

Managing SPAM with Polar WebMail

Polar's email server has two powerful engines for detecting and managing both **viruses** and **SPAM**. All messages sent and received by the email server are tested to see whether they are likely to be SPAM or Unsolicited Commercial Email (UCE).

You can control what gets marked as SPAM and what happens to the SPAM when it is detected. The controls for managing spam are located in your webmail. *(All email accounts hosted by Polar have access to webmail. WebMail is free to all Polar Internet customers and accessible from any computer in the world that has Internet access. You can use webmail to send and receive email from anywhere and manage the settings that control your e-mail.)*

To get to your webmail you must log in by opening a web browser to <https://mail.polarcomm.com>. You will see a web page that looks like the following:



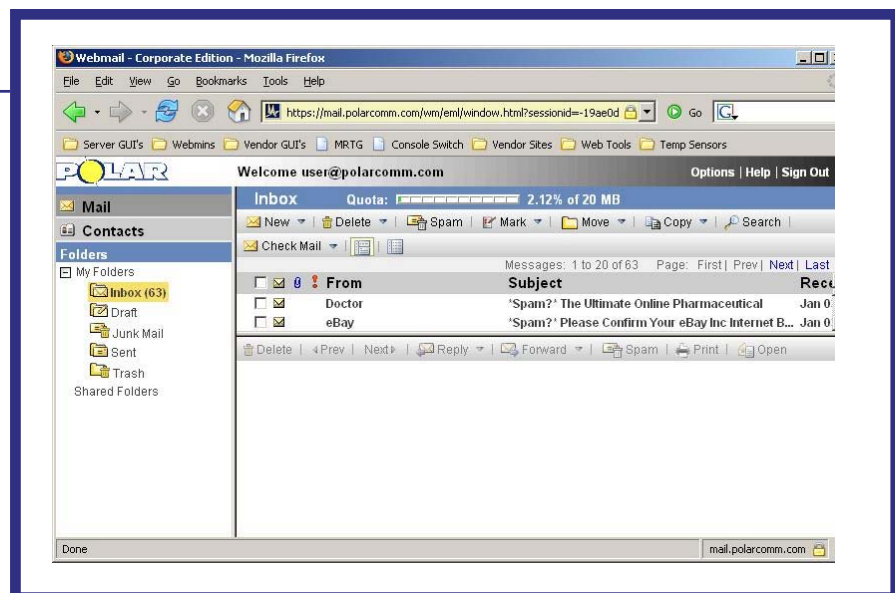
Sign In

Enter your email address and password and click the “Sign In” button. That will take you to your webmail page.

Folders

Your webmail will show you a list of your folders at the left, such as **Inbox**, **Draft** and **Junk Mail**. You will also see some command buttons in the gray bar above and below the quota meter. Two important buttons above the meter are the “**Help**” button, and the “**Options**” button.

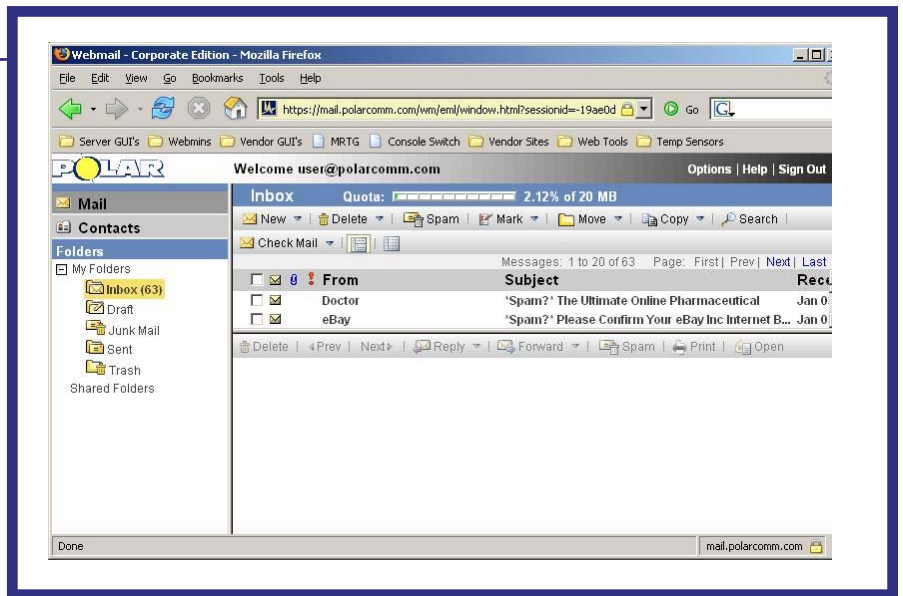
The “**Help**” button will open up a help topic for you to read. The help is contextual, meaning that it will try to bring up help that pertains to whatever you last did or clicked on. You can also search through the help for assistance with a particular topic.



