VTel

Table of Contents

Getting Started

Logging into the system

You can log into your spam management page by going to http://antispam.vermontel.net in your web browser. Your username will be your email address, and your password will match your email login password.

You will also receive Daily Spam Digest emails at 3AM that will allow you to manage your spam filter directly from the email.

Your Home Page

Once you log in the first page you will see the following tabs: Settings, Filter Rules, Quarantine, and Reporting

Filter Rules

Unblocking (Whitelist)

When used judiciously, unblocking/whitelisting is a valuable tool in keeping your mail flowing. When configured incorrectly, it can be an open door for spam. Following these guidelines will help you achieve desired results.

Unblock by "From" Address

Click: Filter Rules >> User Whitelist. You will be able to unblock on a per email address and per domain basis Enter addresses, one per line, which you would like to have bypass spam filtering. All unblocked senders will be delivered regardless of content, with the exception of viruses and banned attachments.

IMPORTANT: DO NOT UNBLOCK YOUR OWN ADDRESS OR DOMAIN, AS THIS WILL CAUSE A LARGE AMOUNT OF SPAM TO REACH YOU.
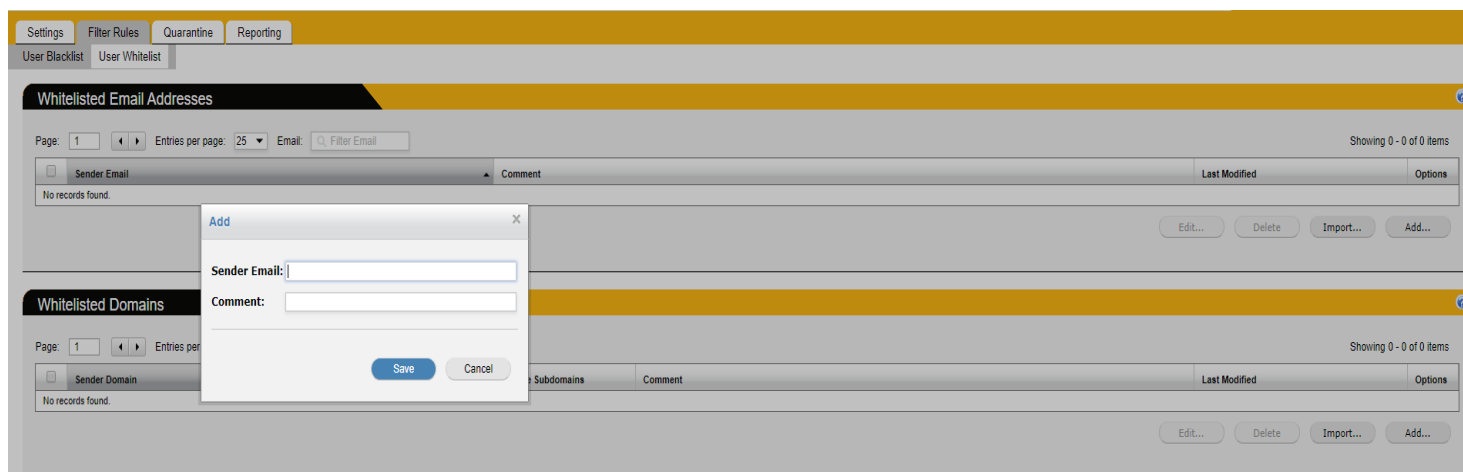
Acceptable formats include:

- user@domain.com - (all mail from this address will be allowed through)

- domain.com - (all mail from all users from this domain will be allowed through)

Suggestions:

- Try not to pre-populate the unblock list with a large number of domains, but rather use it as a tool to correct false positives.

- Large, well-known domains shouldn't be unblocked at the domain level (Microsoft.com, aol.com, etc), but rather at the individual address level you know and trust.

- Well-known addresses (notification@facebookmail.com, etc) are candidates for spoofing as well. The more widely-known the address is, the more caution you should use when deciding whether or not to unblock.

Blocking (Blacklist)

Blocking is best used to combat the messages that you know you will never want, although they might not be spam to everyone.

Blocking by "From" Address

Click: Filter Rules >> User Blacklist
Enter addresses, one per line, which you would like to automatically block without exception.

