




White or Blacklisting Email Addresses In Web Mail

We are sending ALL spam mail to the Junk folders if you are using POP3 mail account you have to log on to webmail and check the junk mail folders for missing mail. We suggest you do this weekly or whenever you feel you did not receive an email

Our mail systems monitor thousands of spam emails each day but some do get through. This is where the black list comes into play; simply add the email address to the blacklist folder as shown below.

If you have mail that is not spam but is being marked as spam then, place that address in the whitelist folder as shown below.

Step #1: Log-in to the web mail:


PromptWeb.com

Webmail Login

Enter Full Email Address

Password

[Log In](#)

Customer Support - Monday - Friday 8am-5pm
Phone: 516-855-4360

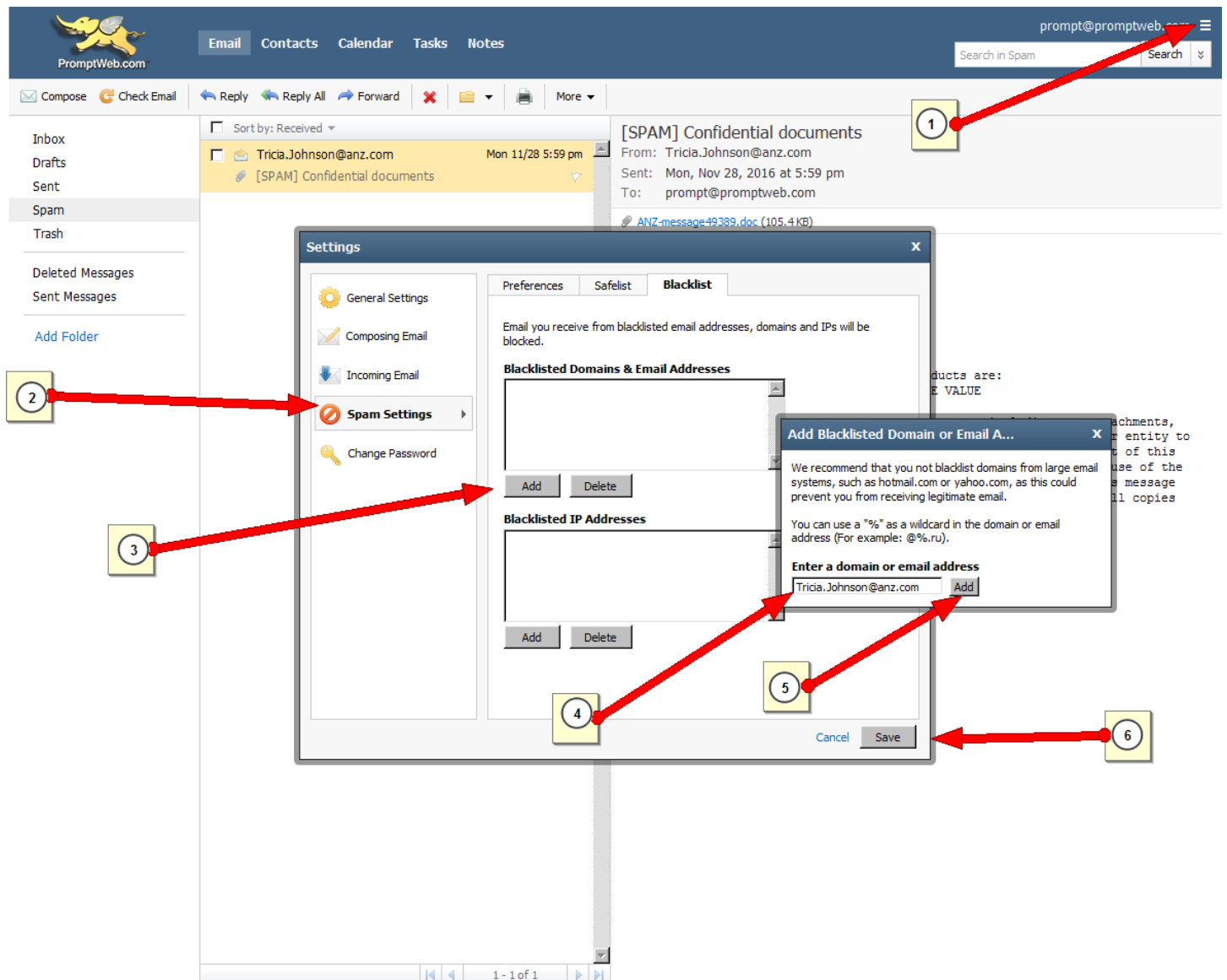
Step #2: Then click on the spam folder on left .

The screenshot shows a webmail interface for PromptWeb.com. The left sidebar lists folders: Inbox, Drafts, Sent, Spam (highlighted), Trash, Deleted Messages, and Sent Messages. A red arrow points from a yellow callout box with the text "Check the spam folder on a weekly basis" to the Spam folder. The main content area displays an email from Tricia.Johnson@anz.com with the subject "[SPAM] Confidential documents" and an attachment "ANZ-message49389.doc (105.4 KB)". The email body contains a confidential notice from the Australia and New Zealand Bank.

