



# **User Guide**

## **Retrieving Spam's Emails**

**IWorld Services (Singapore) Pte Ltd**

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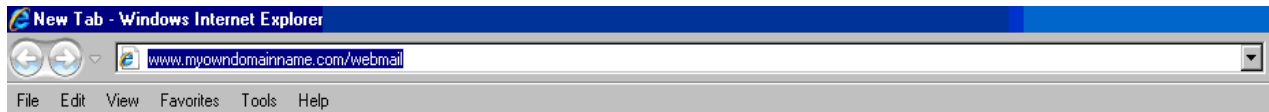
\*Please note, once the Spam Filtering Feature had been deleted/removed, all emails will be send to the destinate email address instead of the Spam Email Account.

## Getting emails from Spam Email

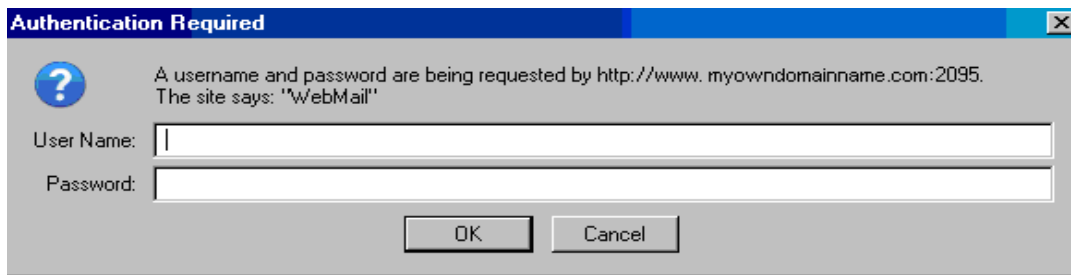
1. Open your Internet Explorer (Mozilla Fire Fox, Safari, etc.)



2. In the address bar, type in [www.<your domain name>/webmail](http://www.<your domain name>/webmail)  
Eg. [www.myowndomainname.com/webmail](http://www.myowndomainname.com/webmail)

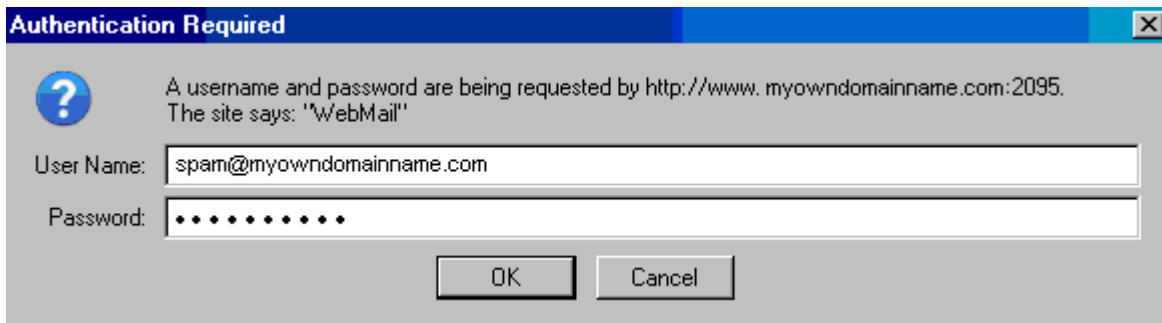


3. Follow after will be a pop up as shown below  
Eg.



4. The means of the pop out window is to request your "User Name" and "Password".  
The username column will be your spam email address (spam@<your domain name>  
and password will be default <q1w2e3r4t5>, unless you have changed it.

