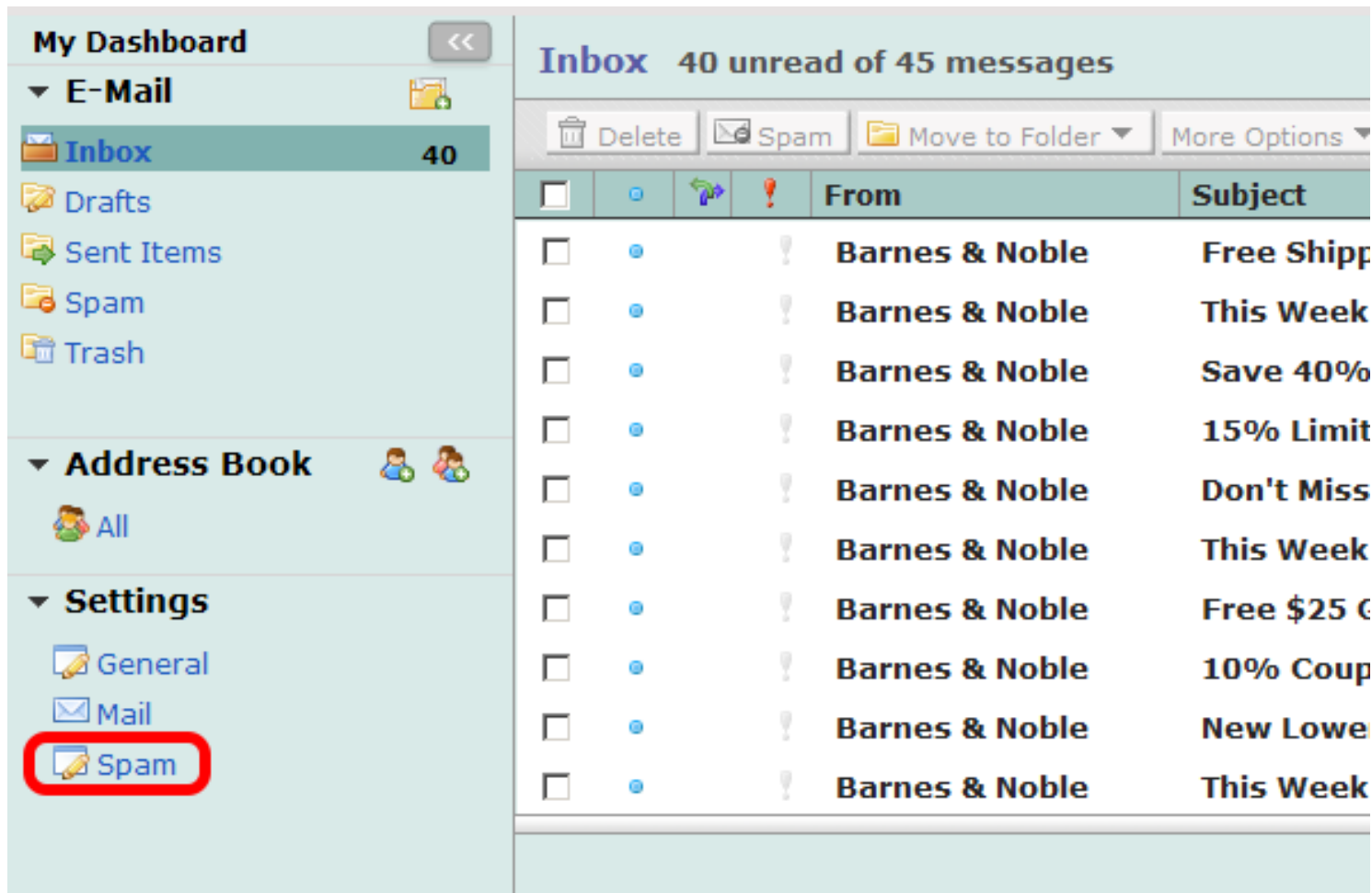


Adjust Spam Block Level

If you are receiving too much spam in your Inbox, or too many false positives in your spam folder, adjusting the spam block level may help. This tutorial will teach you how to do this.

Log into Spam Settings



The screenshot shows an email client interface. On the left is a 'My Dashboard' sidebar with sections for 'E-Mail', 'Address Book', and 'Settings'. Under 'Settings', the 'Spam' option is highlighted with a red circle. The main area shows the 'Inbox' with 40 unread messages. Below the inbox header is a table of email entries.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	From	Subject
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	Free Shipp
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	This Week
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	Save 40%
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	15% Limit
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	Don't Miss
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	This Week
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	Free \$25 C
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	10% Coup
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	New Lowe
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Barnes & Noble	This Week

First log into your email account at <https://mail.hover.com> using the full email address and password. Then click on the Spam section of settings.

Spam Settings

Spam

Choose a Spam Folder: Choose which folder you would like your spam delivered to.	Inbox
Add a Custom Spam Tag: Enter text that you want added to the subject of any mail identified as spam. For example '{SPAM}'.	<input type="checkbox"/> Use Default [Bulk]
Choose Spam Block Level: Choose the level of spam blocking that you want.	Use Default
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

You can then adjust the strength of the spam filtering under "Choose Spam Block Level".

Choose Spam Block Level: Choose the level of spam blocking that you want.	Use Default
	Use Default Normal High Very High
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

You can set the level to Normal (the default), High and Very High. In this case we are going to set the filtering to High and then click on Save.

Spam Settings

Completed Successfully

Spam

Choose a Spam Folder:

Choose which folder you would like your spam delivered to.

Inbox

Add a Custom Spam Tag:

Enter text that you want added to the subject of any mail identified as spam. For example '{SPAM}'.

Use Default

[Bulk]

Choose Spam Block Level:

Choose the level of spam blocking that you want.

High

Save

Cancel

Once the setting has been saved a Completed Successfully status is displayed. Keep an eye on your spam folder, or messages being tagged as spam in your inbox, to make sure that our system is not filtering messages that are not spam. If you see false positive spam identification, try setting your filtering level lower to get a good balance between getting all of your messages and getting as little spam as possible. If you are seeing too many legitimate messages being marked as spam at the Normal or Default levels please [click here for information on reporting the messages as false positives](#).

Need More Help?

If this still isn't working, doesn't make sense, or you just want to talk to someone, here is how you can reach us:

Telephone: 1-866-731-6556 (North America Toll Free);
416-538-5498 (local)

Email: help@hover.com

Twitter: [@HoverCS](https://twitter.com/HoverCS)

Join us on Facebook: <http://about.hover.com/facebook>

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