



## Introduction

The Mail server of Makedonski Telekom provides its users with protection from unwanted (spam) messages. SPAM messages are defined as unauthorised and/or unwanted electronic messages the content of which is mostly intended for sales activities.

The mail server has defined criteria in accordance with which it recognizes unwanted messages and places them in a special Spam folder. You can see this folder only through [www.webmail.t-home.mk](http://www.webmail.t-home.mk) or if your email client (Outlook) has been set up to receive messages through IMAP protocol.

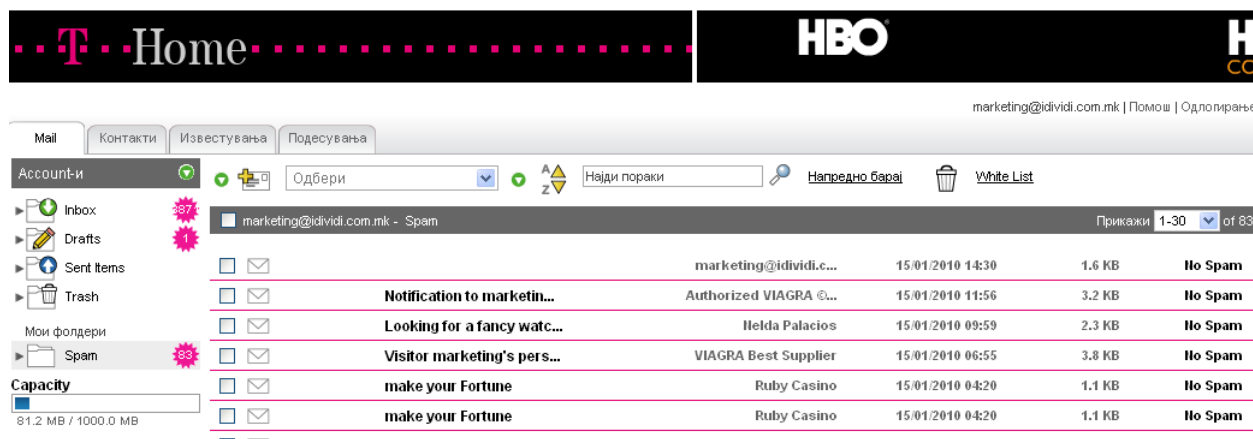
If your e-mail address ends in @t-home.mk, the messages from the Spam folder are automatically deleted in **2 days**.

If your e-mail address is at your domain ([username@imenafirma.com.mk](mailto:username@imenafirma.com.mk)), the messages from the Spam folder are automatically deleted in **5 days**.

It happens that a message is recognized as spam (unwanted) by the server and placed in the SPAM folder. To review the SPAM messages either occasionally (every 2 days) check them through [www.webmail.t-home.mk](http://www.webmail.t-home.mk) or set your email client program (Outlook).

## WEBMAIL

Once you log on to [www.webmail.t-home.mk](http://www.webmail.t-home.mk), on the left-hand side, along with other folders, there is a **Spam** folder. This folder contains all spam (unwanted) messages that the server, in accordance with its criteria, has marked as unwanted messages. If you find a message that – in your opinion – is not spam, then click on **No Spam** and that message will be transferred to Inbox, where you can download it with your mail client (Microsoft Outlook, Outlook Express, etc.)



Once you click on the **White List** button on the upper menu, the email address of the given sender that you have marked as No Spam will appear, and from that moment, all messages from that sender will be recognized by the server and they will not be sent to the Spam folder.



The screenshot shows a webmail interface with a 'White List' window open. The window has a title bar 'White List' and a close button. Below the title bar is a header 'Name' and a search input field containing 'kontakt@novekspo.com.mk'. To the right of the input field is a trash icon and an 'Add' button. The background shows a navigation menu with folders like 'Inbox', 'Drafts', 'Sent Items', 'Trash', and 'Spam'. On the right, there is a list of emails with columns for 'Датум' (Date) and 'Големина' (Size).

