



Adjust Webmail Spam Settings

An unsolicited bulk email message is known as "spam." Spam, which usually contains some sort of commercial advertising or proposition, is sent to a large number of recipients in hopes of persuading them to buy the product or service. Webmail **Spam Settings** help prevent unwanted spam from reaching your Inbox by allowing you to filter messages before you even see them.

Based on a message's "Spam Rating," you can choose to **hold**, **reject**, or **delete** that message. *Spam Rating* is the value assigned to a 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.

When applying Spam Settings in your Webmail account, choose an appropriate Spam Rating for each of the following actions:

- **Hold** – Keep the message for two weeks, giving you time to review the message and decide whether or not to receive it. Click [here](#) for help with viewing your Held Messages.
- **Reject** – Refuse the message and send an email to the sender saying you didn't receive the message.
- **Vanish** – Delete the message automatically *without* informing the sender you didn't receive it.

For example, you can set *Hold* at a Spam Rating of 4+, *Reject* at 8+, and *Vanish* at Never. With these settings, any mail with a Spam Rating of 4 to 7 will be held for two weeks to give you a chance to view it (in case it isn't actually spam), while any mail with a Spam Rating of 8 or above will be refused before it reaches your Inbox. Note that the *Vanish* option is not recommended for use, as the sender isn't notified when the email is deleted, meaning you could continue to receive spam messages from that sender.

When an email is received in your Webmail account, your Spam Settings will be applied to the message *after* any Exceptions List filters and the Friends Address List have been applied, but *before* any Friends confirmation messages are sent. If you are not receiving certain email messages that you feel you should be, you may need to set slightly higher Spam Ratings in Spam Settings. You can also add target email addresses to your Friends Address List and/or Exceptions List to ensure you receive messages from these addresses.

To adjust your Webmail Spam Settings,

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.

Please enter your email address below to login to **rfnow.net** and change your SurgeMAIL account settings. If you do not have an account and would like one click [here](#)