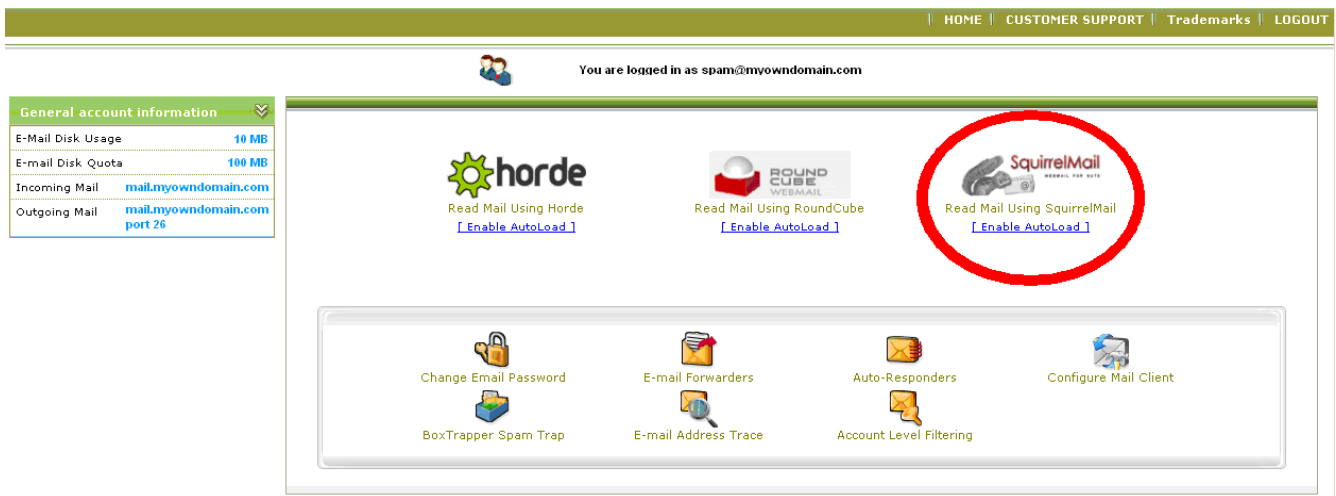
Eg.



5. Once that is done, the web page will load into the following screen. Please click on the “Read Mail Using SquirrelMail” icon.

\*Please note that the background colors will differ from each user.

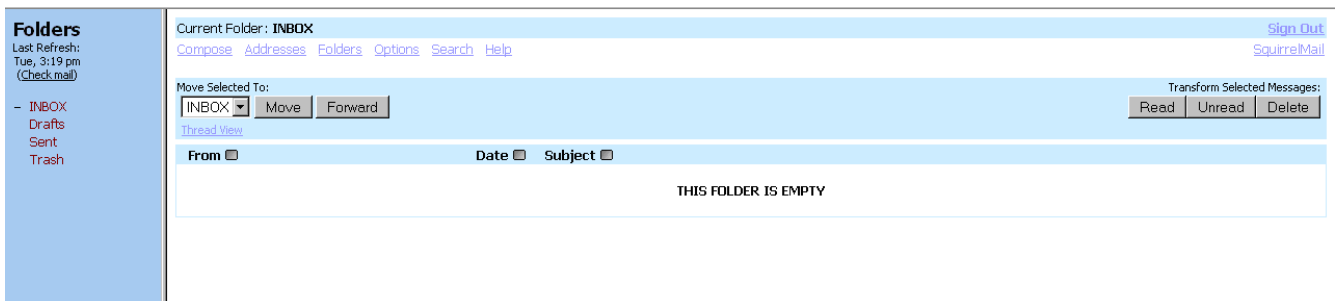
Eg.



6. After you click on the icon, the page will load into your account and the Spams mails will be show in a list form. From there on, you can forward the emails that you wanted to your email account.

\*Please note that the background colors will differ

Eg.



7. In order to Forward the wanted emails into your account, just click on the message itself. After that, just click on the "Forward" to send the email to your desired email address.



8. Click sign out at top right page once not in use to log out.

[Sign Out](#)

## **Adding customers' domain name into whitelist**

### **A) What does it mean by adding domain name into whitelist?**

**ANS :** By adding your customers' domain name into the whitelist, it means that whoever in the domain who email you, the emails will be directed to your own account “Inbox” instead of ending up in your “Spam” email account folders.

For example, when you add the domain name “myowndomainname.com” into your white\_list, all those whose email address look like “\*\*\*\*\*@myowndomainname.com” will enter into your “Inbox” rather than the “Spam” email account folders.