Датум	Големина
15/01/2010 14:42	859,9 KB
15/01/2010 14:41	796,6 KB
15/01/2010 14:31	458,5 KB
15/01/2010 14:26	417,2 KB
15/01/2010 13:19	101,3 KB
15/01/2010 11:25	20,8 KB
14/01/2010 04:11	1,1 KB
11/01/2010 16:31	104,1 KB
11/01/2010 14:20	5,6 KB
11/01/2010 13:12	2,2 MB
08/01/2010 09:57	50,6 KB



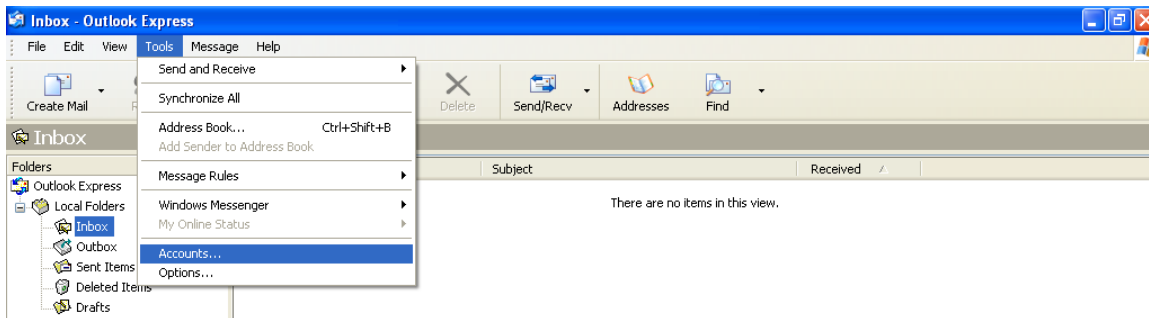
## E-mail client program (Outlook)

If you wish to view the Spam folder through your local mail client, (Microsoft Outlook, Outlook Express, etc.) then you need to set your mail client using the IMAP protocol.

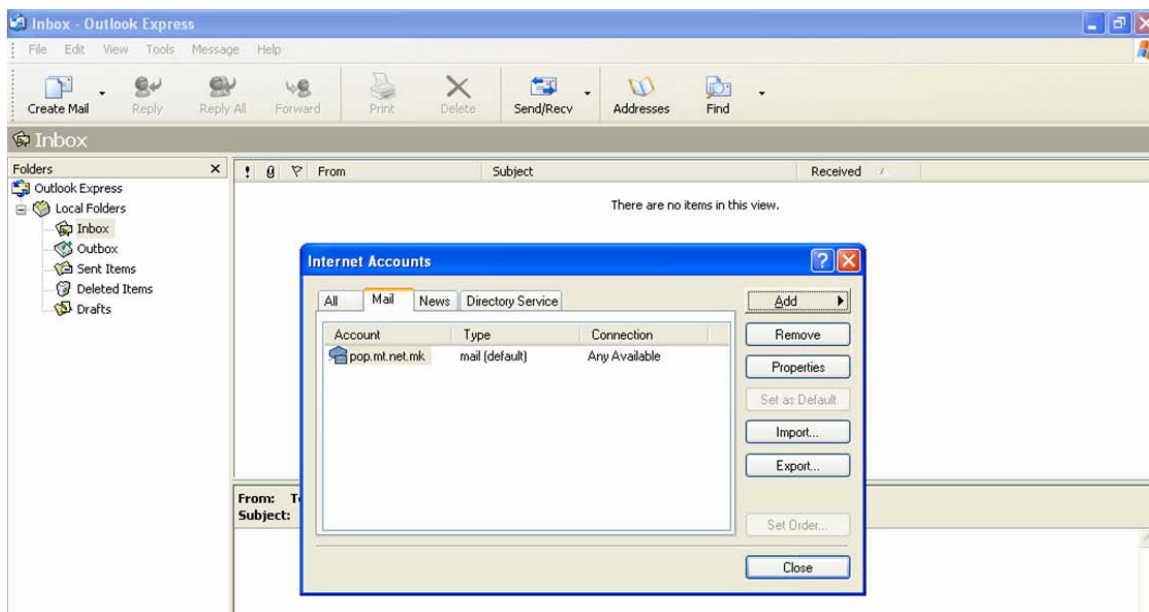
Notice: While you are setting your mail client you must obligatorily log off on [www.webmail.t-home.mk](http://www.webmail.t-home.mk). If you have already set your mail client (Outlook) to receive messages from the same e-mail address, it shall be necessary to delete the existing account before setting the Outlook for receipt of messages through IMAP protocol.