Options

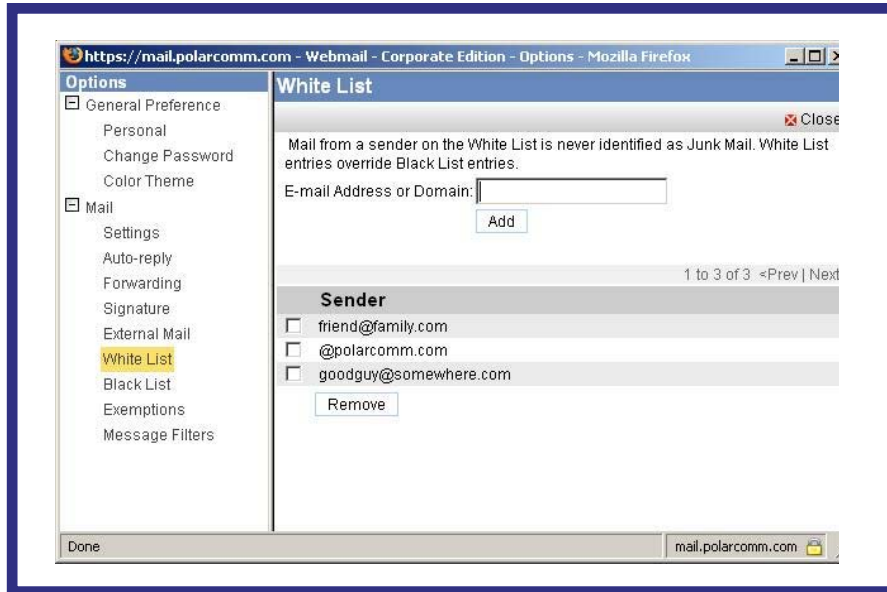
The options button offers you control over many of the features of the webmail. You can change the look and feel of your webmail by clicking on **“Color Theme”**, change settings and manage your Junk Mail.

The default filter action is to quarantine junk mail in your Junk Mail folder. If you choose the Discard option messages will be deleted automatically and will not be able to be recovered.



