

Aureon Technology is constantly working to combat the amount of unwanted e-mail (spam) flooding your inbox. To help users better manage this, we have outlined some steps that can be taken to protect individual accounts, thus drastically reducing the amount of unwanted e-mail (spam).

The instructions below are intended to be used while you are logged into your email through webmail.

To access your webmail, go to the following site to log into your email account.

The following site will take you to your system login page:

<https://mail.mailconfig.net>

If you are using an email client such as Microsoft Outlook, and you have a spam folder that resides within this system, you may click and drag any email you believe to be spam into this specific folder. Depending on how your email is setup, this action may also help others from future spam and Phishing attacks.

Please review the instructions below as they will provide an overview of spam control settings that exist within your webmail account.

How do I mark one or more messages as spam?

Clicking the spam button results in two actions. The first action is visible. The marked message will be sent from its current folder to the spam folder where it will reside for 30 days at the end of which time it will be automatically deleted. The second action is invisible to you. When you click the spam button, webmail sends information to the spam filtering engine so that the filtering rules can be updated to catch future spam messages similar to the one marked. In this way filtering can be continuously updated and improved to reflect the current trends of spammers.

Note: Everyone benefits when you mark unsolicited and offensive messages as spam as opposed to just deleting the offending email.

To mark one or more messages as spam:

1. Select the messages you would like to mark as spam.
2. Click the spam button from the message list toolbar.

The message is moved to your spam folder.

The spam button also has a drop-down menu that provides you with some additional options for dealing with spam messages. Click the arrow on the right side of the button to view the drop-down menu options:

- **Report as spam** — The message is sent to your spam folder and information is sent to the filtering engine.
- **Report as spam and block sender** — The message is sent to your spam folder and information is sent to the filtering engine. In addition, the sender's email address is added to your block list so that any future messages from that sender will automatically be sent to your spam folder.

Warning: If you choose the option Report as spam and block sender's domain, you will be blocking all accounts that belong to that domain. For example, if you do not want to receive messages from `someguy@gmail.com` and you block the sender's domain, you will be blocking `gmail.com`, which is the domain, and you will no longer receive messages from anyone who uses Gmail (such as `emily@gmail.com` or `johnsmith@gmail.com`).

What if the message is not spam?

Occasionally, a legitimate email will be tagged as spam. There are many reasons for this including, but not limited to, message subject, content, or message routing. For this reason, it is good practice to occasionally review the contents of your spam folder.

Any message that has been marked as spam and sent to your spam folder will be deleted after 30 days.

To mark one or more messages as not spam:

1. Select the messages you would like to mark as not spam.
2. Click the Not spam button from the message list toolbar.

Marking a message as "not spam" results in two actions. The first action is visible. The marked message will be sent to your Inbox. The second action is invisible to you. When you click the not spam button, webmail sends information to the spam-filtering engine so that the filtering rules can be updated to improve future recognition of valid emails similar to the one marked. In this way filtering can be continuously updated and improved to catch spam and allow legitimate mail to pass.