

# WEBMAIL AND EMAIL FILTER GUIDE

If you're using Outlook or another email client exclusively, you might find that there are expected email messages that don't reach your Outlook inbox. You most likely need to visit our Webmail regularly to see if you're missing some messages. The purpose of the filter is to help keep spam and scam messages out of your inbox, so some messages are caught in the filter and quarantined. The server may also catch messages from people you know, particularly if they include attached files.

To take a look at what is in your filter, start at our website, [www.plainstel.com](http://www.plainstel.com) and click on the Webmail link in the red bar at the top of the page. You will need to log in to your mailbox with your email address and password.

Once you're logged in to the webmail, you'll see your inbox with any other folders. You should also see a narrow, very dark gray bar at the top of this window with the following links:

[Documentation](#)   [Email Filter](#)   [Mail Filter Help](#)   [About](#)

If you don't see that menu, hover your cursor at the top of the page, above the black bar with these links:

[Mail](#)   [Contacts](#)   [Calendar](#)   [Settings](#)

You can go right into the Email Filter to view any messages that have been quarantined. The default date range will show you just emails that have come through on today's date, but you can change that date range in the upper right corner of the quarantine box.

You can also click on Filter Rules to see the User Block List and the User Allow List to add email addresses to those lists.

If you still have questions, there is a complete guide to your Email Filter to be found by clicking that Mail Filter Help link referenced above. Choose the right section from the table of contents, or just scroll down through the entire guide to find the answer you're looking for and familiarize yourself with every aspect of the filter.