

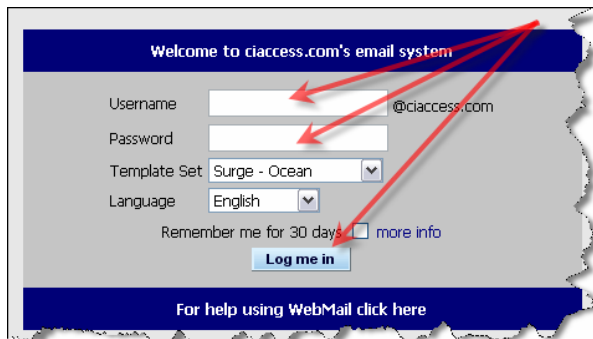
# Chatham Internet Access – Releasing Held Emails

From time to time some messages you are waiting for may end up in the “held emails” section of our email server. This means for some reason or another they were flagged as spam and are being held in a special area. Using these instructions you will be able to release those emails to your inbox.

1. Visit our website [www.ciaccess.com](http://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.

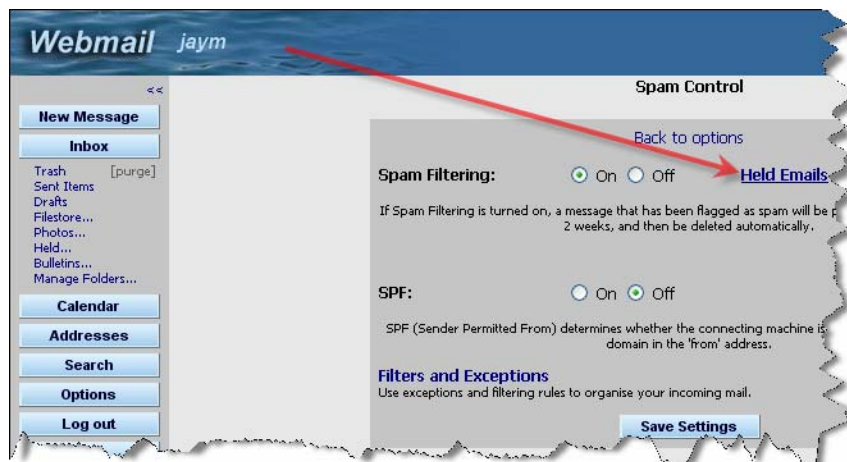


3. Now that you are logged in you can review your messages by clicking the Options button on the left. Then click on the Spam Control link as shown below.

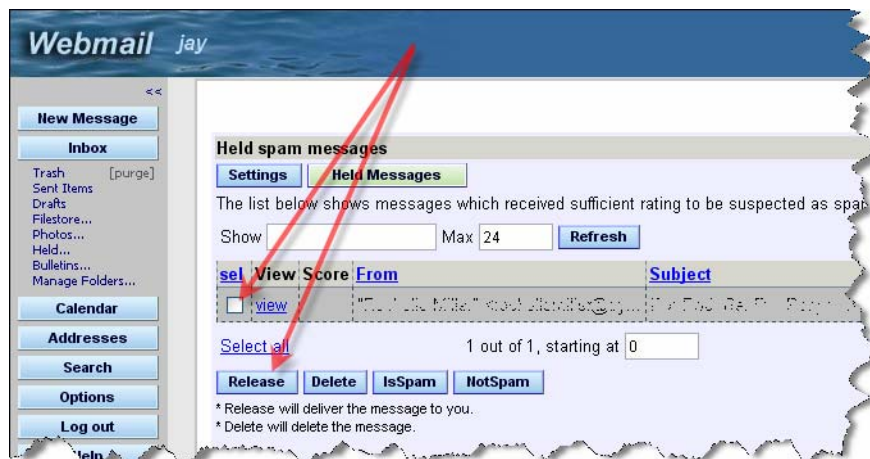


## Chatham Internet Access – Releasing Held Emails

- Now that you are in the Spam Control area of your email account click on the Held Emails link.



- You will now see a list of any emails which have been flagged as spam (in this example there was one email being held). You can release them by placing a checkmark in the box and clicking the Release button. When you are finished you can click the Log out button.



- Now press the send and receive button on your email program and the email(s) that were held should now be in your inbox. \*Note: it can sometimes take a few minutes for messages to be released to your inbox.

❖ *If you wish to create filters for these addresses so they do NOT end up in the held email section, please see document 1.2 (Creating Filters for Held Email).*