Note: The spam folder gets purged every 14 days, check it weekly

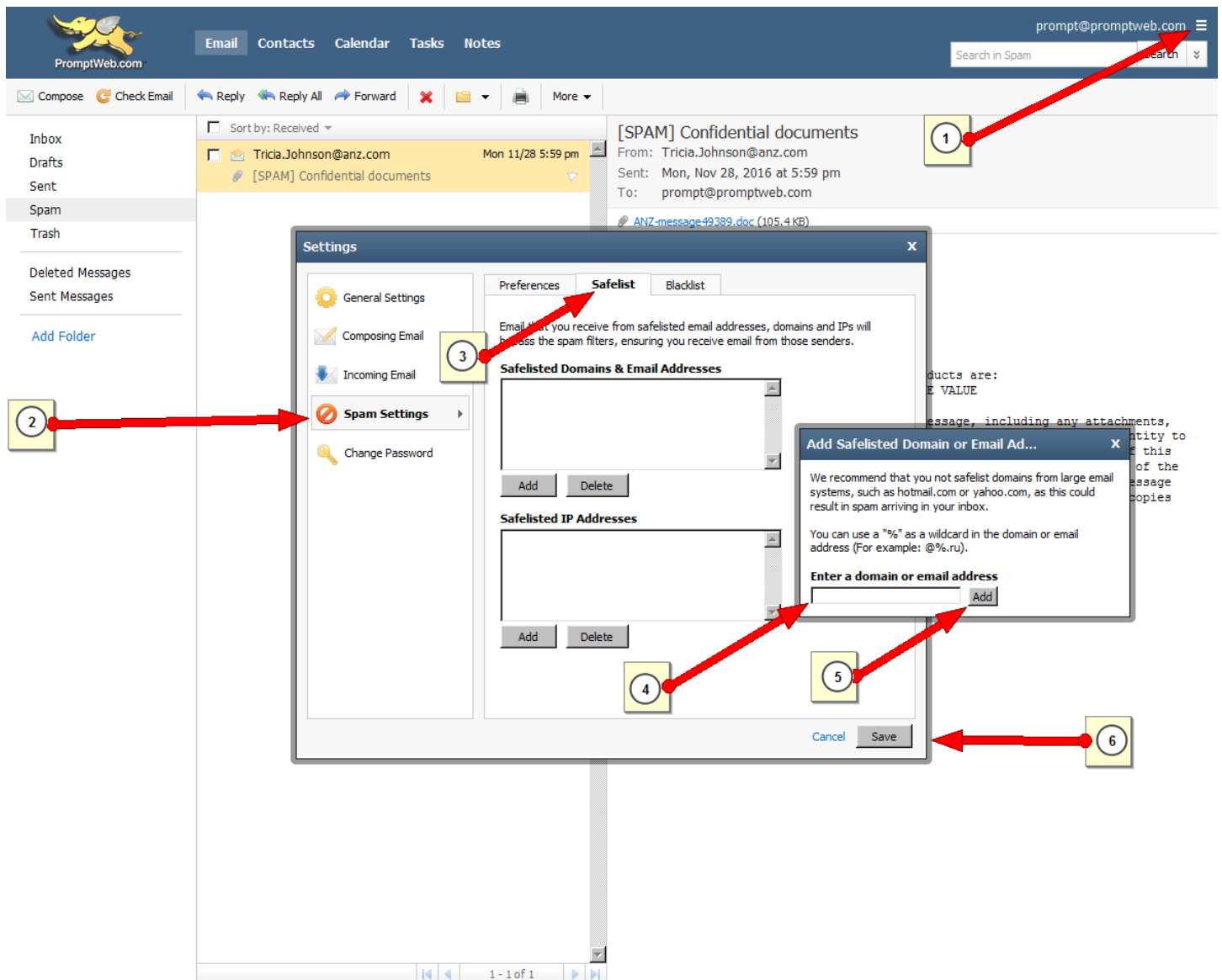
Step #3 Following the instruction below to **BLACKLIST** an email:

1. Click on **3 BARS**
2. Click on **SPAM SETTINGS**
3. Click on **BLACKLIST**
4. Click on **ADD**
5. Enter **EMAIL ADDRESS** to block
6. Click **ADD**
7. The click **SAVE**



Step #4 To **WHITELIST** or **SAFELIST** following the instruction below:

1. Click on **3 BARS**
2. Click on **SPAM SETTINGS**
3. Click on **SAFELIST** – (This is the whitelist)
4. Click on **ADD**
5. Enter **EMAIL ADDRESS** to add to white list
6. Click **ADD**
7. The click **SAVE**



You can do that to any piece of mail, either whitelist it for good mail and blacklist for spam mail. All other mail should be left alone.