

Resource

Using Maxmail Spam Filtering

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 email notification preferences

Manage your whitelists (approved senders/recipients)

Manage your blacklists (banned senders/recipients)

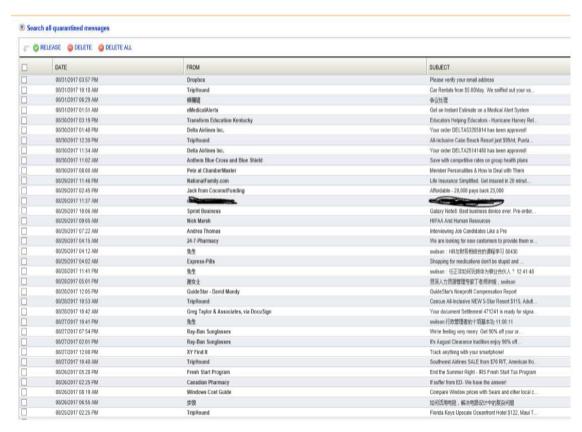
View your message queue

View your quarantine

Get help with a problem



3. 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.



4. 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.