

# Webmail Spam (Junk Mail) Frequently Asked Questions

## How will I know what spam (junk mail) is collecting for my account?

You will receive a **Daily Digest** email once a day with a link to access your spam. (See an example of the email at the bottom of this page.)

## How do I gain access to the settings of my spam?

There are two ways to access spam:

1. Go to [greymail.redcondor.net](http://greymail.redcondor.net)
2. From the Daily Digest email, click **My Account** (see the diagram below)

## How long does my spam remain at this site?

Everything older than 35 days is automatically deleted.

## How can I change how often I get the Daily Digest email?

Once you are logged into the spam mail system, simply click the **Settings tab** (see diagram below). You have three choices: Never, Daily or Weekly. Simply choose the preferred option.

## What if mail is quarantined, at this site, but is not spam?

You may release the mail in two ways:

1. Highlight the message and simply click the **View** button. Once you have clicked **View**, you will see options displayed at the bottom.
2. Click the **Settings** tab, highlight the message you want, then click **Release** and it will be forwarded to your inbox.

## How can I block certain emails from coming to my inbox?

From the Daily Digest email, click **My Account**, then click on the **Policies** tab, scroll down to where it says **Enemies**, type the email address in the field and then click the plus (+) sign. To remove the email address, click on the email address and then hit the red **x**.

## How can I make sure I always receive emails from a specific sender?

From the Daily Digest email, click on **My Account**, click on the **Policies** tab, scroll down to where it says **Friends**, type the email address in the field and then click the plus (+) sign. To remove the email address, click on the address and then hit the red **x**.

## How often can I check this account?

You can log in as much or whenever you want. Simply click on the link within the Daily Digest email and it will bring you to your spam.

Below is what a Daily Digest email will look like:

**Spam Digest for Monday, July 21, 2014**

One entry found for **Test@test.net**

[My Account](#) [Settings](#) [Support](#)

**Red Zone — Spam, phish, viruses and potentially dangerous mail** One entry

View	type	Date	Time	Size	Country	Sender	Mailbox	Subject
<a href="#">View</a>	Spam	Jul 21	11:11AM	12KB	US	spam.com	test@test.net	Luxury Watches

Messaging Assurance powered by EdgeWave.  
To view any of the messages listed in this digest, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above. Quarantined messages are retained for 35 days. Please contact your Email Administrator if you have any questions or issues.  
[Unsubscribe](#) | [Report Spam](#) | [Change Report Frequency](#)