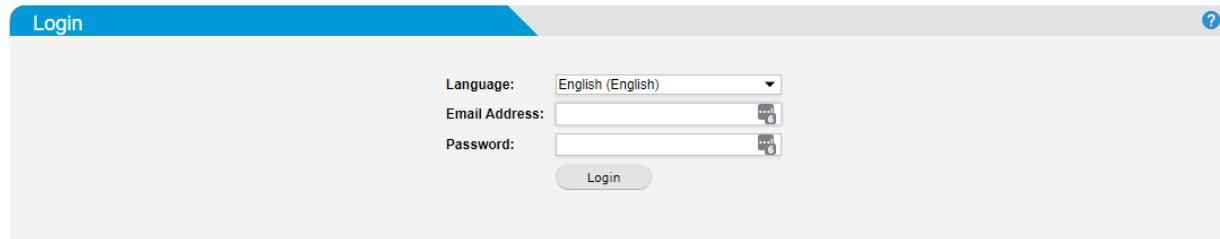


Spam Filter User Guide

Logging In

To login to your spam filter visit: <https://filter.ispservices.us/login.php>

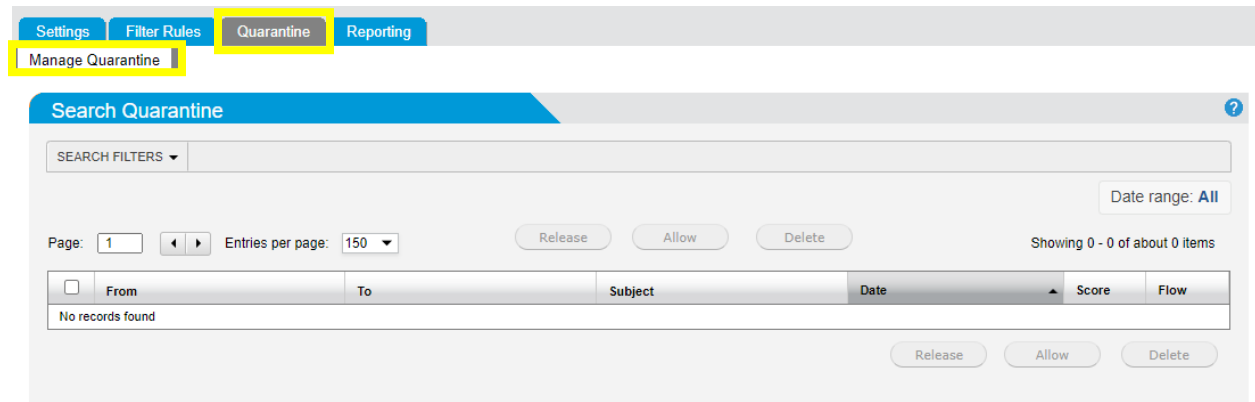


The screenshot shows the 'Login' page of the spam filter interface. It features a blue header with the word 'Login' and a help icon. Below the header, there are three input fields: 'Language' (a dropdown menu set to 'English (English)'), 'Email Address', and 'Password'. Each input field has a small icon to its right. Below these fields is a 'Login' button.

When logging in, enter your full email address and the password you use to access your email and click "Login".

Managing Quarantine Email

To manage the list of emails in quarantine, go to **Quarantine > Manage Quarantine**. Messages will remain in quarantine for 30 days, after 30 days they are deleted from the spam filter.



