

Webmail Spam (Junk Mail) Frequently Asked Questions

How will I know what spam (junk mail) is collecting for my account?

You will receive a **Daily Digest** email once a day with a link to access your spam. (See an example of the email at the bottom of this page.)

How do I gain access to the settings of my spam?

There are two ways to access spam:

1. Go to greymail.redcondor.net/console
2. From the Daily Digest email, click **My Account** (see the diagram below)

How long does my spam remain at this site?

Everything older than 35 days is automatically deleted.

How can I change how often I get the Daily Digest email?

Once you are logged into the spam mail system, simply click the **Settings tab** (see diagram below). You have three choices: Never, Daily or Weekly. Simply choose the preferred option.

What if mail is quarantined, at this site, but is not spam?

You may release the mail in two ways:

1. Highlight the message and simply click the **View** button. Once you have clicked **View**, you will see options displayed at the bottom.
2. Click the **Settings** tab, highlight the message you want, then click **Release** and it will be forwarded to your inbox.

How can I block certain emails from coming to my inbox?

From the Daily Digest email, click **My Account**, then click on the **Policies** tab, scroll down to where it says **Enemies**, type the email address in the field and then click the plus (+) sign. To remove the email address, click on the email address and then hit the red **x**.

How can I make sure I always receive emails from a specific sender?

From the Daily Digest email, click on **My Account**, click on the **Policies** tab, scroll down to where it says **Friends**, type the email address in the field and then click the plus (+) sign. To remove the email address, click on the address and then hit the red **x**.

How often can I check this account?

You can log in as often or whenever you want. Simply click on the link within the Daily Digest email and it will bring you to your spam.

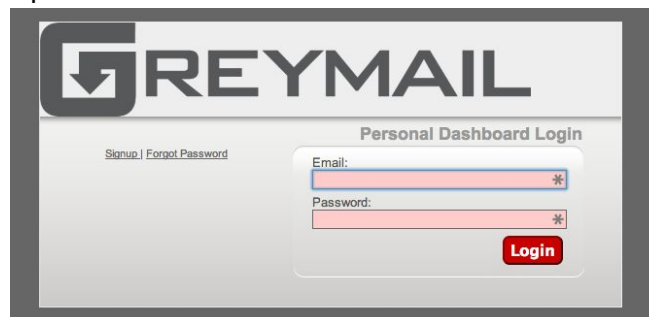
How to use Edgewave (the new Greymail)

This guide will show you the basics of how to view messages flagged as spam, and how to recover them, if improperly flagged.

For a full overview of the Edgewave Greymail system, click [here](#) to watch a 3 minute tutorial video.

You may access Greymail from the App Portal or by logging in at <https://greymail.redcondor.net/console/>

1. Enter full email address (“userid”@domain.ext)
2. Enter your email password



The Spam Digest

Every day (unless set otherwise) you will receive a Spam Digest from Edgewave, our updated Greymail spam system. If you notice a message in the Spam Digest that you’d like to review, or is flagged in error, click the “My Account” link, in the upper right portion of the message (see below).

Spam Digest for Thursday, July 24, 2014

Your email is now protected by EdgeWave spam and virus filtering. Mail sent to you will be automatically filtered before it arrives in your inbox and the spam will be stored in an online quarantine. This digest lists all the mail in your quarantine that has arrived since the previous digest was sent. You can adjust the delivery frequency by clicking on one of the links at the bottom of this message.

One entry found for <andy.brown@informnet.com> [My Account](#) [Settings](#) | [Support](#)

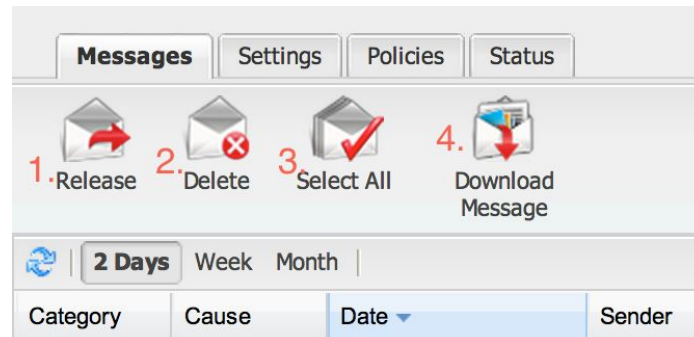
Red Zone — Spam, phishing, viruses and potentially dangerous mail

View	type	Date	Time	Size	Country	Sender	Mailbox	Subject
View	Spam	Jul 24	10:24AM	3KB	US	NeoNova Customer ...	<apache@sugar0.neonova.net>	Ticket Work Log Entry eTicket: Test ticket - T1 NNS 1091733

Messaging Assurance powered by EdgeWave.
To view any of the messages listed in this digest, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above. Quarantined messages are retained for 35 days. Please contact your Email Administrator if you have any questions or issues.
[Unsubscribe](#) | [Report Spam](#) | [Change Report Frequency](#)

Clicking the My Account link will take you to the **Home** view of Greymail.

From **Home**, you will be able to review messages flagged as spam by the new Greymail system. Clicking a message will make it active, and show you the body of the message in the preview pane below. The top of the screen will provide you with icons that will work with the active message.



1. Release - forwards the message to your inbox. You also have the option to report the message to our servers team, and we will update our filters to ensure similar messages do not get flagged as spam in the future
2. Delete - permanently removes the message from the Greymail system
3. Select All - highlights all messages shown on the screen to either Release or Delete by clicking the appropriate icon
4. Download Message - downloads a copy of the message to your computer

From any of the four tabs; Messages, Settings, Policies and Status, click Help at the top right of the screen to get helpful information about that tab.



Learn how to search for messages, release (forward) to your Inbox, how to change the frequency of your Spam Digest, configure how different type messages are processed, etc.