



## Spam and Virus Filter instructions

1. In your web browsers (Internet Explorer, Mozilla) address bar type in <http://webmail.dteworld.com>
2. Enter your username (first part of your email address)
3. Enter your password.
4. Click on Connect
5. Click on the E-Mail Filter button in the bottom left-hand menu bar
6. In your message center you will see all of the emails that were quarantined.
  - Viewing Quarantined email
    - a. By default the number of quarantined emails on a page is 25 you can change this by selecting 25, 50, 100 or 200 from the drop down box on the right side of the page.
    - b. If you would like to read an email when it is in quarantine, click on the subject of the email.
    - c. If you want a particular message sent to your inbox - click on the white box in front of the sender address, scroll to the bottom and click on Deliver.
      - When you deliver the message, you will be asked whether you want to add this sender to your Approved Lists which allows email from that sender to always bypass the spam filters.
      - When you deliver email from the message center, it is forwarded directly and immediately to your inbox. A copy is also placed in the Delivered Folder. Messages are permanently deleted from the Delivered Folder on a periodic basis.
  - Deleting Quarantined email...
    - a. If you want to delete messages one at a time click on the white box in front of the sender, scroll to the bottom and click on Remove.
    - b. If you want all of them deleted click on Select All (just above the Deliver button at the bottom) then click on Remove.
      - a. After you remove messages they are moved to the Removed Folder, all email in the Removed Folder will be permanently deleted by the system on a periodic basis. By clicking Empty Trash in the Removed Folder, all messages in the Removed Folder will be permanently deleted with no method of recovering them.
7. Settings
  - Click on Junk Email Settings (on the left side of the page below the Message Center link, it should have a green dot next to it). Here you will see the Spam Filters (predefined categories of junk email filters).
    - a. To adjust the filter sensitivity click on the round white circles next to the categories, as your choice moves more toward the aggressive setting you are increasing the filtering (Make sure you click on Save Changes).
    - b. Under Senders List you can add email addresses or entire domain names to Blocked or Approved Senders. Enter the email address or domain name then click on Save To List. Adding your friends, family and colleagues to the Approved Senders is an excellent way to improve the accuracy of your spam filters.
8. Check Back Often:  
Check your Message Center on a regular basis and remove spam email and deliver legitimate

email. You may choose to view the Help section in your Message Center for FAQ's or other questions you may have.

NOTE: Spammers continually change their email address to circumvent filters. Although the Spam Filter stops the vast majority of junk email sent, 100% filtration is not guaranteed. The Virus Filter, powered by McAfee's patented anti-virus technology, stops the vast majority of viruses that may infect your email, 100% protection is not guaranteed.