Information and Instruction Guide

for your new

1and1.com Email Account

written by

This is an instruction and information guide to help you manage your new 1and1.com email account. It includes basic information about your account, how to mark emails as SPAM or not SPAM and how to add email addresses to a whitelist and blacklist.

Understanding these tasks makes it easy to manage your email on your own. Ortiz Design Studio is always available for assistance should you need it.

This guide is also available on my website at www.ortizdesignstudio.com/resources.html

Basic Information about your Email Account
   *Each mailbox has a quota of 2 GB or 100,000 e-mails. However, no single e-mail can be larger than 100 MB.

   *The maximum attachment size for your e-mail account is limited to ~75MB.

   *You can send a message to no more than 100 recipients at one time and to no more than 300 within five minutes. Please allow 10 seconds between sending e-mail messages. This restriction is in place primarily as a security precaution against SPAM, among other reasons.

SPAM
Your email is equipped with a SPAM filter that analyzes in-coming emails for signs of SPAM. If an email gets a high enough rating for SPAM elements it is moved to the SPAM folder of your Webmail account on 1and1.com's server. You won't see these messages in the Email Program you use on your computer but you will be sent a SPAM report that lists all the emails that were sent to SPAM.

The following instructions walk you through actions you might perform based on the emails sent to SPAM including marking emails as SPAM/not SPAM and adding email addresses to a whitelist and blacklist.

How can I mark an e-mail as SPAM or not SPAM?

Step 1: First, log into the 1&1 Webmail interface at https://email.1and1.com/ using your full e-mail address as the username and then type in your password.
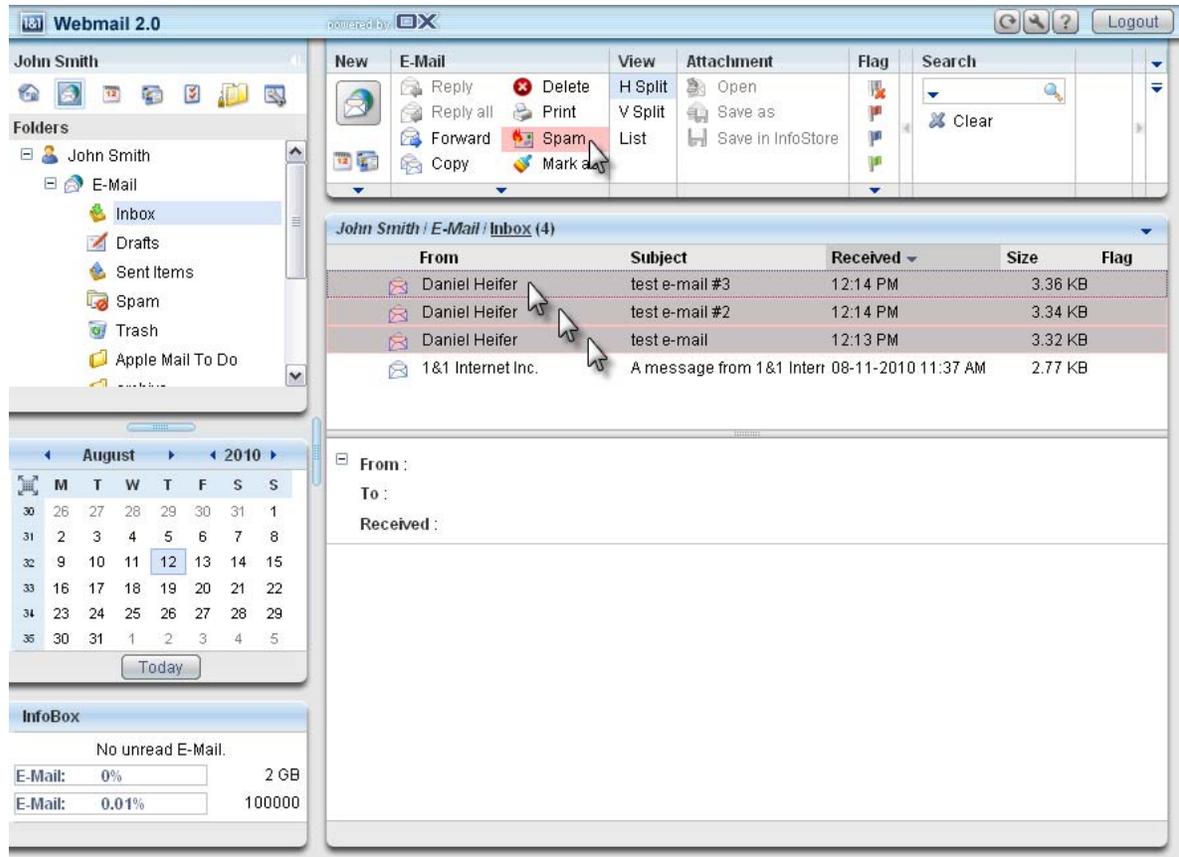

