



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.
 - The webmail login page (webmail.dteworld.com) has 2 different Login Type options. One is present on the window screen and requires your login information. This is your DTEWorld username and your DTEWorld password. The other option is for our MAC users who cannot access webmail through this main login screen.
 - You must have cookies enabled in your browser in order to view your filtered email messages. Once you log into the Account Management Center or Webmail, click on the 'Email filter' tab. If you get an error ("Invalid log in or server error. Please try again" or "Your authentication could not be verified") , click on the link that says "Too Cramped? Open this in another window." A new browser window will open. Close this new window, re-click the 'Email Filter' tab, and the quarantined messages should display inside the frame like they were intended to. These steps only need to be taken one time, after that the 'Email Filter' tab should open and display your quarantined messages with one click.
4. Click Connect
5. Click on the E-Mail Filter button located in the bottom left-hand margin
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 250 from the drop down box at the bottom side of the window frame.
 - 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, and click on Deliver located on the right of the message.
 - 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, click the Delete Selected option placed at the top and bottom center of the viewing frame.
 - b. If you want all of them deleted you can do so two ways:
 - Click on Select All (the bottom left-hand corner of the viewing pane) then click on Delete Selected
 - You can also Click the Delete All option which will delete all messages in the Quarantined folder.
 - After you remove messages they are moved to the Trash Folder, all email in the Trash Folder will be permanently deleted by the system on a periodic basis. By clicking Empty Trash in the Trash Folder, all messages in the Trash Folder will be permanently deleted with no method of recovering them.
7. Settings
 - a. Click on the My Settings tab. Here you will see the Junk Settings, Virus Settings and Personal Settings options. 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 Junk Settings you will see the following options:
 - Approved Senders
 - Blocked Senders
 - Manage Junk Filters

- c. Under the Virus Settings you will see the following option:
 - Manage virus Blocking
- d. Under the Personal Settings option you will see:
 - Change Password
 - Add Alternate email Addresses
 - Set time Code, Language and Character Encoding

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.

9. A word of caution. When you Flush the Mailbox you flush all messages from the mail server.

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.