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## Resource








### Using Maxmail Spam Filtering

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This document goes over how to access your spam filtering and quarantine for clients utilizing Maxmail filtering services.

1. Navigate to <https://mail.maxfocus.com> and log in with your email address and supplied password (password is not the same password as for checking your email).
2. Click on “View your quarantine”

#### Common Tasks

-  **Change your spam handling preferences**
-  **Change your email notification preferences**
-  **Manage your whitelists** (approved senders/recipients)
-  **Manage your blacklists** (banned senders/recipients)
-  **View your message queue**
-  **View your quarantine**
-  **Get help with a problem**

- You will see a list of messages that the filtering has captured. You can select one, multiple, or all messages and choose to release (which will let the message be received by your email) or delete the message.

Search all quarantined messages

RELEASE DELETE DELETE ALL

<input type="checkbox"/>	DATE	FROM	SUBJECT
<input type="checkbox"/>	09/31/2017 03:57 PM	Dropbox	Please verify your email address
<input type="checkbox"/>	09/31/2017 10:10 AM	TripHound	Car Rentals from \$5.00/day. We sniffed out your va...
<input type="checkbox"/>	09/31/2017 06:29 AM	傅耀强	争议处理
<input type="checkbox"/>	09/31/2017 01:51 AM	eMedicalAlerts	Get an Instant Estimate on a Medical Alert System
<input type="checkbox"/>	09/30/2017 03:19 PM	Transform Education Kentucky	Educators Helping Educators - Hurricane Harvey Rel...
<input type="checkbox"/>	09/30/2017 01:40 PM	Delta Airlines Inc.	Your order DELTA53265014 has been approved!
<input type="checkbox"/>	09/30/2017 12:30 PM	TripHound	All-Inclusive Cabo Beach Resort just \$99/nt, Punta...
<input type="checkbox"/>	09/30/2017 11:34 AM	Delta Airlines Inc.	Your order DELTA25141480 has been approved!
<input type="checkbox"/>	09/30/2017 11:02 AM	Anthem Blue Cross and Blue Shield	Save with competitive rates on group health plans
<input type="checkbox"/>	09/30/2017 08:00 AM	Pete at ChamberMaster	Member Personalities & How to Deal with Them
<input type="checkbox"/>	09/29/2017 11:46 PM	NationalFamily.com	Life Insurance Simplified. Get insured in 20 minut...
<input type="checkbox"/>	09/29/2017 02:45 PM	Jack from CoconstFunding	Affordable - 20,000 pays back 23,000
<input type="checkbox"/>	09/29/2017 11:37 AM	[REDACTED]	[REDACTED]
<input type="checkbox"/>	09/29/2017 10:06 AM	Sprint Business	Galaxy Note4: Best business device ever. Pre-order...
<input type="checkbox"/>	09/29/2017 09:05 AM	Nick Marsh	HIPAA And Human Resources
<input type="checkbox"/>	09/29/2017 07:22 AM	Andrea Thomas	Interviewing Job Candidates Like a Pro
<input type="checkbox"/>	09/29/2017 04:15 AM	24-7 Pharmacy	We are looking for new customers to provide them w...
<input type="checkbox"/>	09/29/2017 04:12 AM	先生	swison : HR与研身相结合的课程学习 00430
<input type="checkbox"/>	09/29/2017 04:02 AM	Express-Pills	Shopping for medications don't be stupid and ...
<input type="checkbox"/>	09/28/2017 11:41 PM	先生	swison : 任正非如何玩转华为联合创始人 1 12 41 40
<input type="checkbox"/>	09/28/2017 05:01 PM	谢女士	资深人力资源专家丁老师讲读, swison
<input type="checkbox"/>	09/28/2017 12:05 PM	GuideStar - David Mandy	GuideStar's Nonprofit Compensation Report
<input type="checkbox"/>	09/28/2017 10:53 AM	TripHound	Cancun All-Inclusive NEW 5-Star Resort \$115, Adult...
<input type="checkbox"/>	09/28/2017 10:42 AM	Greg Taylor & Associates, via DocuSign	Your document Settlement 471241 is ready for signa...
<input type="checkbox"/>	09/27/2017 10:41 PM	先生	swison 行政管理师的十项基本功 11:00 11
<input type="checkbox"/>	09/27/2017 07:54 PM	Ray-Ban Sunglasses	We're feeling very merry. Get 90% off your or...
<input type="checkbox"/>	09/27/2017 02:01 PM	Ray-Ban Sunglasses	It's August Clearance tradition enjoy 50% off...
<input type="checkbox"/>	09/27/2017 12:00 PM	XY Find It	Track anything with your smartphone!
<input type="checkbox"/>	09/27/2017 10:40 AM	TripHound	Southwest Airlines SALE from \$70 RT, American Bro...
<input type="checkbox"/>	09/26/2017 05:28 PM	Fresh Start Program	End the Summer Right - IRS Fresh Start Tax Program
<input type="checkbox"/>	09/26/2017 02:25 PM	Canadian Pharmacy	If suffer from ED- We have the answer!
<input type="checkbox"/>	09/26/2017 08:19 AM	Windows Cost Guide	Compare Window prices with Sears and other local c...
<input type="checkbox"/>	09/26/2017 08:55 AM	步波	如何活用电话, 解决电路设计中的疑难问题
<input type="checkbox"/>	09/25/2017 02:25 PM	TripHound	Florida Keys Upscale Oceanfront Hotel \$122, Maui T...

- On the Preferences tab at the top of the screen, there is an option for Spam Handing. You can adjust how aggressively spam is blocked. More aggressive will catch more spam, but may also block more legitimate messages.



If you have any questions or require assistance, submit a ticket with SmartPath via client portal, email, or calling 270-205-4709.