Step 2: Select the **E-mail** button or link from the menu on the left-hand side.
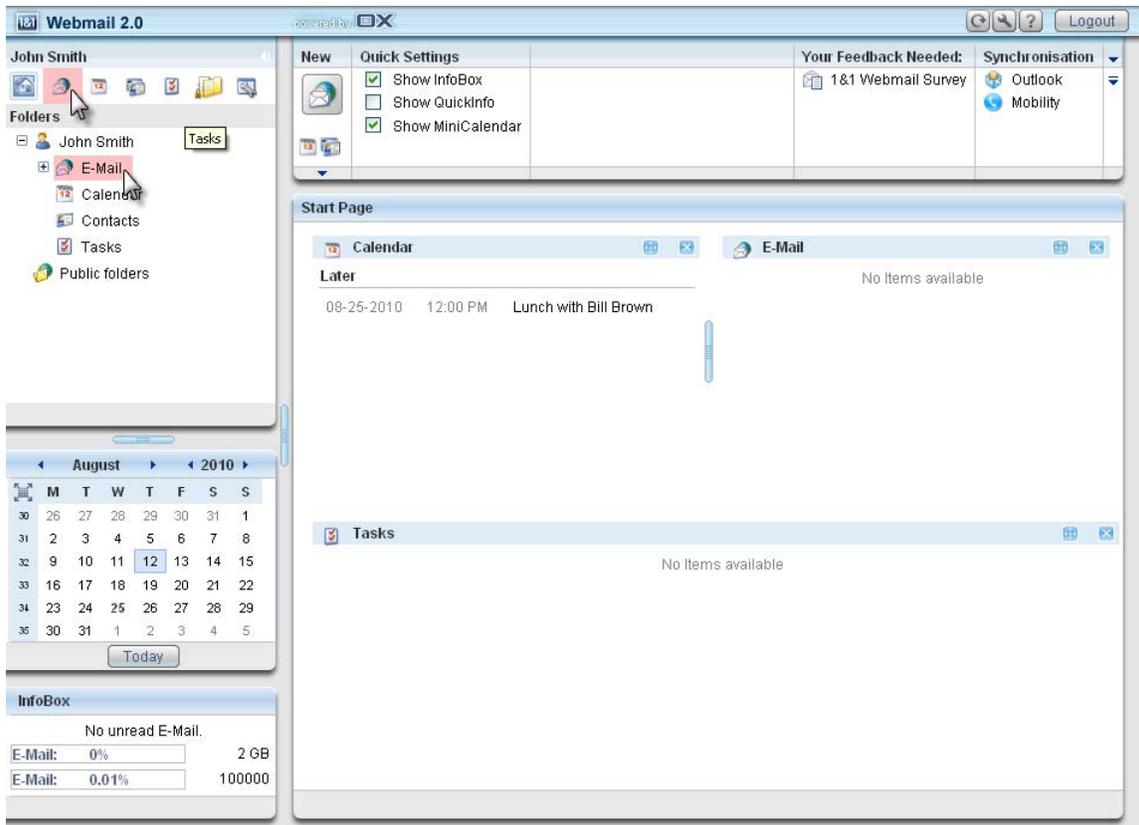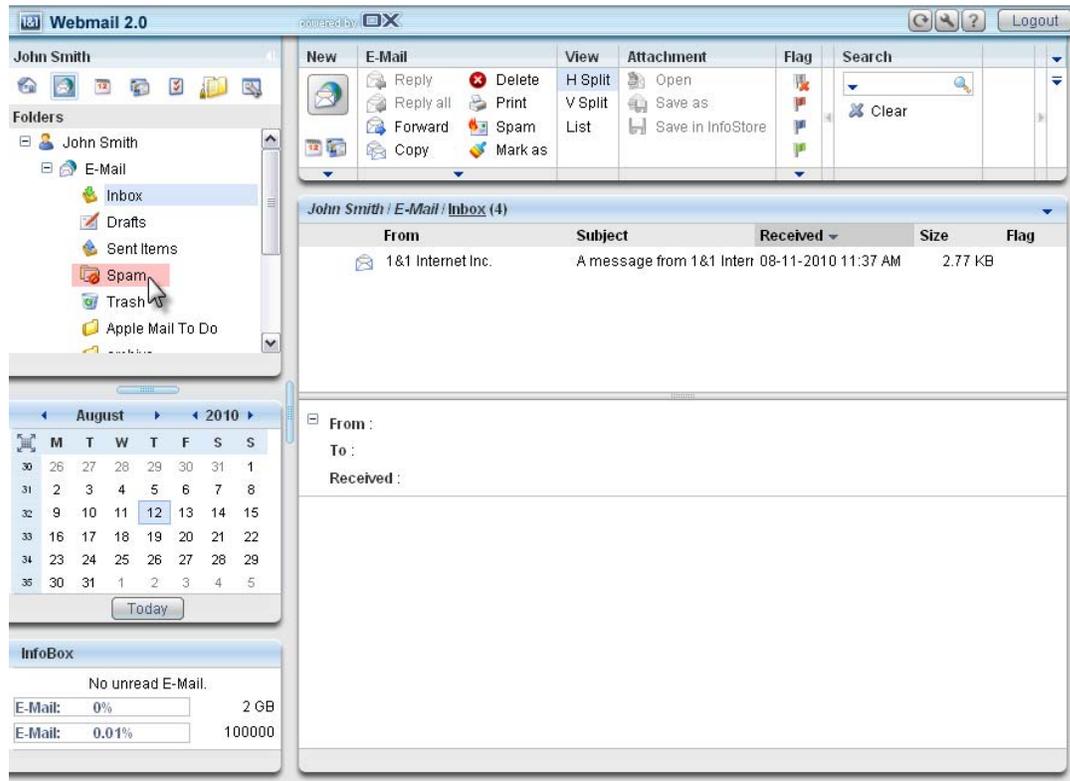
Step 3: To mark as SPAM