IMPORTANT: DO NOT BLOCK YOUR OWN ADDRESS OR DOMAIN, AS THERE ARE CERTAIN TIMES WHEN LEGITIMATE MAIL FROM THESE ADDRESSES ARRIVES EXTERNALLY
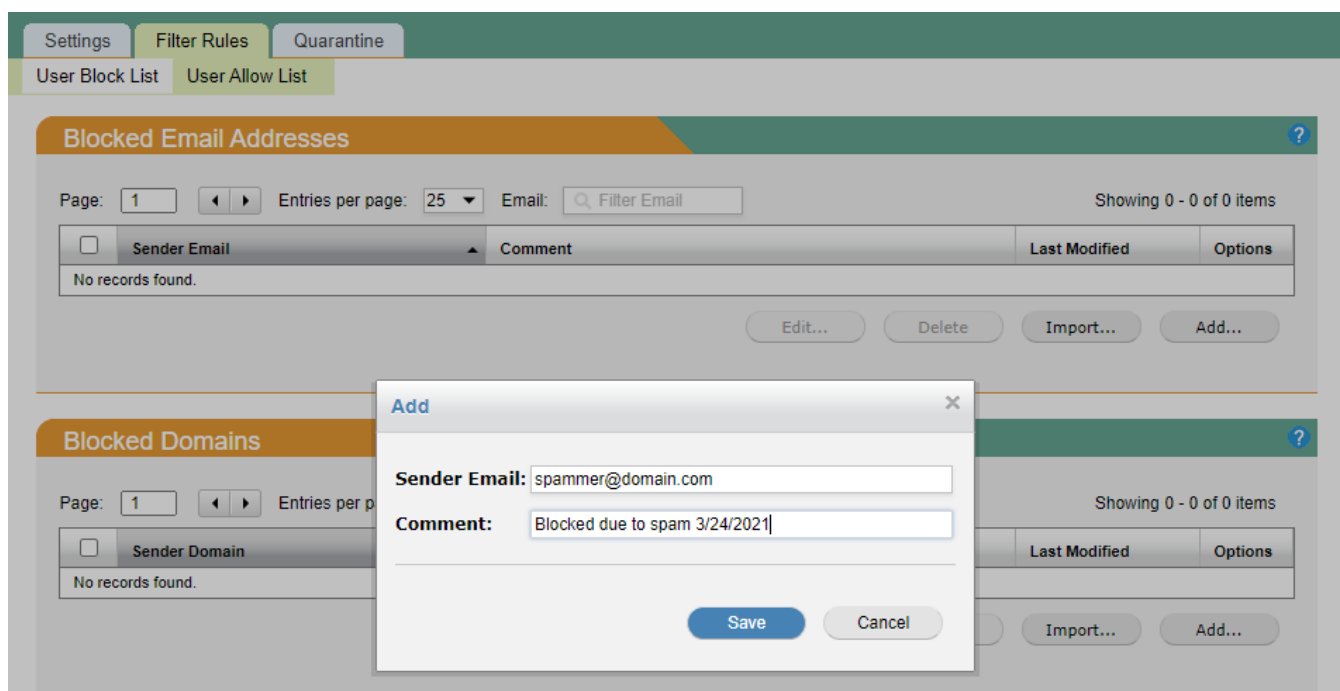
Acceptable formats include:

- user@domain.com - (all mail from this address will be blocked)
- domain.com - (all mail from all users from this domain will be blocked)

Suggestions:

- Try not to pre-populate the block list with a large number of domains, but rather use it as a tool to block recurring spam sources.
- Marketing emails you may have inadvertently opted into are a good block list candidate, although you also have the option of clicking "unsubscribe" if the sender seems reputable. (ex: retail store marketing newsletter)
- Blocking for each piece of spam that reaches you is unnecessary and ineffective, as most spammers don't use the same address repeatedly.

Quarantine Management

Searching Your Quarantine

The Quarantine tab is a very important function of your VTel Spam Filter. The Quarantine holds all the spam email for you to review. In this page, you will be able to avail of a massive search engine where you can search by the following parameters:

1) Message Type
2) Message Flow
3) Score
4) Subject
5) Sender Address

Reviewing Mail

If you are not sure if a mail is spam or not, you can review it in full. All you have to do is click on the mail and it will open a second window with more options. Click on ' View Message' and it will show you the message in its entirety:

If you click on 'Options' within that second window, it will give you the options to either Release, Whitelist, Delete, or forward to an administrator. You can also release, unblock and delete mails from the quarantine tab.
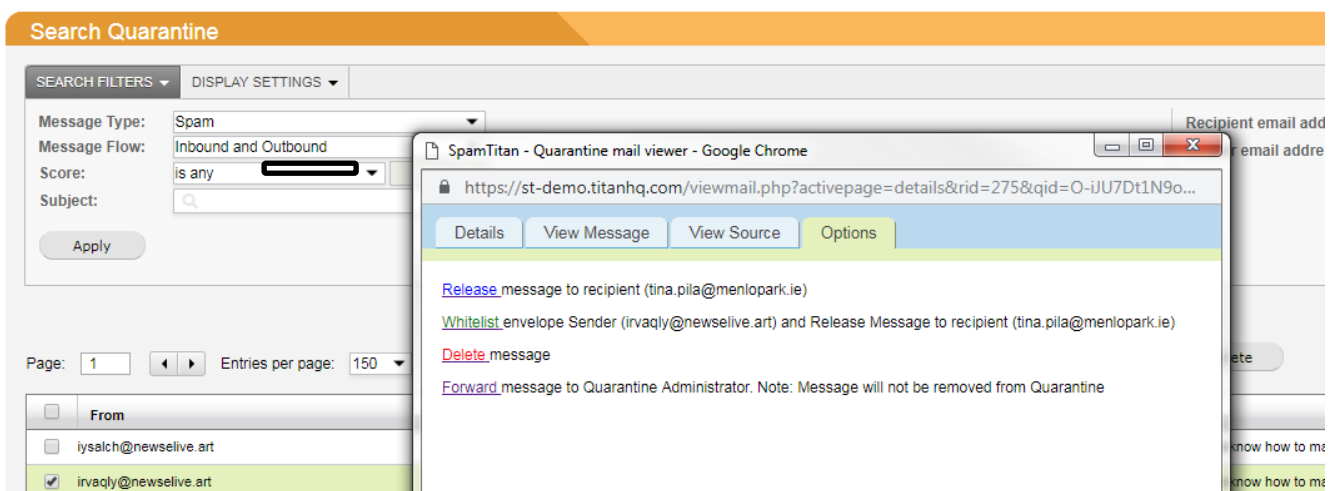
Release: **This will just release the mail and it will be delivered to your inbox**

Whitelist: **By clicking whitelist, you are adding the sender to your own unblock list and the mail will also be released to your inbox**

Delete: **This will delete the mail from the quarantine. It shouldn't be used without talking to an administrator**

Reporting

Mail History

Click: Reporting >> History

The mail history tab will give you a live view of all mail that comes in and out of your VTel Spam Filter. It will log every single mail, so if you are not sure why you haven't received a message you can use the extensive search engineto find the email.

The history page lets you view the mail based on date/ time, msg ID, client source IP, type of mail, from, to and size of the mail.