

Email Spam and Virus Protection Guide

Great Plains Communications consumer Email offering includes built in Spam and Virus scanning with many customizable options. This guide will explain these features and give instructions how to manage and change them. The features discussed in this guide can be accessed through the web mail interface at https://webmail.gpcom.net.

If you need additional assistance, please contact the Great Plains Communications Internet Service Center at 1.888.343.8014.

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Anti-Virus

Virus protection is essential, and since most viruses are spread through email, this feature is permanently set to enabled. All incoming and outgoing email will be scanned for viruses.

This will be reflected in the email interface:

A Home				
🐱 Webmail				
🚯 Spam Management				
🔅 My Email Options				
Security Options				
🔀 Manage Mailboxes				
💽 Logout				
Anti-Spam / Anti-Virus				
Unavailable Enabled				
Powered by MagicMail				

Spam Management

All email is scanned for spam messages regardless of whether you use Webmail or a client like Microsoft Outlook. By default, the spam filter quarantines spam messages in a folder called "Spam". Once activated, this folder is viewable in your webmail and email clients. It is recommended that you routinely check this folder to ensure no legitimate email is getting quarantined as spam. All quarantined email is automatically deleted after 5 days.

Accessing Spam Management Console

1. Open an internet browser like Chrome or Firefox. In the address bar type: https://webmail.gpcom.net



2. Login using your full email address and password:



3. Click on Spam Management:



4. The console can also be accessed from Tuxedo and Webmail Light by Selecting Spam Settings and AntiSpam Settings respectively in the left panel:



Spam Management Options



There are four levels of spam management that can be selected on this screen by simply selecting the radio button next the option you prefer. A description of each level of spam protection is below:

Normal

This is the recommended setting for most customers; it will stop most spam email.

Normal, (w/Quarantine)

This uses the same settings as Normal, but also allows the customer to watch for messages that might come from servers that are not correctly configured. Incorrectly configured email servers can be caught by spam filters. This is only recommended for advanced users.

Strict

This is a very advanced setting and only recommended for customers being targeted by a sustained spam attack. Use this setting with caution, as it requires that senders conform to Internet Standards and many servers are not set up correctly. You may need to 'whitelist' many email addresses so people can send you email.

Block All, except on Whitelists

CAUTION! This WILL block ALL EMAIL until you expressly allow email via a whitelist. It is not active or recommended by default, however, some advanced users may need this setting.

This banner will be displayed when your selection is made:

Spam template was successfully changed.

Disable Spam Filtering

Although not recommended, spam filtering can be disabled. Anti-virus scanning remains active even if you disable spam filtering. To enable or disable spam filtering, simply click the green/red button on the main webmail screen:



Personal Spam Lists

Spam lists can be personalized to allow or block emails from specific senders or block emails with specific subjects. Whitelisted addresses will always be allowed, and Blacklisted addresses or subjects will be sent to the spam folder. There are three spam lists available:

Subject Blacklist

When a message is delivered to your mailbox that has a subject line that matches an entry in this blacklist, it will be automatically blocked as spam. This allows you to specify common spam message subject lines. From the "Spam Management" page:

1. Click on Subject Blacklist in the Edit spam Lists in the Spam Management window

Edit Spam Lists	
Subject Blacklist	?
From: Blacklist	?
From: Whitelist	•

2. Enter the subject to be blocked and click Add. The [subject] can consist of only alphanumeric characters and the following symbols: ('!@#,_=-?(){}%|*.\$\)

Subject B	Blacklist			
If the string en receive, then it	tered in the <i>Subject Bla</i> will be marked as spa	<i>acklist</i> is contained in th m.	ne Subject line of any en	nail you
		Add to		
Enter new v	alue:		Add	
<u>Check All</u>	List From			<u>Help</u>
<u>Uncheck All</u>				
	spam			<u>Remove</u>
				Delete Checked
		Close Wind	w	

From Blacklist

When an incoming email matches your blacklist, the message will never be delivered to your mailbox. However, remember that a whitelist match always takes precedence over other email rules. From the "Spam Management" page:

1. Click on "From: Blacklist" in the Edit spam Lists in the Spam Management window

Edit Spam Lists	
Subject Blacklist	?
From: Blacklist	?
From: Whitelist	?

2. Enter the email address or domain to be blocked and press add

MagicMail can blacklist	senders at 2 different levels:		
Server Level Mailbox Level			
Note: You can filter either mail from that domain (it v full email address which is	a portion of or all of the email address. For example entering @domain.co will filter both joe@domain.com and jane@domain.com). You may also choo s the preferred option it prevents "false positives", which are matches you	m will filter all ose to use the i did not intend.	
	Add to Blacklist		
Enter new value:	Server	Add	
	🗹 Mailbox		
Check All Lis Uncheck All	t From Blacklist		Help
🗆 sp	am@spam.com (Mailbox, Server)		Remove
		Dele	te Checked

Messages can also be added to the "From: Blacklist" directly from the Webmail Lite and Tuxedo interfaces. This can be done by clicking the message and selecting the Block Sender option.