Select one or more e-mails (Hold down the **Ctrl** button on a Windows machine or **Cmd** button on a Macintosh machine while selecting multiple e-mails) and then simply click the **Spam** button.


The e-mail will then be moved to the SPAM folder. If you continue to receive SPAM from the same address but it is not marked as SPAM, simply mark the e-mail as SPAM each time until the SPAM protection filter "learns" that the e-mail account should be marked as SPAM. You can also add the e-mail address or domain to the blacklist to ensure all mails from that account or domain are always marked as SPAM. For more help on blacklists, please refer to the section below titled "**How do I add e-mail addresses to the blacklist?**"

To mark as NOT SPAM

Select the **Spam** folder from the left-hand menu under the Inbox.

Select one or more e-mails (Hold down the **Ctrl** button on a Windows machine or **Cmd** button on a Macintosh machine while selecting multiple e-mails) and then simply click the **No Spam** button.
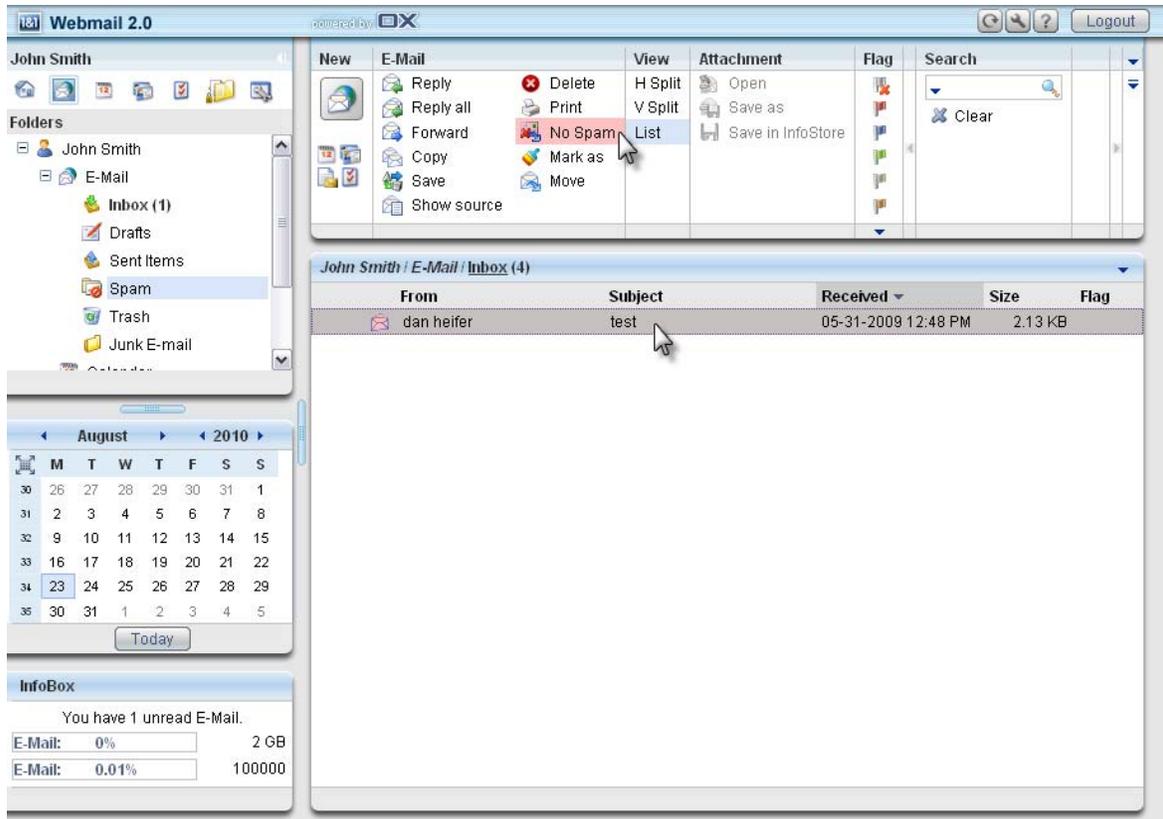
The e-mail will then be moved to the Inbox. If you continue to receive legitimate e-mails from the same address but it is keeps getting marked as SPAM, simply mark the e-mail as not SPAM each time until the SPAM protection filter "learns" that the e-mail account should not be marked as SPAM. You can also add the e-mail address or domain to the whitelist to ensure all mails from that account or domain are always received and not marked as SPAM. For more help on whitelists, please refer to the section below titled **"How do I add e-mail addresses to the whitelist?"**

How do I add entries to the whitelist in Webmail?

Step 1: First, log into the 1&1 Webmail 2.0 interface at **https://email.1and1.com/** using your full e-mail address as the username and then type in your password.

