

In this post, we will guide you on **two ways** to filter spam.

Anyone can send you an email, but only you get to decide what happens next. For example, you can create a filter that marks an email as seen and moves it to the “Annoying” folder — As a result, your filter will automatically silence the email address that is bothering you.

### **Option 1: Conditions and Actions set in mailbox.com**

<https://mailwish.com/wp-content/uploads/2024/01/conditions-and-actions-filters.mp4>

#### **How can I create a new filter?**

Go to Settings > Mail > Filters and click on the “Add Filter” FAB button in the bottom-right corner. Here you can define:

- Conditions under which the filter will run
- Actions to execute when the conditions are met

#### **Can the filter be automatically run for new emails?**

Yes. While creating a filter, check the “Getting new email” checkbox to have the filter automatically run on all inbound emails before

they hit your inbox.

**Can I run the filter manually?**

Yes. Click on the “Run” button in the filter’s dropdown menu.

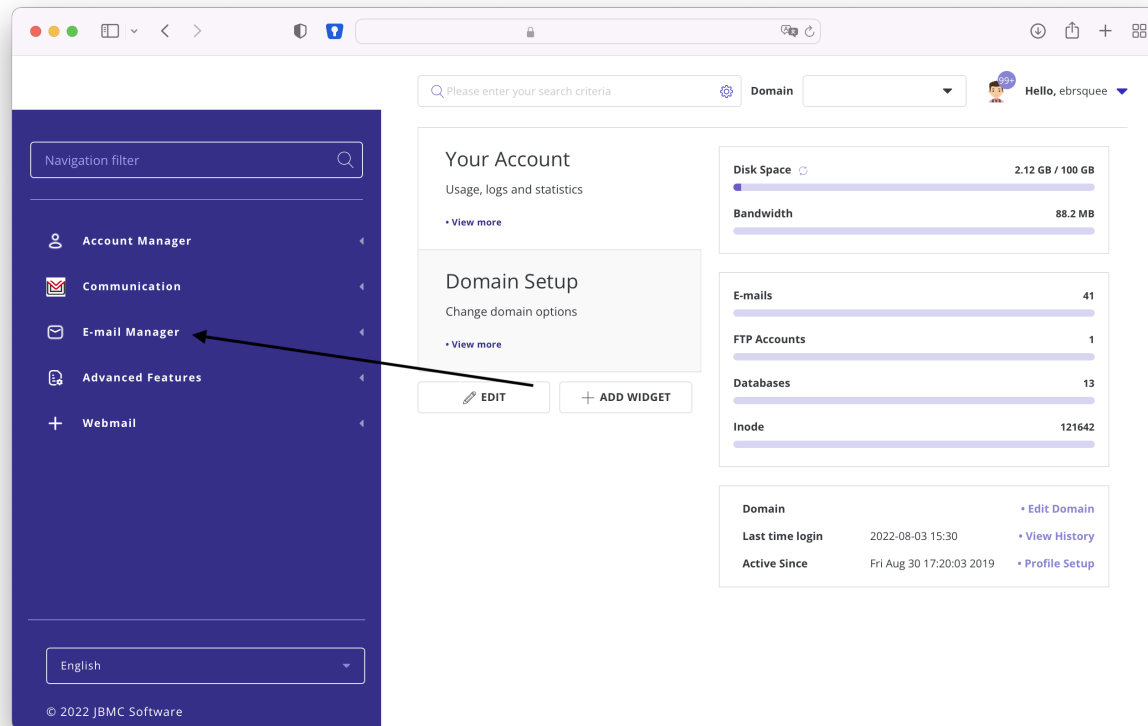
**Will the filters work if I’m not using the app?**

Yes. Filters run directly on the server, so it doesn’t matter if you’re using other email apps also.

---

**Option 2: Configure spam filters on the server side via SpamAssassin**

**Click E-mail Manager on the left side:**





## Complete Guide to Filtering Email Spam

**Click Spam Filter Config on the left side:**

Navigation filter

Account Manager

Communication

E-mail Manager

- E-mail Accounts
- Forwarders
- Autoresponders
- Vacation Messages
- Spam Filter Config**
- SPAM Filters
- Email Routing

Advanced Features

English

© 2022 JBMC Software

Please enter your search criteria

Domain

Hello, ebrsquee

### SpamAssassin Setup

Manually edit the config file yourself

DISABLE SPAMASSASSIN

BACK

Where do you want the spam to go?

- ☐ Inbox (don't block it)
- ☐ Redirect it to the catch-all spam folder in your main IMAP account
- ☒ Send the spam to the user's spam folder
- ☐ Delete the spam

What score threshold do you wish to use?

- ☐ Low Threshold (5.0)
- ☐ Medium Threshold (7.5)
- ☒ High Threshold (10.0)
- ☐ Custom Threshold

Would you like to delete high scoring spam?

- ☐ Yes, block all spam scoring higher than:
- ☒ No, do not block high scoring spam. Use only the threshold in the previous section.

Do you wish to rewrite the subject of a spam e-mail?

- ☐ Yes, set the subject to the following:
- ☒ No, leave the subject unchanged.

How should the spam be delivered?

- ☐ Don't use attachments (dangerous).
- ☒ Use attachments.
- ☐ Use text-only attachments.

Blocked E-mail

No Data to Show

Email Blocklist

Here, in the screenshot above, you can see the interface for configuring your account's spam filters. Next, let's break down what each section means.

