GreyMail User Guide:

What is GreyMail?

GreyMail is a web based interface to access your filtered spam and virus email. Whenever the virus or spam email scanners identify a message as spam or virus they will send it to GreyMail. GreyMail is a quarantine area to contain these undesirable messages before reaching your inbox.

By default, once an email in GreyMail reaches 14 days old it is automatically deleted; the length of time before messages are deleted is configurable. You may delete, forward, and read messages as well as set many other customizable features.

Options:

To access GreyMail's many customizable features click on "Options" in the upper right hand corner of GreyMail. Here you can set overall "Spam Sensitivity" levels, individual filter settings, setup a white list and blacklist, as well as many other options.

Functions:

Deleting a message:

To delete a message or a collection of messages, select the checkbox to the left of each message then hit the "Delete Selected" button at the top of the screen.

Viewing a message:

To view a message, click on the "Subject" on that message. If the message has no subject, you may click on the envelope to the right of the date field to pull up the message. The email will be opened in a new window. If the message contains attachments or inline images, you will not be able to display these for security reasons. If the message is actually not spam, you can forward it to your inbox and be able to read any attachments or images contained. Headers are not included in the message display. In order to view headers, click on the header icon next to the envelope.

Forwarding a message to your inbox:

To forward a message to your inbox, simply check the checkbox to the left of it. Then hit the "Forward Selected" button at the top of the screen.

Allowing mail from senders:

To allow messages sent by a specific sender to always bypass GreyMail, you can add these senders to a white list. To add senders to the white list select the message by checking the checkbox to the left of the message, then hit the "Allow Sender" button at the top of the page. This will add the sender's email address to the white list. To manually add senders to your white list, click "Options" in the upper right hand corner of GreyMail, scroll down to the white list section and enter an email address, then click the "Save" button. You can use wildcards to allow everything from "my-example-domain.com", simply add *@my-example-domain.com in your white list.

Blacklist:

Your blacklist allows you to block messages from certain senders, or certain domains, from ever reaching your inbox. To add specific senders or domains to the blacklist click "Options" in the upper right hand corner of GreyMail. Scroll down to the blacklist section and enter an email address or domain into an available box, then click the "Save" button. You can use wildcards to allow everything from "my-example-domain.com", simply add *@my-example-domain.com in your blacklist.

Statistics:

By clicking on the "View Stats" button in the upper right hand corner of GreyMail, you can see how many emails have been filtered over the last several months.

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