### Deleting an existing account in Outlook Express

Open Tools/Accounts:



Choose **Mail**, mark the account in the list and click **Remove** (as shown in the picture):

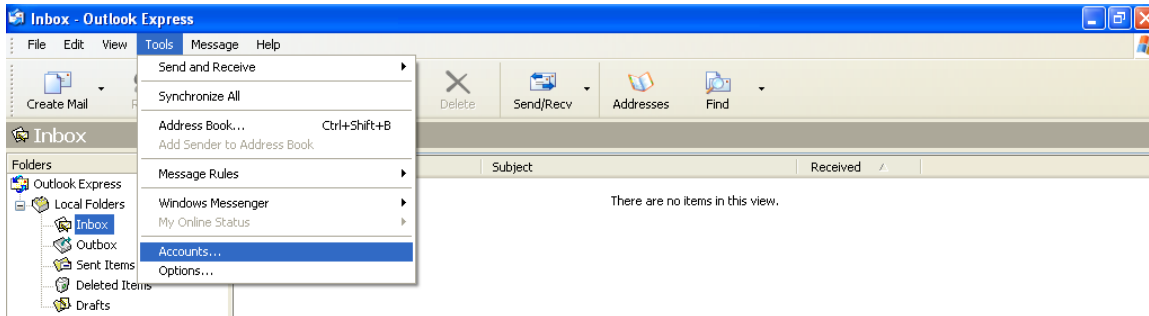


Then, click **Close**.

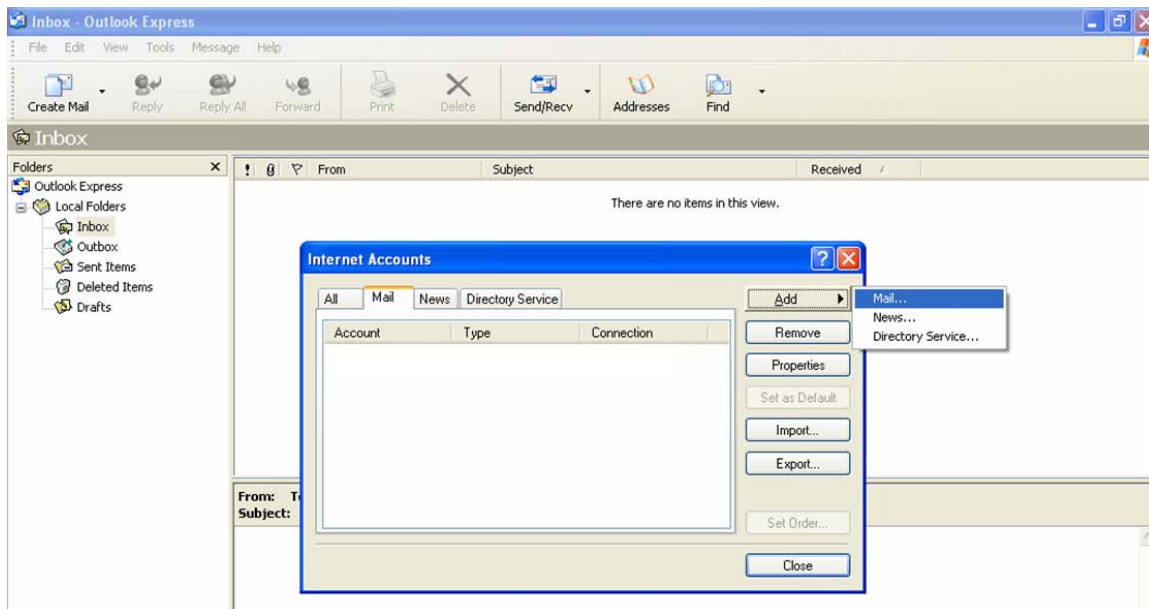


## Setting an IMAP protocol via Outlook Express

Open Tools/Accounts:

