Spam emails and Email Quarantine

What are Spam emails?

Spam or Junk emails are simply unsolicited emails sent by unknown parties. Most Spam emails contain adverts for goods you'd never consider buying over the internet, however the Spam emails can also be dangerous. Sometimes Spam emails look like they've come from a reputable source, however contain links to real looking websites (phishing) or their attachments contain viruses. This means having effective defence against Spam is important.

There are various statistics around Spam emails, however certain sources say that in 2008, more than 90% of all emails sent worldwide were Spam. Thankfully since its peak in 2008, the percent of emails which are Spam has gradually declined, but still sits at approximately 45%.

Why Spam?

Spam or Spamming originates from the Month Python sketch where every dish contained Spam, the food. In the early years of the internet, users would flood forums and chat rooms with the word "Spam" in homage of this sketch, thus Spamming was first invented. As in the chat rooms and forums Spamming was unwanted and repetitive, and so are the emails we receive today.

How do I see emails which have been marked as Spam?

Behind the scenes, InTouch Systems uses various levels of protection against Spam and viruses, however we also give our customers a Quarantine function, which means control over what you do and don't receive.

If our system finds potential Spam, it'll automatically stop it from hitting your inbox. You'll then receive a notification that there is an email in your Quarantine which you need to review.

At this point, you can do one of 5 things.

- Whitelist – this will always allow emails from this sender through
- Deliver – the email will appear in your inbox, but the sender hasn't been "whitelisted"
- Delete - deletes the email
- Blacklist – deletes the email and blocks any future emails from the sender
- Show Message – view the message in a RAW format.

When you've decided what to do, click the button or link under "Actions" to process the email.

If you select "Delete", your message will be permanently removed, with no option of recovery. Save for "Show message", you can only click the options once, so take care when selecting. If you accidentally delete an email, you will have to ask the sender to forward the message again.

What if I accidentally Blacklist/Whitelist someone?

We provide an easy tool to make amendments to your Black/Whitelist.
Click the "Manage your quarantine/spam online" link in a quarantine email

This will bring you to a log in page. Enter your email address in the top box, then the number/letter combination in the "Capatcha" box. Press enter once the details are completed, press the "Enter" key on your keyboard.

You'll get a notification and an email delivered to your inbox.

Click the link in the email, which will take you to the page which where you can manage your Black/Whitelists.

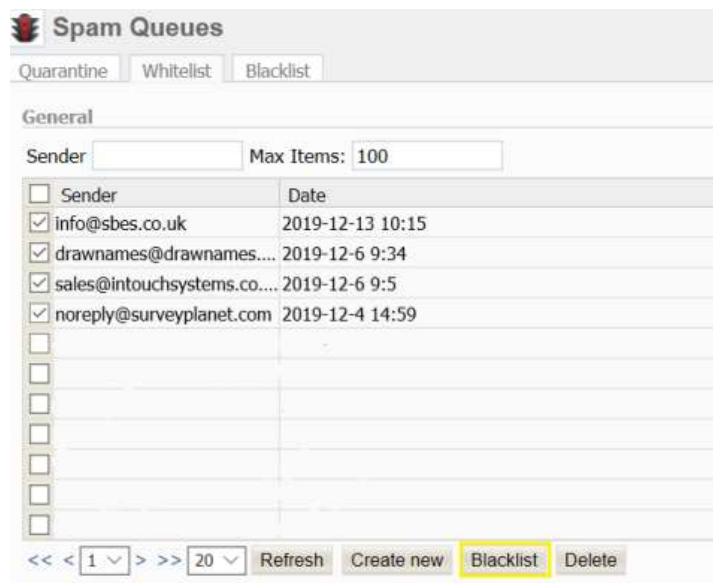From this point, you can see what emails you've got in quarantine, view and amend your Black and Whitelists.

In the respective tab, select the contact you want to amend, then make the relevant selection at the bottom.

What does this mean for senders?

If an email ends up in your quarantine, you won't see it till you check, so senders may experience a delay in an email reaching you. This is particularly true if it's the first time they've sent you a message.

Sometimes emails are temporarily rejected due to what's called "greylisting". When an email is "greylisted" it's temporarily rejected, a notification is sent to the sender's server, and if the sender is using a reputable email server, the message will be re-sent automatically. This process will cause a small delay between email sending and receipt.

In the unlikely event that the sender is not using a reputable email server, the email will not be delivered. InTouch Systems cannot change any settings to allow the email through.

How long do emails sit in Quarantine?

An email will sit in Quarantine **7 days**, after which, it'll be removed. This is a system wide setting, so unfortunately cannot be changed. After the 7 day period, emails are irrecoverably removed. If you need the email again, you'll have to ask the sender to forward the email again.

Does the sender know the email has been rejected or deleted?

The sender will receive notification that the email has been rejected or deleted.

Is there virus protection?

Our email servers detect and delete any known viruses before they ever reach you. We have the latest virus protection which is always kept up to date for your safety.