Username

Password

Language ▼

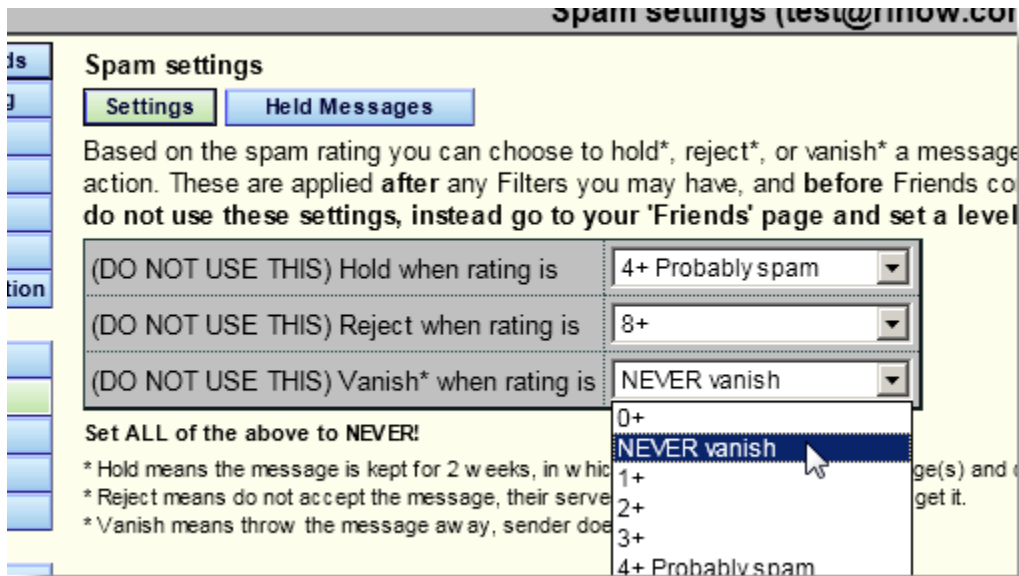
about SurgeMail

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

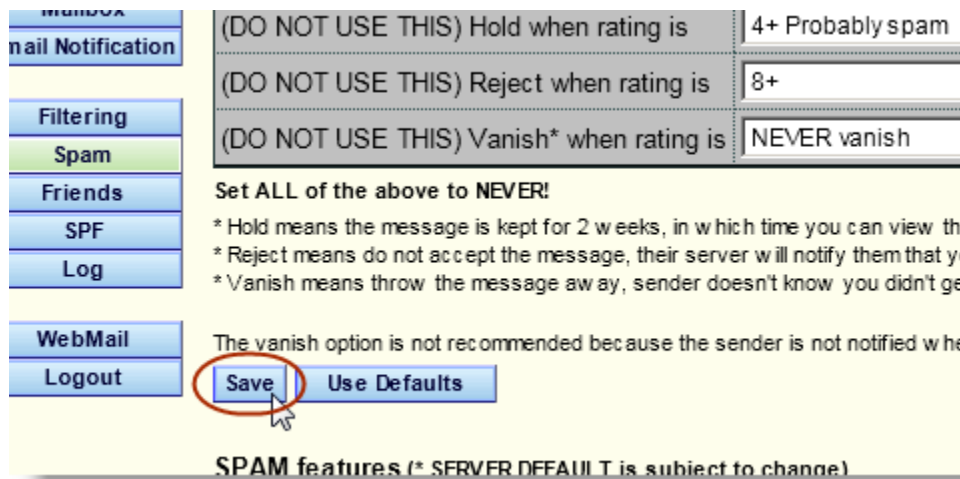


3. On the Spam Settings page, select an appropriate **Spam Rating** for each of the three spam actions (*Hold*, *Reject*, and *Vanish*).

- For example, you can set *Hold* at 4+, *Reject* at 8+, and *Vanish* at Never.



4. Click the **Save** button to apply your settings.



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View Held Messages

In your Webmail's Spam Settings, you can choose to **hold**, **reject**, and/or **delete** messages based on their assigned "Spam Rating." A "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.

To view your held 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.

Please enter your email address below to login to **rfnow.net** and change your SurgeMAIL account settings. If you do not have an account and would like one click [here](#)

Username

Password

Language ▾

about SurgeMail

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



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Account details (test@)

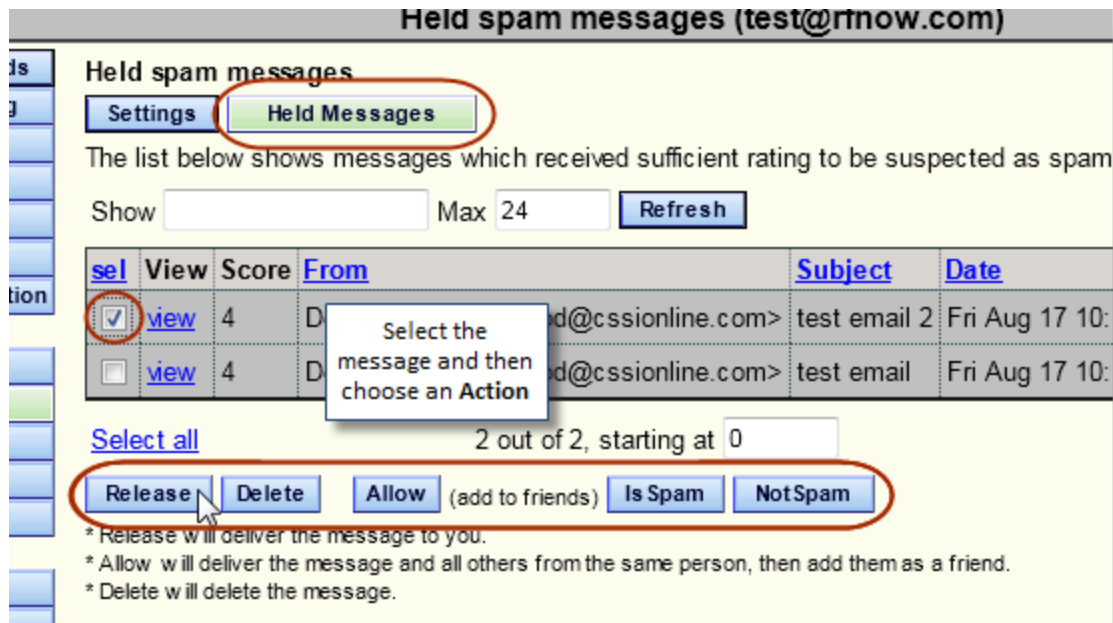
UserDB Fields	Account details
Forwarding	Full Name: rfnw test
Password	Phone: <input type="text"/>
Aliases	domain: <input type="text"/>
Lists	forward: <input type="text"/>
Mailbox	maildrop: <input type="text"/>
Email Notification	mailmask: 0.0.0.0
Filtering	
Spam	
Friends	
SPF	

3. On the Spam Settings page, click the **Held Messages** button.



In the list of **Held Spam 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.



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