# Spam Management Support

Your new hosting account automatically detects and removes most suspected spam email. There may be some cases when you still experience a form of spam issue. This document outlines the possible issues and how to resolve them.


**Receiving emails that are spam but have not been stopped**

1. **Blacklisting the Email Address**
   You can Black list specific email addresses that have not been listed as spam. You can also use 'catch all' on domains to be blacklisted if you get multiple emails from different people on that domain.

   **eg.** [hello@rightmove.com](mailto:hello@rightmove.com) **or** *@rightmove.com

   This is done by logging in to your webmail:
   [http://webmail.yourdomain.com](http://webmail.yourdomain.com)
   **Username:** Your Email Username
   **Password:** Your Email Password

   Follow these instructions once logged in:
   - Select - Address book
   - Select - Denied Addresses tab
   - Enter in the email addresses or 'catch all' to black list.

2. **Notify Spamtrap of the Email Address**
   Alternatively, you can forward that email to [spamtrap@mydomain.com](mailto:spamtrap@mydomain.com) - the system's SpamAssassin service - self learns and it will look in future to stop those emails automatically.


**Not receiving genuine emails and may have been caught by the Spam filters**

1. **Add the email address to your Address Book**
   All email clients allow you to add email addresses your email client address book. Once added to your address book, follow these steps:

   a. **Whitelisting the Email Address**
      You can use the email address or also use 'catch all' on domains to be whitelisted if you get multiple emails from different people on that domain.

      **eg.** [autoresponder@rightmove.com](mailto:autoresponder@rightmove.com) **or** *@rightmove.com

      This is done by logging in to your webmail:

[http://webmail.yourdomain.com](http://webmail.yourdomain.com)
**Username:** Your Email Username
**Password:** Your Email Password

Follow these instructions once logged in:
- Select - Address book
- Select - Allowed Addresses tab
- Enter in the email addresses or 'catch all' to whitelist.

2. **Hamtrap**
Alternatively, you can forward any email from a person to [hamtrap@mydomain.com](mailto:hamtrap@mydomain.com) and the system will not set it to spam in the future.

3. **Increase / decrease spam score on an email account (SpamAssasin)**
Mail boxes have an email score level that is used to determine if an email is Spam or not. A standard setting to use is 5 (Meaning anything above this score, a bigger number, will be classed as spam). Our server by default sets this at a higher level of 2.

You can adjust your setting on a mailbox by mailbox basis - increasing the strictness and making more emails to be caught as spam or decreasing - if you find you are getting a lot of genuine emails being caught.

This is done by logging in to your webmail:
[http://webmail.yourdomain.com](http://webmail.yourdomain.com)
**Username:** Your Email Username
**Password:** Your Email Password

Follow these instructions once logged in:
- Go to the Usermin icon top left corner
- Select  - Mail
- Select - SpamAssassin Mail Filter
- Select - Spam Classification
- Set the score level you wish (1 strongest, 10 weakest).