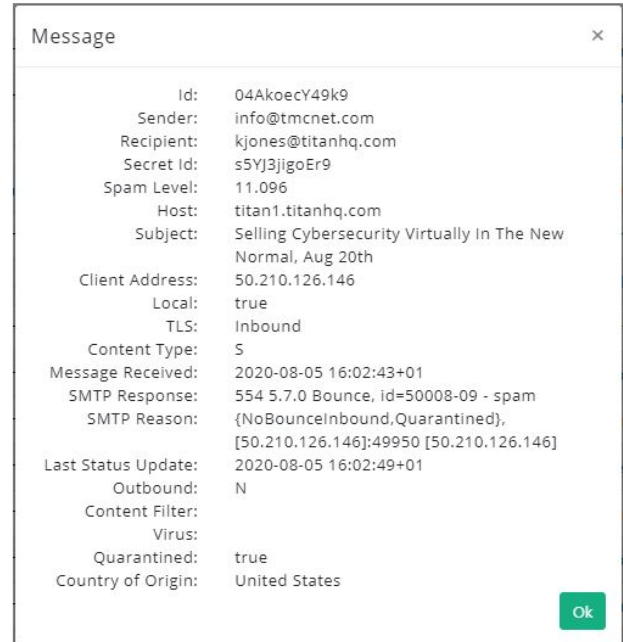
The screenshot shows the 'Manage Quarantine' page. At the top, there is a navigation bar with tabs for 'Settings', 'Filter Rules', 'Quarantine', and 'Reporting'. The 'Quarantine' tab is selected, and a sub-tab 'Manage Quarantine' is visible. Below the navigation bar, there is a 'Search Quarantine' section with a search filter dropdown and a date range selector set to 'All'. Below this, there are controls for 'Page' (set to 1) and 'Entries per page' (set to 150). There are also buttons for 'Release', 'Allow', and 'Delete'. A table with columns 'From', 'To', 'Subject', 'Date', 'Score', and 'Flow' is shown, but it contains no records, displaying 'No records found'. At the bottom right, there are buttons for 'Release', 'Allow', and 'Delete'.

View an Email in Quarantine

Click any message in quarantine to view it in a separate window. Click on one of the four tabs to view more information on the quarantined email – Details, View Message, View Source, and Options.

View Message

All images are blocked in review to prevent possible inappropriate content. If a message is released to your inbox and delivered, all original images will be visible.



Release Message

On a rare occasion, an email in quarantine may have been incorrectly identified as spam. This is known as a 'false positive'. To release a message, click the checkbox to the left of the email address and click the Release button. This will automatically forward the email to the recipient.

Allow a Sender

To add the email address of an email in quarantine to your Allow List, click the checkbox to the left of the email address and click the Allow button. The email address then is added to the email recipients allow list and the email is released from quarantine and delivered to the recipient.

Delete Message

To delete a message, click the checkbox to the left of the email address and click the Delete button. Delete multiple messages at the same time by selecting several email addresses at once before clicking Delete.

Quarantine Report Settings

The settings page allows you to manage the language, frequency, and content of your own Quarantine Report.

Settings

Filter Rules

Quarantine

Reporting

User Management

Quarantine Report Settings

Quarantine Settings

Language:

English (English)

Email me a quarantine report every:

Day

Include the following items in the report:


All quarantined items

Save

Spam Quarantine Report

A quarantine report contains a list of emails that have been caught and quarantined. Users can directly manage their quarantined mail through these reports, which are emailed to them on a periodic basis.

A quarantine report provides links for a user to manage their quarantined emails directly from the report. See a sample quarantine report below.



SPAM QUARANTINE REPORT

This is your Spam Quarantine Report. SpamTitan caught these spam and/or virus infected messages before they reached your inbox.

User: test2@ccctestdrive.com

Spam 2

Viruses 0


Attachments 0

- Click on the [Deliver](#) link to have the message sent to your inbox.
- Click on the [Allow](#) to have the message delivered to your inbox and prevent future emails from the sender from being quarantined.
- Click on the [Delete](#) link to have the message permanently removed from your quarantine report.

SPAM MESSAGES (2)

Date	From	Subject	Score	
Fri 04 Mar 10:06	test@ccctestdrive.com	Email Verification	0.14	Deliver Delete Allow
Fri 04 Mar 10:06	info@ccctestdrive.com	Welcome	0.15	Deliver Delete Allow

- Deliver this report every: [day](#) | [weekday](#) | [Friday](#) | [month](#) | [never](#)
- Include the following items in the report: [All quarantined items](#) | [New items since last report only](#)
- To view your entire quarantine inbox or manage your preferences: [Click here](#)
- Send me a new report now containing: [All quarantined items](#) | [New items since last report only](#)
- To delete all of the messages: [Click here](#)
- Messages will be automatically deleted from quarantine after 30 days.



