

Anti-spam

The anti-spam area allows you to fine-tune how your mail account will handle junk mail.

Filter Settings

This is found under Settings -> Anti-Spam -> Filter.

Anti-virus scanning

You have the option of scanning incoming messages for viruses. If a message is found to have a virus, *****VIRUS***** will be put in the subject and it will be delivered to the spam folder. Alternatively, you can check the option to discard virus messages.

Spam to inbox feature

This feature is useful for POP3 users. It allows you to still have antivirus and spam filtering, but the messages will be delivered to your inbox. POP3 accounts will only see the inbox, so otherwise they might miss a misclassified message in the spam folder.

Discard blocked forwarders and viruses

WizMailer does some mandatory spam filtering when forwarding messages outside of our network. These settings are not configurable by the user. However, when a message is decided too spam-like to forward, it will be delivered to the user's spam folder with the subject *****BLOCKED FORWARDER*****. For POP3 users who may never see these messages, you have the option to instead discard these. Be aware that enabling this option can make it much harder to troubleshoot a message that was not forwarded.

Spam sensitivity settings

These options control how sensitive the spam filters are. Our system assigns a score to each message that comes in, which ranks how likely the message is to be spam. A higher score indicates more confidence that a message is spam. The default setting for spam sensitivity places the radio button in the middle. This is a good trade-off between catching most spam, while not catching too much legitimate mail as spam. However you can adjust it either way depending on your needs.

Spam Sensitivity Settings		
Enable	Spam Sensitivity	Action
<input checked="" type="checkbox"/>	<p>Minimal filtering ← → Aggressive Filtering</p>	forward to spam folder
<input type="checkbox"/>	<p>Minimal filtering ← → Aggressive Filtering</p>	discard message
<input type="checkbox"/>	<p>Minimal filtering ← → Aggressive Filtering</p>	<input type="radio"/> All Messages <input type="radio"/> send a validation request to sender

The first option determines when messages are sent to the spam folder. You can also configure when messages are completely discarded (not recommended) or when a validation request is sent to the sender.

If you have the validation request feature enabled, our service will send an email to the sender. Their message will be placed in the Spam/Unverified folder. The validation email sent to the sender contains a link, and once it is clicked the message will be moved out of the unverified folder into the inbox. This only needs to be done once per sender. Be careful with this as there is a chance that the validation request could go to the sender's spam folder, and they might be unaware that you did not receive their message.

Whitelists & Blacklist

The whitelist and blacklist are found in Settings -> My Whitelist and Settings -> My Blacklist respectively. They are checked before a message is analyzed by our spam filters. If a message is found to be on the whitelist, it will be delivered to the inbox. If it is found to be on the blacklist, it will be delivered to the spam folder.

Discarding blacklisted mail

If you have the "Discard message" option in enabled in spam filtering, messages that are blacklisted will automatically be deleted. Please note that there is no way to recover these messages after they have been discarded.

Mark as spam, mark as not spam

If you mark a message as spam in the webmail interface, this will add the sender to your blacklist. Please be careful with this as some spammers will forge the from address, and you may blacklist a legitimate address. Marking a message as not spam removes the spam wrapping (*****SPAM***** in the subject) and also moves it to your inbox.

Addresses on both the whitelist and blacklist

If an email address is on both the whitelist and the blacklist, WizMailer will treat it as if it is spam.