Step 2: Click the **Configuration** button toward the top-left of the page as shown in the image below.
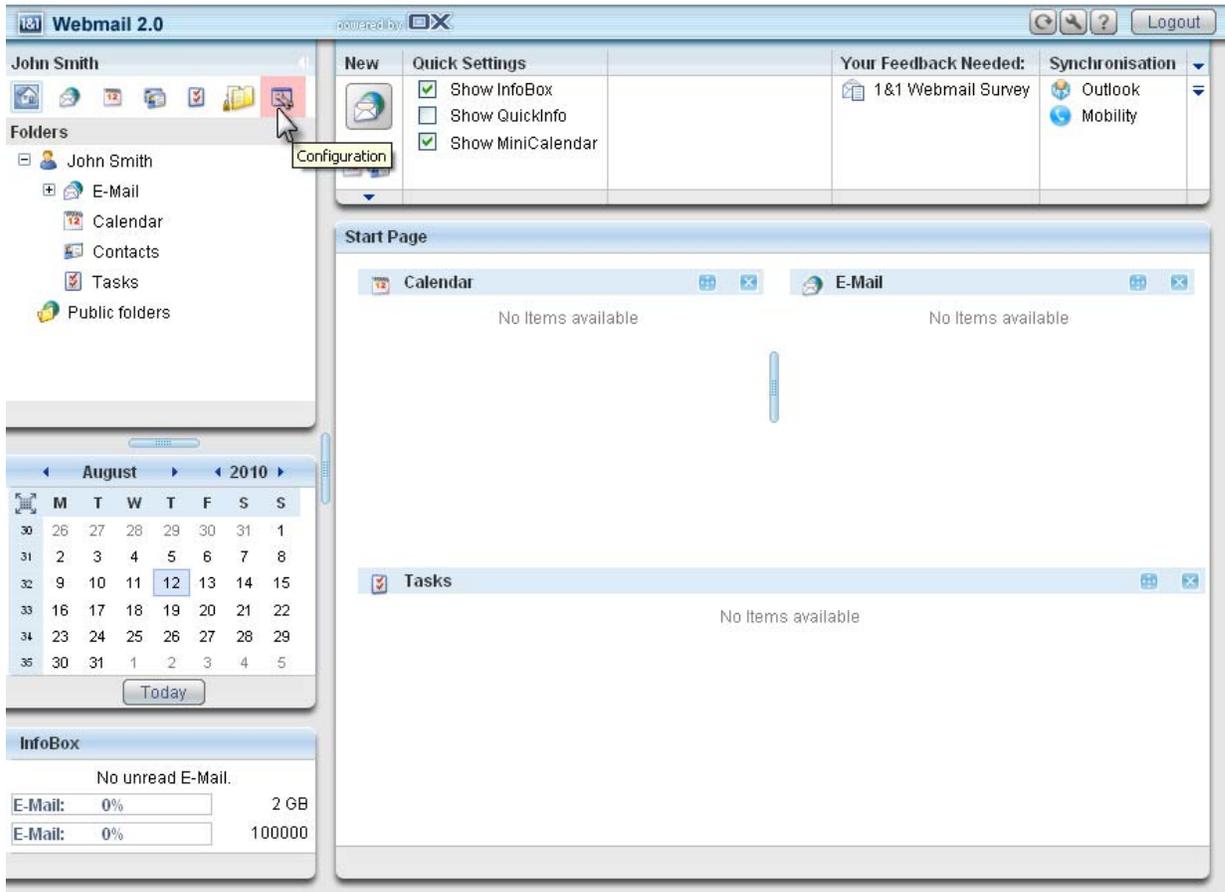
Step 3: In the Configuration menu on the left-hand side, scroll down and select **Extras**.
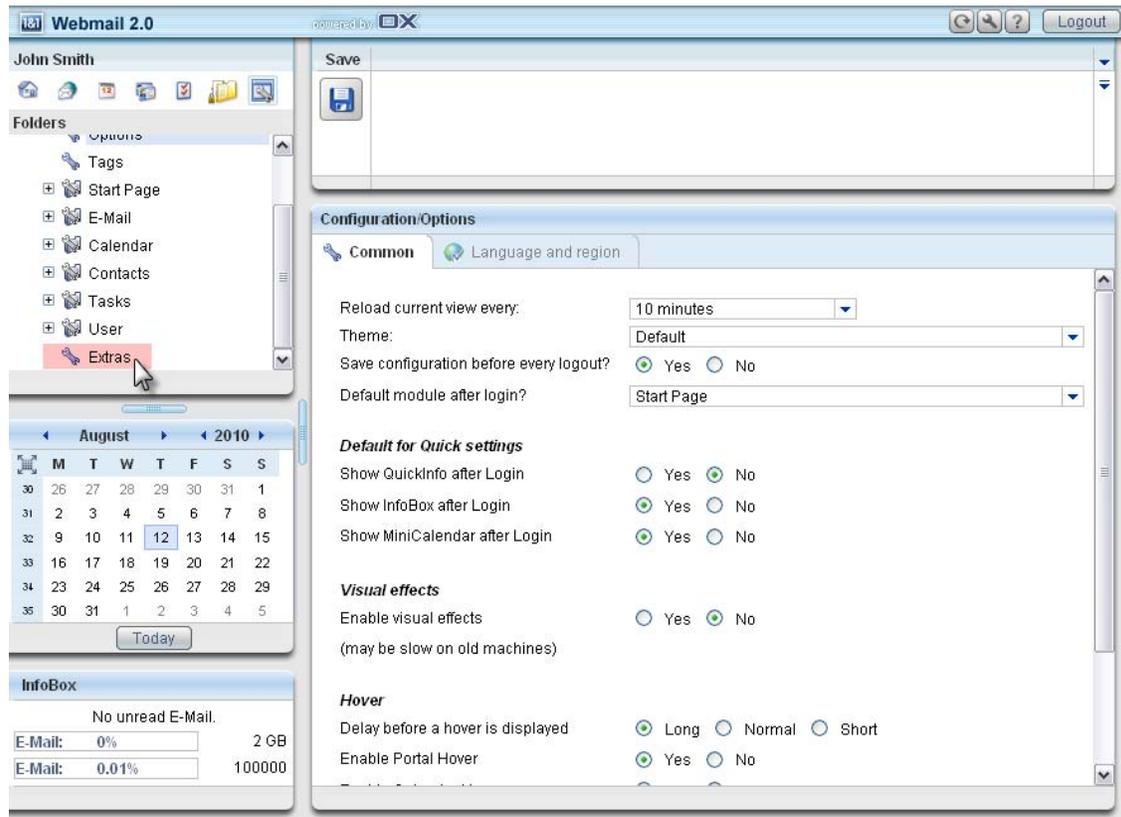
Step 4: Click the **Whitelist** link.

Step 5: Type in e-mail addresses or domain names in the space below. Put each address on its own line by pressing **ENTER** between entries. To whitelist all addresses from a domain, simply use the asterisk symbol(*****) before the at symbol(**@**) such as ***@gmail.com** to whitelist all Gmail accounts. When finished, click the **OK** button.

Step 6: A confirmation is displayed that the settings have been saved.

How do I add entries to the blacklist in Webmail?

Step 1: First, log into the 1&1 Webmail 2.0 interface at **https://email.1and1.com/** using your full e-mail address as the username and then type in your password.

Step 2: Click the **Configuration** button toward the top-left of the page as shown in the image below.

Step 3: In the Configuration menu on the left-hand side, scroll down and select **Extras**.

Step 4: Click the **Blacklist** link.

Step 5: Type in e-mail addresses or domain names in the space below. Put each address on its own line by pressing **ENTER** between entries. To blacklist all addresses from a domain, simply use the asterisk symbol(*****) before the at symbol(**@**) such as ***@gmail.com** to blacklist all Gmail accounts. When finished, click the **OK** button.

Step 6: A confirmation is displayed that the settings have been saved.

If you need any assistance with any of the above actions please call or email Sara Ortiz.

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