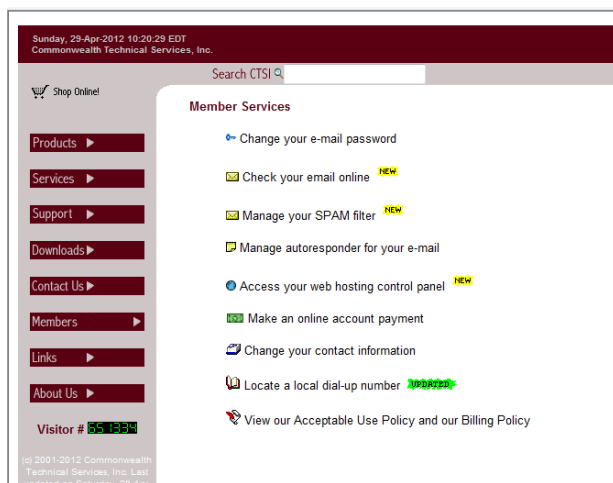


# SPAM filter usage

Mailcleaner has recently been installed to help improve our ability to provide you with a spam free inbox. This is an improvement over previous spam filter solutions that we have used in the past. The most significant improvement, besides increased filtering accuracy, is the ability for you to manage your own filtering settings. This document will provide you with some basic usage instructions and give you a general overview of how things work. If you have any questions, please contact us at [support@ctsi.net](mailto:support@ctsi.net) and we will be happy to assist you further.

The easiest way to begin is from our web site, [www.ctsi.net](http://www.ctsi.net) and from there, click on the members button on the left-hand side. Then you will see the following menu:



From here, you can click the icon beside “Manage your SPAM filter” and you will then receive the mailcleaner login screen:



You will enter your username and password that correspond to the email address you want to manage. Note that you do not enter your entire email address here, just the part before the @ sign.













When you first log in, the Quarantine tab is selected. If you have chosen to have your spam sent to the quarantine, you can use this screen to review messages to make sure legitimate messages are not being caught as spam. If you do find a message that you would like delivered, please click the Arrow button under the Action column and the message will be released to your inbox. The envelope icon under the Action column will allow you to preview the message headers and body.

ANTISPAM & ANTI-VIRUS  
**mailcleaner**



Configuration Help **Quarantine** Statistics

Address displayed:  
bcaudle@ctsi.net

**In quarantine: 4 messages (sorted by date)**

Action	Date	Sender	Subject
  	Today 10:00:33 AM	tech_daily@mcctel.net	Need some loot to go out tonight?
  	Today 9:58:30 AM	skp9vujxe5@willcom.com	■都合のいい時間でOK!!1回最低1万円のアルバイト■
  	Today 9:47:36 AM	ryeyg189@pip.com.au	FW:Why did you put this photo online?
  	Today 9:47:36 AM	azusa.snowdrop4@plan.sfr-mail.info	唐突ですが、川田あずさと申します。S事業の会社を経営

Page 1 of 1

 [Manually purge the quarantine](#)  [Manually send the quarantine report](#)

Clicking the configuration tab, then choosing address settings on the left-hand navigation will bring you to the screen shown next. The spam filter can operate in three different ways. The default will be to **retain in quarantine**. This behavior will keep any messages detected as spam on the filter rather than delivering them to your inbox. Messages will be retained in quarantine for 30 days, then they will be automatically deleted. You can log in and review them at any time, and you will receive a weekly summary report by email reminding you of what items are in quarantine. The second mode is **deliver with subject keyword**. This option will tag any messages thought to be spam but still deliver them to your inbox. If you would like to maintain your own rules in your email client, then this option might be the best for you. This way you will not have to log into the spam filter to review messages for false-positives. The third option, **immediately delete**, will do just that. Messages are deleted before reaching your inbox. There is no chance to review or recover items deleted in this fashion.

✎
**Configuration: address settings**

- Interface settings
- Address settings**
- Quarantine display
- Address group

The spam processing mode can be customized for each of your addresses. Check the section "[Help](#)" for more information on the different processing modes available.

Address:

For each message detected as spam:

- retain in quarantine
- deliver with subject keyword:
- immediately delete

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 Retain error messages

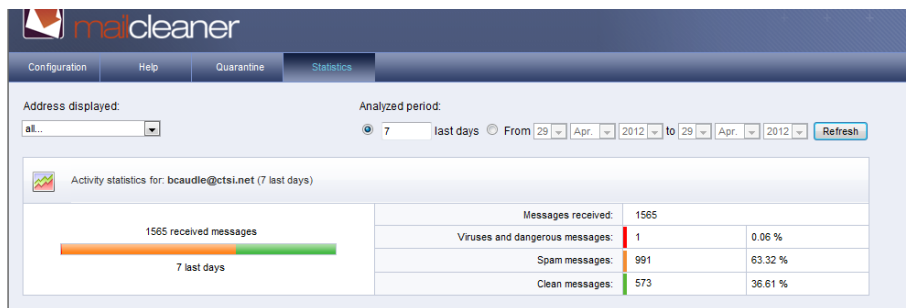
Frequency of quarantine reports:

Format of quarantine reports:

Send reports to this address:

Apply settings to all addresses

The Statistics tab will show you the number of messages received, spams identified, etc.



Thank you for using our services, and we hope that this new service will be a helpful improvement to you. Again, should you have any questions or suggestions please contact us by email at any time.

[support@ctsi.net](mailto:support@ctsi.net)