

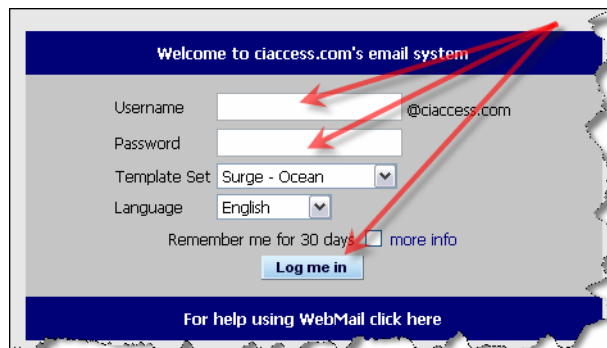
Chatham Internet Access – Creating Filters for Held Emails

Using these instructions you will create a filter(s) so wanted emails never go into the Held Emails section. This means the message will always be delivered to your inbox. If you are already logged into your webmail account start at step 3.

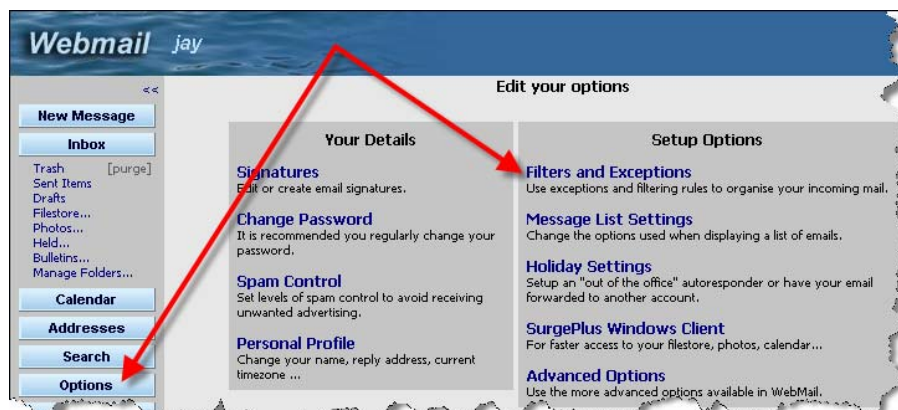
1. Visit our website www.ciaccess.com, click on members, scroll down and click on webmail.



2. You will then be prompted for your username and password (*NOTE: if you are a former Southkent customer, you need to enter your whole email address including the @southkent.net*). Once you've done that click the Log me in button.



3. Review your messages by clicking on the Options button on the left, then click on the Filters and Exceptions link as shown below.



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- There are 4 steps to creating a filter and there are some things you need to know before continuing on this step. You can create filters many ways; this will show you how to accept email from everyone with a @ciaccess.com email address. If you wanted to set it to always accept emails from a specific address you would put that in the space provided (i.e. if you placed support@ciaccess.com in that space it would always allow that one address to be delivered to your inbox instead of holding it in the Held Emails area).

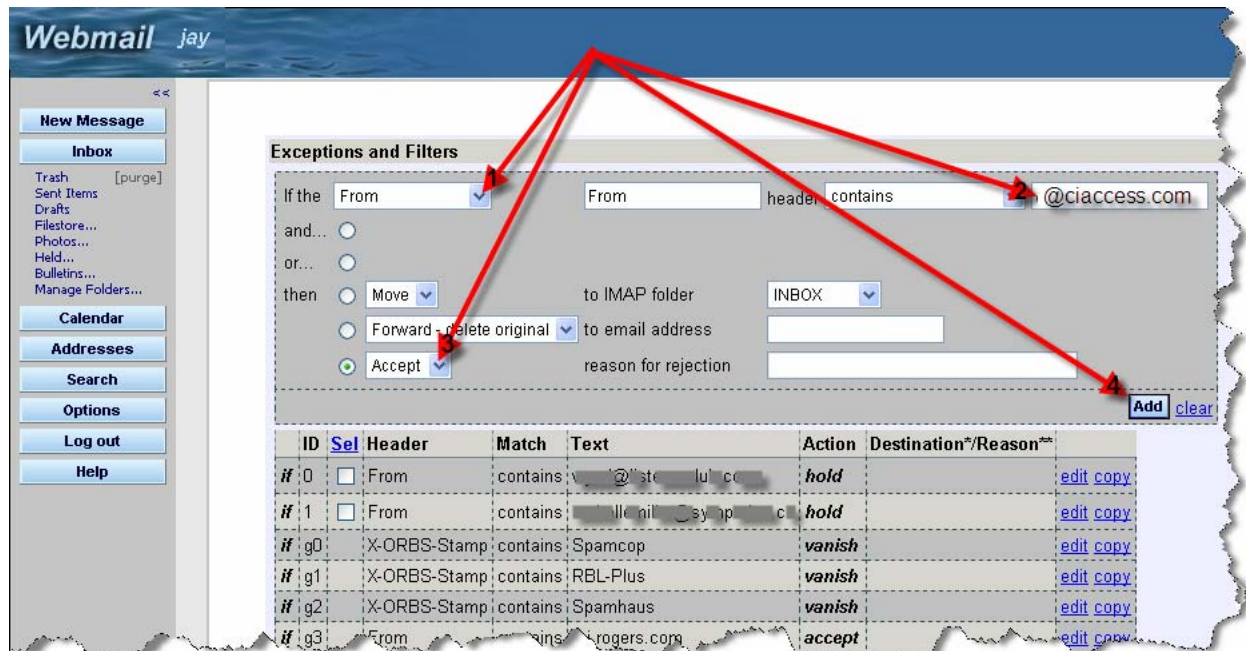


Figure 2.1

- You can also use this document to create a HOLD. Example: If you are receiving email from someone that you don't want, you would follow the above steps, but instead of selecting "Accept" (shown in figure 2.1), you would select HOLD.

NOTE: We do NOT recommend using the vanish or reject feature.