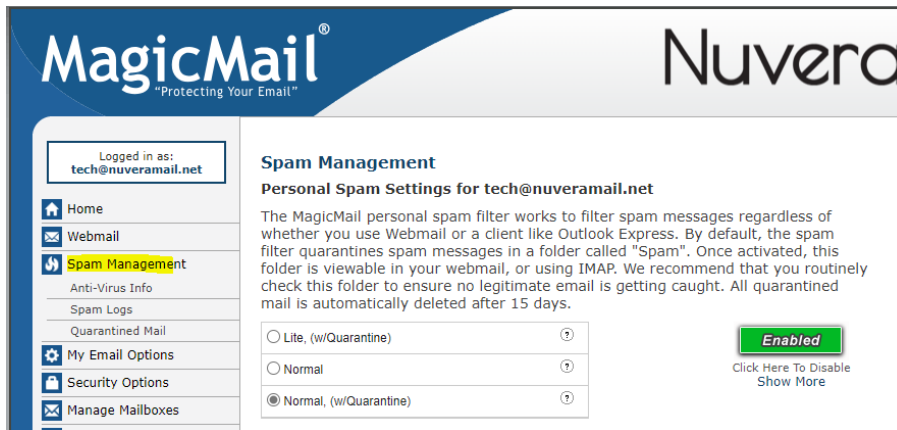
Normal

This is a fairly safe, yet effective set of rules with the same level of protection as the Normal w/Quarantine. This option removes the Spam folder so you will not have the ability to see what is being blocked. (Normal w/Quarantine is recommended).

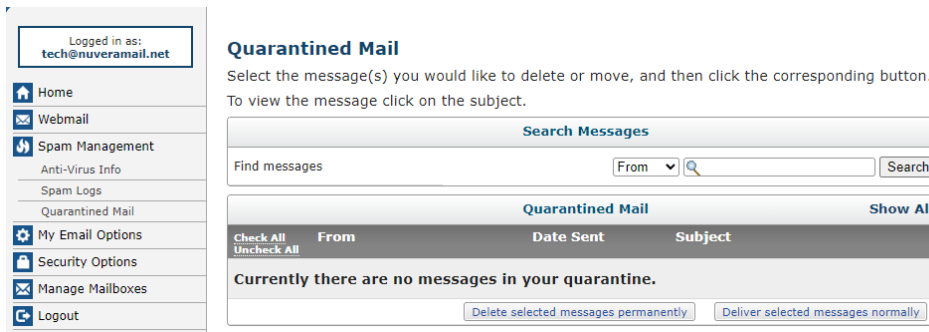
Alternate Method for managing Whitelist/Blacklist:

You can also view any messages that Magic Mail believes to be spam and has blocked from your mailbox by utilizing the spam quarantine folder (as long as you are utilizing one of the templates with Quarantine).

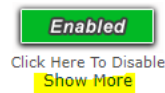
Click Spam Management on the home page. (By default, all accounts are setup with Normal w/Quarantine.)



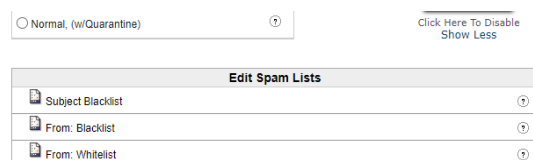
Click the Quarantined Mail link. From here you can see any messages that have been blocked and decide if you want them delivered normally to your inbox or to permanently delete them. NOTE: All quarantined messages will be deleted after 15 days.



You can add or remove email addresses to the whitelist / blacklist by clicking on the **Show More** link under the Green Enabled button. Note: Be sure to click on the Show More and not the green button as that will disable all spam checking. (If you accidentally disable it, just click it again to enable.)



You will be presented with the following screen where you can then click on the type of blacklist/whitelist you would like to manage.



Subject Blacklist will block any emails that contain the subject you have defined.

From: Blacklist will block email from the specific sender you have defined.

From: Whitelist will allow and not do any spam checks from the specific sender you have defined.