Tuxedo Interface:

MagicMail		Compose	Addresses	Folders	Options	G R C C		AINS TIONS
Reload #	Current Folde	er: INBOX					Calendar H	elp Search
	Logged in a	5:	@gpcom.net					Sign Out
	🔛 All Msg	s 💼 De	lete 🔇 🛛	Σ	Forward	🎫 Fwd as Att.	📕 🎫 Reply	🛛 🐺 Reply Al
Drafts		-						
1 Sent	Subject:	Spi "Ie	am testing	amail com				
	Date:	Tue	e. July 14, 2020	0 9:19 am				
Spam	To:		egpco	om.net				
Trash	Priority:	No	mal					
Quota Usage:	Options:	Vie	w Full Heade	r View Prir	table Version	Download this	as a file Add t	o Addressbool
0.0% of 1024MB		1	view message	e details Vi	ew as HIML	Block Sender		
	Hollo please	romovo						
Spam Status: Jul 14th	nello please	Teniove						
You have been protected from	Attachmen	ts:	a 1	have the first state of the second state of th		Developed 1	e	
0	untitled-[2]		OK [text/ntmi j		Download	view	
spam messages today.	Take Addres	SS Delete & Ne>	t					
Show Calendar	Move to: INE	BOX <u>V</u> Move	2					

Webmail Lite Interface:

File	View	Help	Logout	t				Filter:	All	\sim	Search:				- Clear
	Ma	gicN	ail	Check Mail	Compose	Reply	Reply All	Forward	Forward as	Ø Delete	Mark As	More	Address		
spamdo	oc01@gp	com.net		Select: All Un	read None	Empty C	ompact Disk	usage:	0%		Block	Sender	🗏 🗏 Messa	ges 1 to	1 of 1 🕨 🗏
Folde	rs			🖽 😭 Subje	ect				Se	ender			Date	v	Size
🛋 In	ıbox			🚖 🔹 Sp	am testing				Jef	ff Appel			Today 09:19		3 KB
D	rafts														
💼 Se	ent														
📩 S	pam														
Tr	rash														
	,								^						
	•		<u>^</u> ^	Su	ubject Spa	m testing									æ
		ttingo		S	ender Jeff	Appel 👫									
E-Ma	an St	sungs		Recipi	ent(s) 📂	@gp	com.net 👫								
1.00				Show Head	Date Ted	ock Sender									
Addre	ss Ca	lendar		Hello please r	emove		-								

From Whitelist

When an incoming email matches your whitelist, the message will always be delivered to your mailbox. A whitelist match always takes precedence over other email rules. From the "Spam Management" page:

1. Click on "From: Whitelist" in the Edit spam Lists in the Spam Management window

Edit Spam Lists	
Subject Blacklist	?
From: Blacklist	?
From: Whitelist	?

2. Enter the email address or domain to be allowed and press add

<u>Note:</u> You can filter either a portion of or all of the email address. For example entering ©domain.com will filter all mail from that domain (it will filter both joe@domain.com and 'ane@domain.com). You may also choose to use the full email address which is the preferred option it prevents "false positives", which are matches you did not intend.								
		Add to						
Enter new value:	notspam@notspam.com	Server	Add					
		Mailbox						
Check All Jocheck All	List From			<u>Help</u>				
STREET, FU		No entry found						
				Delete Checked				

Quarantined Mail Management

If the Normal (w/Quarantine) option is selected in the Spam Management Console, messages marked as spam by the system will be saved in "Quarantined Mail" for 5 days. These messages can be managed under the Spam Management Console in the Quarantined Mail section

Accessing Quarantined Mail

- 1. Open an internet browser like Chrome or Firefox.
- 2. In the address bar type: https://webmail.gpcom.net



3. Login using your full email address and password:

Lemail	COMMUNICA
Great Plains	Login to MagicMail
Communications Email	
Login to access your account	someemail@gpcom.net
Welcome to the User Site for the Great Plains Communications Email System. This is where you can setup and configure all your email options.	Password:
Forgot Your Password?	Frank and the second b
We are dedicated to providing you a secure online environment. To have your password reset, please contact your local Customer Service and Technical Support team.	Powerd by R MagicMail
* Ver MUCT have a chief a chief to see the chief of the	

4. Select "Spam Management" then select "Quarantined Mail"



Release Quarantined Mail to the Inbox

1. In the Quarantined Mail window click the box next to the message to be delivered to the inbox.

Quaran Select the	tined Mail message(s) you would	like to delete or move, ar	nd then click the c	orresponding button.			
To view the	e message click on the s	subject.					
		Search Messages					
Find messa	ges	Fr	rom 🔽 🔍	Search			
		Quarantined Mail		Show All			
Check All Uncheck All	From	Date Sent	Subject				
	Jeff Appel	11:45 AM	<u>Spam</u>				
Delete sele	cted messages permanently	Deliver selected messages no	ormally				
	Advanced						
<u>Delete all qu</u> Warning: Th	<u>iarantined mail messages</u> . is will mark all of the messages i	n your Spam Folder for removal					

2. Select the "Deliver selected messages normally" option:

Deliver selected messages normally

3. A banner will appear confirming the message was delivered to the Inbox.

The selected message(s) were delivered to your Inbox.