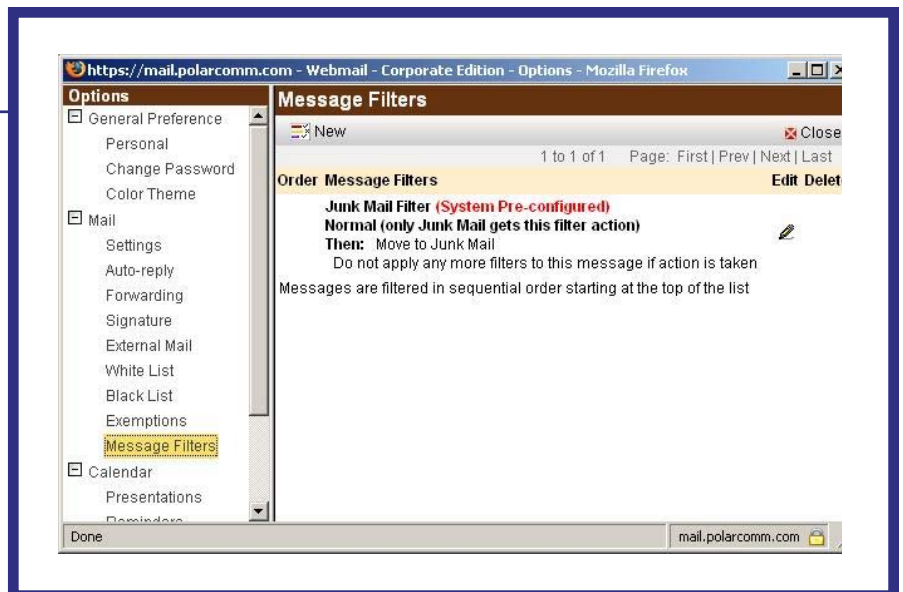
Lists

If you have persons or even whole email domains that you wish to always receive email from you may click on the **“White List”** button on the options page and add either an email address (like friend@family.com) to allow a specific person or a domain (like polarcomm.com) to allow everyone at that domain. Entries in the **“White List”** will be delivered no matter what the SPAM or other email filters say. Conversely, if you have persons or domains you always want to be treated as SPAM you may add them to your **“Black List”**.



Filters

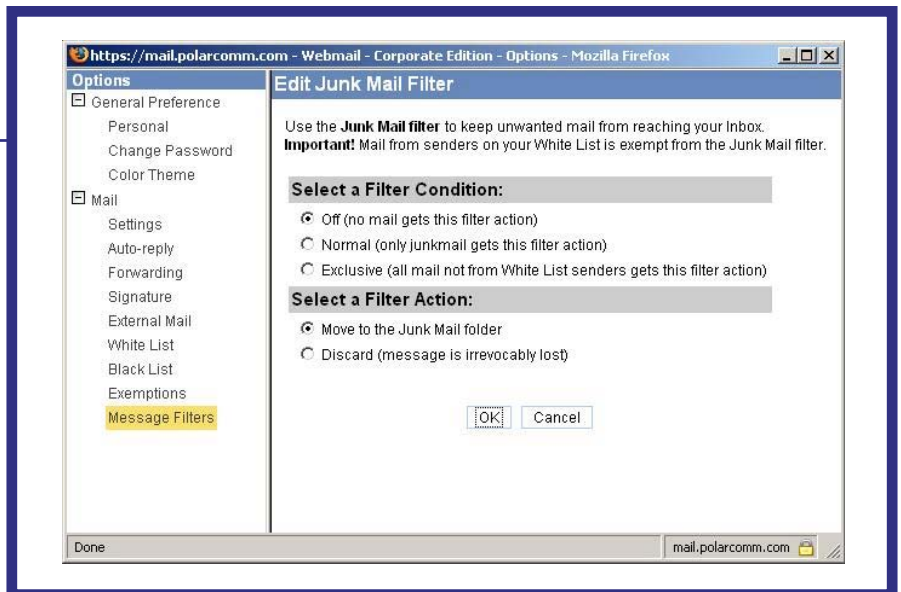
To change the way that SPAM is handled click on the **“Message Filters”** button. This will display the delivery options you have selected for Junk Mail. To change the Junk mail option click on the little pencil graphic under the word **“Edit”**.



Filters (cont.)

To avoid tagging email from mailing lists you have subscribed to as spam enter the "To:" address (<mailto:member@jokeclub.com>) for the mailing list messages in the "Exemptions" settings.

By default, email that is identified as SPAM will be delivered to your inbox with the flag "*Spam?*" added to the beginning of the subject line. You may also choose to have SPAM messages delivered to the Junk Mail folder in your webmail or to be arbitrarily deleted.



With the filter condition set to "Off" the default behavior will continue with SPAM. Messages delivered to your inbox tagged as SPAM in the subject line. This would allow you to set up filters on your email program (i.e. Outlook) to deal with the messages.

If you change the filter setting to "Normal" then SPAM. Messages will be delivered to the "Junk Mail" folder in your webmail and you will not see them in your email program at all. Be aware that SPAM. Messages still count against your email space quota, so it would be a good idea to log in to your webmail occasionally and review the contents of the "Junk Mail" folder to delete what you do not need and to check to make sure any good messages were not wrongly identified as SPAM. . Any SPAM filter is a best effort, and while we are very pleased with the filter, it is possible that innocent messages may be trapped occasionally.

If you choose the "Exclusive" option then ONLY people in your white list will be able to send you email. Email from anyone else will be discarded according to the Filter Action settings.

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[Polar Communications Help Desk](#)

1 - 8 8 8 - 7 0 0 - 7 6 5 2

Monday-Friday / 8AM-9PM

Saturday / 8AM-4PM