### **B) How do I get the domain name of the customers that I want to add into my whitelist?**

**ANS :** To get the domain name from the customers, you can refer to his email address  
eg. myowndomainname@myowndomainname.com

                                  ^      ^      ^      ^

                                  This will be the domain name that you need to add into your whitelist (in red)

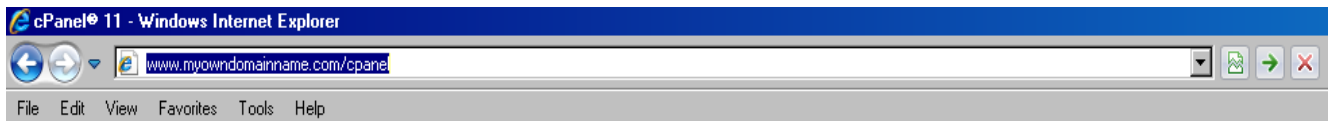
The domain name (in red), is from the customers' email address.

## Adding customers' domain name into whitelist

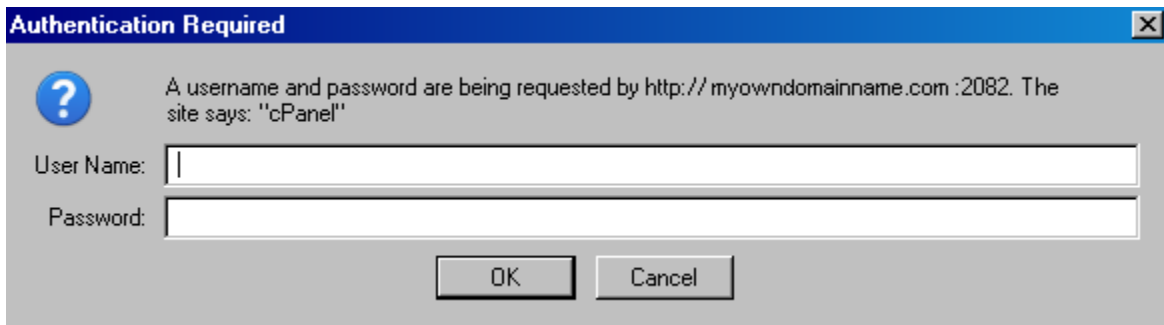
1. Open your Internet Explorer (Mozilla Fire Fox, Safari, etc.)



2. In the address bar, type in [www.<your domain name>/cpanel](http://www.<your domain name>/cpanel)  
Eg. [www.myowndomainname.com/webmail](http://www.myowndomainname.com/webmail)

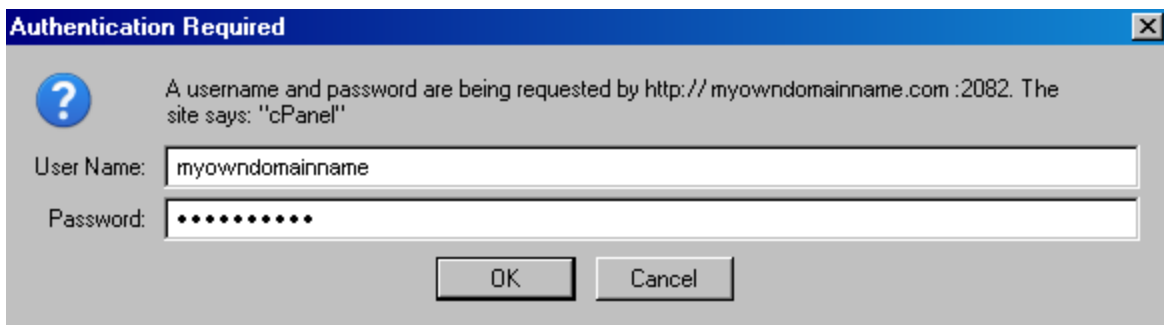


3. Follow after will be a pop up as shown below  
Eg.



4. The means of the pop out window is to request your "User Name" and "Password". The username and password will be send to you by lworld Hosting Team. Please key it in and click the "OK" button.

Eg. User Name : myowndomainname, Password : <default, unless you have changed it>



5. After which, the page will load into the Home Page of your web hosting Control Panel  
Eg.

The screenshot shows the cPanel Home Page for IWorld Services (Singapore) Pte Ltd. The page includes a navigation bar with 'CUSTOMER SUPPORT', 'HELP', and 'LOGO'. Below the navigation bar, there is a 'LATEST NEWS' section with a link to 'All News'. The main content area is divided into several sections: 'General account information', 'General server information', 'Preferences', 'Email Management Tools', and 'Analysis and Log files'. The 'Email Management Tools' section contains various icons for email-related tasks, with the 'SpamAssassin' icon circled in red.