Always scroll to the bottom of the page and click "Save" after making any changes to your spam filter configuration.  
Now let's describe the functions on this page:

Now let's describe the functions on this page:

## **Where to send the spam?**


Where do you want the spam to go?

- ☐ Inbox (don't block it)
  - ☐ Redirect it to the catch-all spam folder in your main IMAP account
  - ☒ Send the spam to the user's spam folder
  - ☐ Delete the spam
- 

Remember that what you set here doesn't necessarily mean that it will always be spam, so you should be careful, this could be what you want it to also do with false positives. The "Send the spam to the user's spam folder" option is by far the most popular. This can, however, cause a problem with forwarders which we'll explain in a FAQ at the bottom of this article.

## Set threshold

---

What score threshold do you wish to use? 

- ☐ Low Threshold (5.0)
- ☐ Medium Threshold (7.5)
- ☒ High Threshold (10.0)

☐ Custom Threshold

10.0

---

Any email scoring at or above the value set here will be considered spam and treated as otherwise configured on this page. **A setting of 10 here is probably a decent starting point**, but you could start higher (**15 maybe?**) and see how things work out for you before adjusting further.

**To delete or not to delete?**



---

Would you like to delete high scoring spam?

- ☐ Yes, block all spam scoring higher than:  [?](#)
- ☒ No, do not block high scoring spam. Use only the threshold in the previous section.
- 

You might set an upper threshold here to say “If it hits a score this high, I don’t even want to see it, just reject it.” That is what this option allows you to do, or not do.

## Rewrite Subject

---

Do you wish to rewrite the subject of a spam e-mail?

- ☐ Yes, set the subject to the following:
- ☒ No, leave the subject unchanged.

Do you want to identify what we consider to be spam, based on your settings, by changing the email subject to make it obvious? You can do that here if you want.

## How to deliver spam

---

How should the spam be delivered?



- ☐ Don't use attachments (dangerous).
  - ☒ Use attachments.
  - ☐ Use text-only attachments.
- 

In theory, this allows you to quarantine the email by requiring you to download it as an attachment. This function, frankly, doesn't work very well. You are welcome to try it, we're not prioritizing it and more than likely will end up removing it in a future iteration (it was added thereby licensed software).

## Blocklist and Allowlist

Scrolling down on that page you'll find where you can modify your blocklist and allowlist. You can use wildcards here as well. Here are a few examples of things you can put in those boxes (Always click "Add" after):

Allowing a whole domain:

E-mail Allow 

### Allowed E-mail

\*@returnpath.bluehornet.com



\*@domain.tld

ADD

Allowing a specific sender:

E-mail Allow 

### Allowed E-mail

\*@returnpath.bluehornet.com



sender@domain.tld

ADD

Blocking a specific sender:

Blocked Email

No Data to Show

E-mail Blocklist 

sender@spam.domain

ADD

Blocking a TLD:

E-mail Blocklist 

No Data to Show

ADD

## FAQ

- At the top I see “Manually edit the config file yourself” Does that work?

Yes. If you feel comfortable writing your own user\_prefs file for SpamAssassin, go for it. Take note that if you add too many allow/block items in there, this whole UI may fail to load for you later. It’s an old habit, you should break yourself of it, blocking every email you ever received 1 spam from adds too much overhead to your account for no benefit. How often do you get two emails from the same spam sender? Probably never 2 years down the road, clean your list for your own benefit.

- What's the issue with forwarders + the "Send the spam to the user's spam folder" option?

Let's say I have [support@mailwish.com](mailto:support@mailwish.com) as my email account, and I create [forward@mailwish.com](mailto:forward@mailwish.com) which only forwards emails to [support@mailwish.com](mailto:support@mailwish.com). I have the "Send the spam to the user's spam folder" selected. Where does the spam go? In theory, the spam folder of [forward@mailwish.com](mailto:forward@mailwish.com). But [forward@mailwish.com](mailto:forward@mailwish.com) is just a forwarder and doesn't have an inbox much less a spam folder. So then, if the email isn't an account and is only a forwarder, where does the spam go? To the spam folder of the owner of mailwish.com, which is your DirectAdmin username @ the server you are on. So, for my example, it goes to the spam folder for [ebrsqueue@mailwish.com](mailto:ebrsqueue@mailwish.com). I have to go to Roundcube (at server name /webmail) and log in with my DirectAdmin username and password to find the email. This scenario is more rare than you'd think, but we just don't have a way with the current software iteration to fully resolve the oddity...for now.

- Can I train my spam filters to learn from my preferences?

You cannot. This was an intentional decision. The overhead for using sa-learn on customer folders is justified by virtually no end result. In cases that we've observed where users used sa-learn to train bayesian filters over roughly 3 years, the result was that it finally started working and it started targeting ham as spam, forcing the user to admit after 3 years of training that the entire thing needed to be dumped. Not worth it. Spammers are too intelligent for bayesian algorithms these days.

- Can we make the spam filters work better?

You're welcome to continue tweaking your settings to your liking, but if you're looking for a flawless setting or a perfect match for what you've seen on some other email service, the quick answer is no. We're not anyone else, we make all of our work available and open source for anyone who wants to contribute (and we contribute to it ourselves almost daily). We're always working on it, it's not a job that will ever be finished. Spammers are humans, as are we, and we're both actively and intelligently working against each other at all times. One day they'll outsmart us, the next the opposite, rinse and repeat until the end of time.