

America Online Spam Filters

Fix guide for version 8.0 and later

Abstract

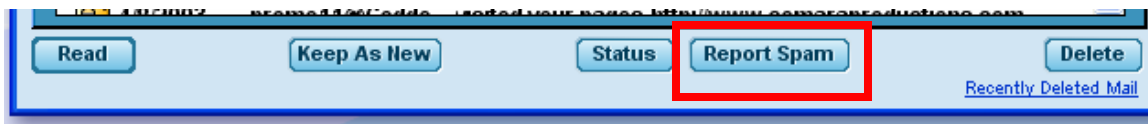
A user may experience issues in America Online's interface receiving Auto-Prospecting email updates. This is caused by spam filters included in the 8.0 software. As these filters are found in the software, not on the server side, each case must be handled individually.

This problem is dependant on the users manual action to block different types of incoming e-mails. In other words, the user must select to block these e-mails, it is not done automatically.

In a case where you have verified all of the below notes, the user must contact America Online Technical Support at (800) 827-3338 or AOL Keyword: Support

Blocking E-Mail Messages and Addresses

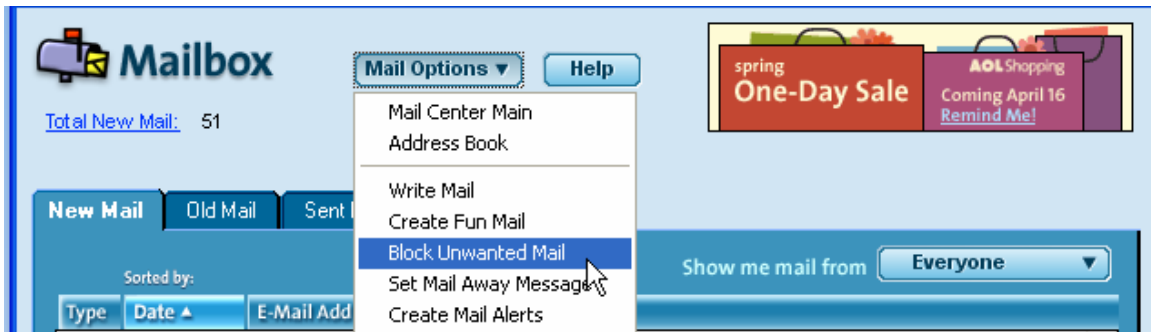
The user can block e-mail messages in different ways. First and most easily, the user can click on a button labeled 'Report Spam' at the bottom of the 'Read Mail' window:



When the user clicks this button, the 'From' address is added to a block list. This block list is specific to each screenname. The following dialog box confirms:



Also, a user can block an e-mail address by manually adding it to the block list. In order to do this, the screen name the user is using must be the master screen name on the account (the first name registered on the account). They can do this by clicking on 'Block Unwanted Mail' from the 'Mail Options' button:



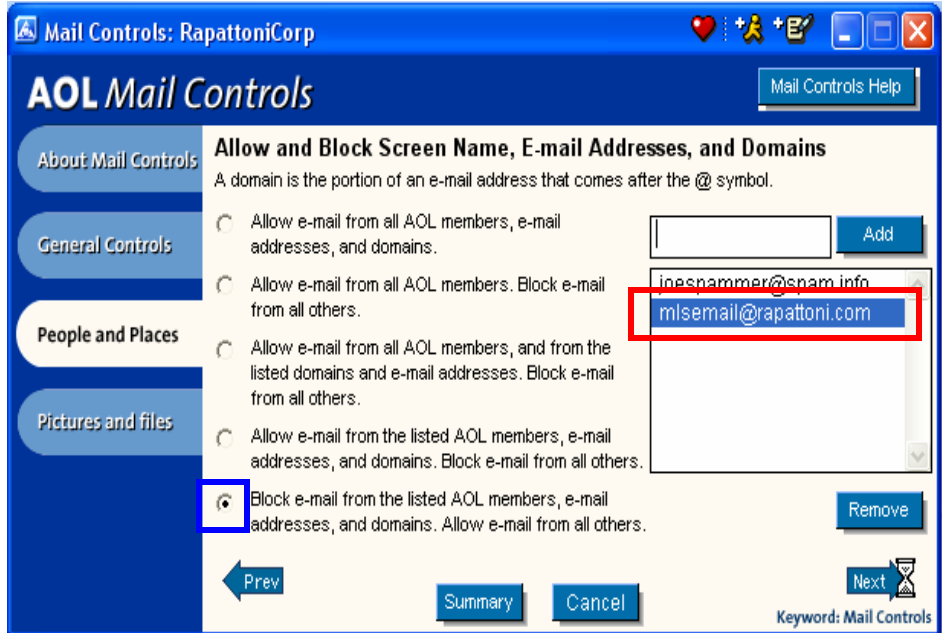
Unblocking E-Mail Addresses

In order to unblock e-mail addresses, the user must be logged in as the master screen name on the account. Click on 'Mail Controls' from the Mail pull-down menu:

Ideally, the option 'Allow all e-mail to be delivered' should be selected, however, the user may require some addresses to still be blocked, so select 'Customize Mail Controls' and click on *People and Places*. From this screen, Be sure that the last option in the window, 'Block e-mail from the listed' is selected.

In the list to the right, you will see the from address for the MLS. In order to remove this address from the list, select the email address and click 'Remove'. You will need to click 'Summary' to continue. On the last page, simply click 'Save.'

The changes have now been saved and the user will receive Auto-Prospecting e-mails.



Further Measures

If you have tried the above and either it did not correct the situation, or the e-mail address in questions was not in the blocked address list, check the following:

Be sure that in the main 'Read Mail' page, that the option 'Everyone' is selected under the 'Show me mail from' option.

This should always be set to this as the default.



If the issue, still persists, you will want to continue with normal procedures as far as Auto-Prospecting issues go.