6. Firstly, click on the “SpamAssassin” icon under “Email Management Tools”.  
Eg.



7. Scroll down to the bottom of the page and click on the icon “Configure SpamAssassin”

The screenshot shows the SpamAssassin configuration page in cPanel. The page has a left sidebar with a navigation menu. The main content area contains the following sections:

- Spam Auto Delete is Disabled:** You can automatically delete messages marked as spam. First set the number of hits required before mail is considered spam. (Note: 5 is the default setting. The higher the number, the more conservative the setting.)  
Score:
- You may also disable auto-deletion of spam.
- Spam Box:** SpamBox will deliver any emails identified as spam by SpamAssassin into a separate mail folder named "spam". This "spam" folder will fill up and should be emptied regularly.  
**Spam Box is currently Disabled.**
- SpamAssassin™ Configuration:** You may also configure the different settings for Spam Assassin.  
 (This link is circled in red in the original image.)

At the bottom of the page, there is a note: "Please note that SpamAssassin is not configured for rewrites. You should check the X-Spam-Bar header for the spam bar /in your filter, or for simplicity, you can also check the X-Spam-Status header for Yes or No." and a "[ Go Back ]" link.



8. It will load into a page like below, look under the “whitelist” section, and add the desired domain name of your customers  
eg.

would be suitable for a single-user setup, but if you're an ISP installing SpamAssassin, you should probably set the default to be more conservative, like 8.0 or 10.0

**required\_score**

Used to specify addresses which send mail that is often tagged (incorrectly) as spam; it also helps if they are addresses of big companies with lots of lawyers. This way, if spammers impersonate them, they'll get into big trouble, so it doesn't provide a shortcut around SpamAssassin. Whitelist and blacklist addresses are now file-glob-style patterns, so friend@somewhere.com, \*@isp.com, or \*.domain.net will all work. Specifically, \* and ? are allowed, but all other metacharacters are not. Regular expressions are not used for security reasons.

**whitelist\_from**   
**whitelist\_from**   
**whitelist\_from**   
**whitelist\_from**   
**whitelist\_from**   
**whitelist\_from**

Used to specify addresses which send mail that is often tagged (incorrectly) as non-spam, but which the user doesn't want. Same format as whitelist\_from.

**blacklist\_from**   
**blacklist\_from**   
**blacklist\_from**

9. \*Example of customers' email address : sales@yourcustomers.com.sg  
 The domain name that you need to add in is in red.  
 Upon knowing your customers domain name, type in “ \*@ ” before the domain name.  
 The words that you need to type in will be like “ \*@yourcustomers.com.sg ”

Used to specify addresses which send mail that is often tagged (incorrectly) as spam; it also helps if they are addresses of big companies with lots of lawyers. This way, if spammers impersonate them, they'll get into big trouble, so it doesn't provide a shortcut around SpamAssassin. Whitelist and blacklist addresses are now file-glob-style patterns, so friend@somewhere.com, \*@isp.com, or \*.domain.net will all work. Specifically, \* and ? are allowed, but all other metacharacters are not. Regular expressions are not used for security reasons.

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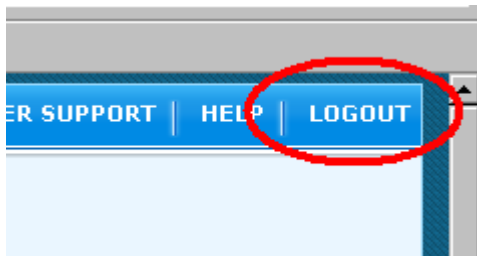
Used to specify addresses which send mail that is often tagged (incorrectly) as non-spam, but which the user doesn't want. Same format as whitelist\_from.

**blacklist\_from**   
**blacklist\_from**   
**blacklist\_from**

10. Remember to click the save button at the bottom of the page.

**You are done! You have successfully enter your customers' domain name in the whitelist! From now onwards, your customers' emails will be automatically be directed to your “Inbox” and not your “Spam” email account!**

11. Click “LOGOUT” at the top right hand corner of the page to exit your cpanel  
eg.



**THE END.**