

SPAM Management

Spam management has been incorporated into your mailbox and no longer requires you to access another web site. If you use a desktop client (Outlook Express, Mozilla, Firefox, etc.) you will need to login to the webmail interface to access this functionality.

There are a number of options available to you to help avoid junk mail entering your inbox. The options include the ability to 1-set your own Junk Mail threshold, 2-maintenance of both safe and block lists, 3-determining where junk mail is placed and 4-when it should be deleted. There is also an option available for our POP3 users (desktop clients) that will eliminate the need to login into the web interface to manage your junk mail. These tools will make the management of spam a much easier process for you.

To customize your mailbox settings, please log into your mailbox, click on Preferences (located on the tool bar, in the upper right hand corner), under Email, select junk mail controls. The options available to you are defined below. To save your changes you must select SAVE. Do NOT use close (X) or your modifications will be lost.

• Junk Mail Restriction

- Set your Junk Mail threshold on a scale of 0-10, with 0 being the least restrictive setting. If you are receiving junk mail in your inbox, increase this setting. If valid mail is going to your Junk mail folder, lower your setting.
- Images included in an email will be received as an attachment if you choose to hide embedded images. Otherwise, they may come through in your email as they had been sent.

• Safe List and Block List

- When you add an email address or domain to your Safe list, it will never be delivered to your Junk mail folder. Click Add to make an entry, or highlight an address and click Remove to delete from your Safe List.
- When you add an email address or domain to your Block list, it will always be delivered to your Junk mail folder. Click on Add to make an entry, or highlight an address and click Remove to continue receiving email from this address or domain in your inbox.
- Any messages that are flagged as Junk in your inbox will automatically be added to your Block list.
- Your enterprise manager can also add domains and addresses at the enterprise level. These will be displayed in your lists but will be uneditable. Contact your enterprise manager if you need these entries edited.

• Cleanup

- When you flag a message as Junk, it will be moved to your Junk mail folder from the inbox, or deleted. Choose which action you would like to happen.
- Set the frequency of deleting Junk mail automatically to your preference.

• Handling Inbound Junk

- Choose where you would like Junk mail to be delivered. It will normally go to your Junk mail folder, but if you are a POP user, it is recommended that it be delivered to your inbox and tagged as SPAM. All messages you receive that are classified as spam will be placed in your Junk Mail Folder. You can use the available options to ensure that mail is classified according to your wants for the duration of your ONmail account.

If you require any additional assistance with the management of spam you can select on-line Help in your mailbox, send your question to techhelp@oxfordnetworks.net or call the Networks Operations Center (NOC) at 800-520-9911.



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