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User Block List

Go to **Filter Rules > User Block List** to manage block list entries.

If you block an email address or domain, then any mail from that address or domain to your email account will be blocked before it reaches your inbox.

The screenshot shows the 'Filter Rules' tab selected in the top navigation bar. Below it, the 'User Block List' sub-tab is active. The main content area is divided into two sections: 'Blocked Email Addresses' and 'Blocked Domains'. Both sections show a table with columns for Sender Email/Domain, Comment, Last Modified, and Options. The 'Blocked Email Addresses' table has a search bar for 'Email' and a table with no records. The 'Blocked Domains' table has a search bar for 'Domain' and a table with no records. Both tables have an 'Add...' button highlighted in yellow at the bottom right.


Adding a Block List Entry

1. Go to **Filter Rules > Block List > Blocked Email Addresses** to add an email address to the block list or go to **Filter Rules > Block List > Blocked Domains** to add a domain.
2. Click **Add...** and the Add window displays.

The 'Add' dialog box is shown, with a title bar containing the word 'Add' and a close button. It contains two text input fields: 'Sender Email:' and 'Comment:'. At the bottom, there are two buttons: 'Save' and 'Cancel'.

3. Enter the Sender Email: in the form of user@example.com or Sender Domain: in the form of example.com.
4. For a domain entry, check Include Subdomains: for subdomains to also be blocked.
5. Enter any optional comments in the Comments: field.
6. Click **Save**.

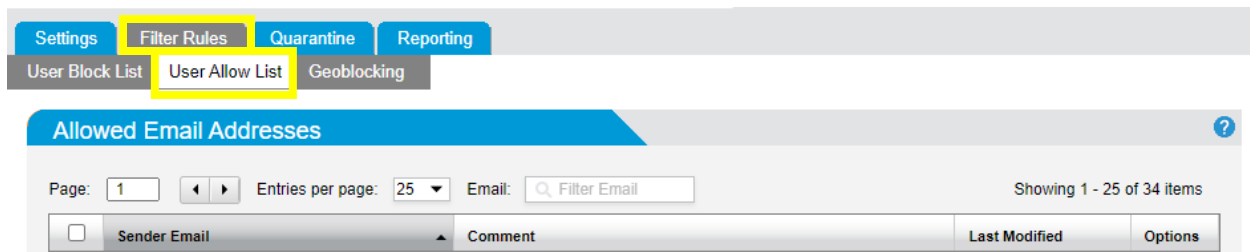
Deleting a Block List Entry

1. To delete an individual email address or domain, click the delete  icon in the Options column to the right of the listing. To delete multiple entries at once, check the box ☒ to the left of the listings you want to delete.
2. Click **Delete...** under Blocked Email Addresses or Blocked Domains.

User Allow List

No spam checking is performed for domains or email addresses that are added to an allow list, they are automatically forwarded to the recipient's inbox.

Go to **Filter Rules > Allow List** to manage allow list entries.





If you Allow a particular email address or domain then all mail from that user, or that domain to your account will be passed through by the Spam Filter with no questions – even if the message were recognized as spam. In effect it will bypass the spam filters.

Adding an Allow List Entry

1. Go to **Filter Rules > Allow List > Allowed Email Addresses** to add an email address to the allow list or go to **Filter Rules > Allow List > Allowed Domains** to add a domain.
2. Enter a Sender Email: in the form of user@example.com or Sender Domain: in the form of example.com.
3. Enter Comments: as required.
4. Click **Save**.

Deleting an Allow List Entry

1. To delete an individual email address or domain, click the  icon in the Options column to the right of the listing. To delete multiple entries at once, check the box  to the left of the listings you want to delete.
2. Click Delete... under Allowed Email Addresses or Allowed Domains.