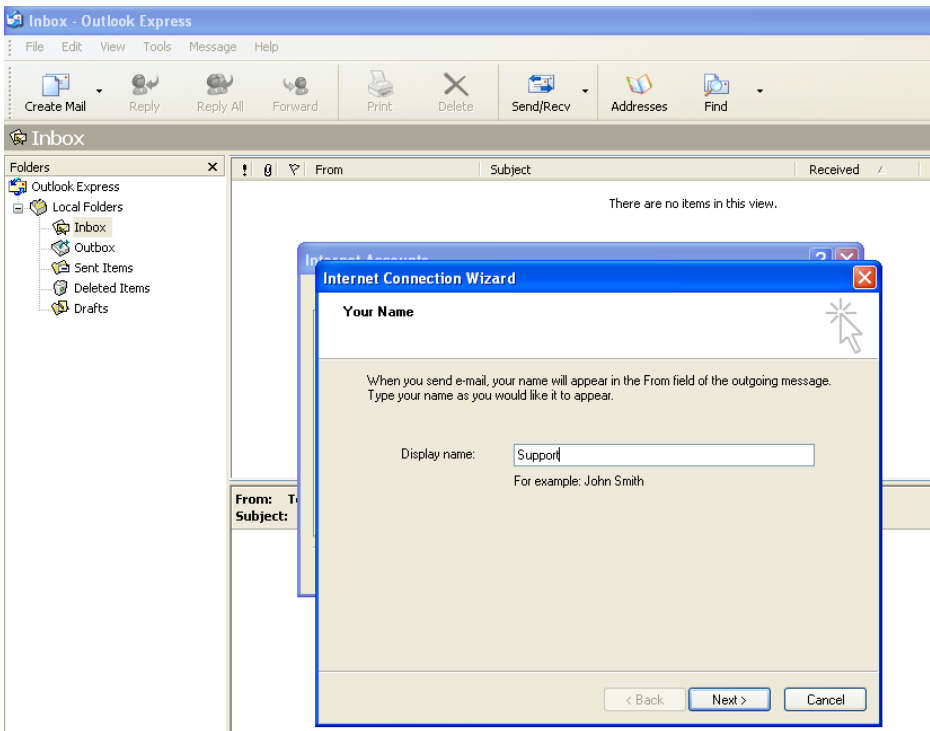


Select Mail, click the **Add** button and then select **Mail** (as shown in the picture):

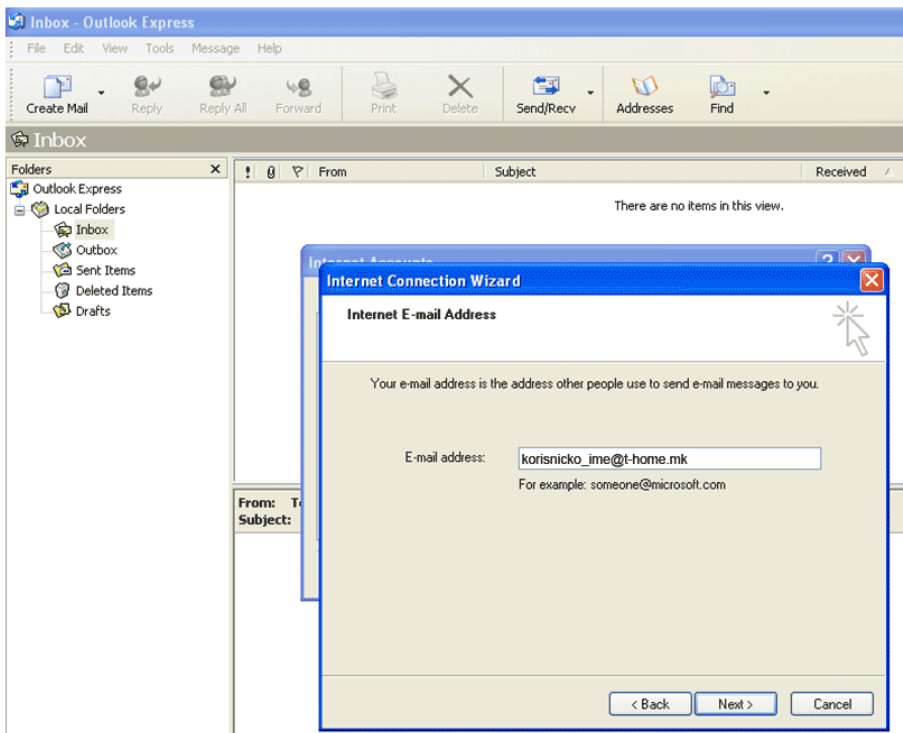




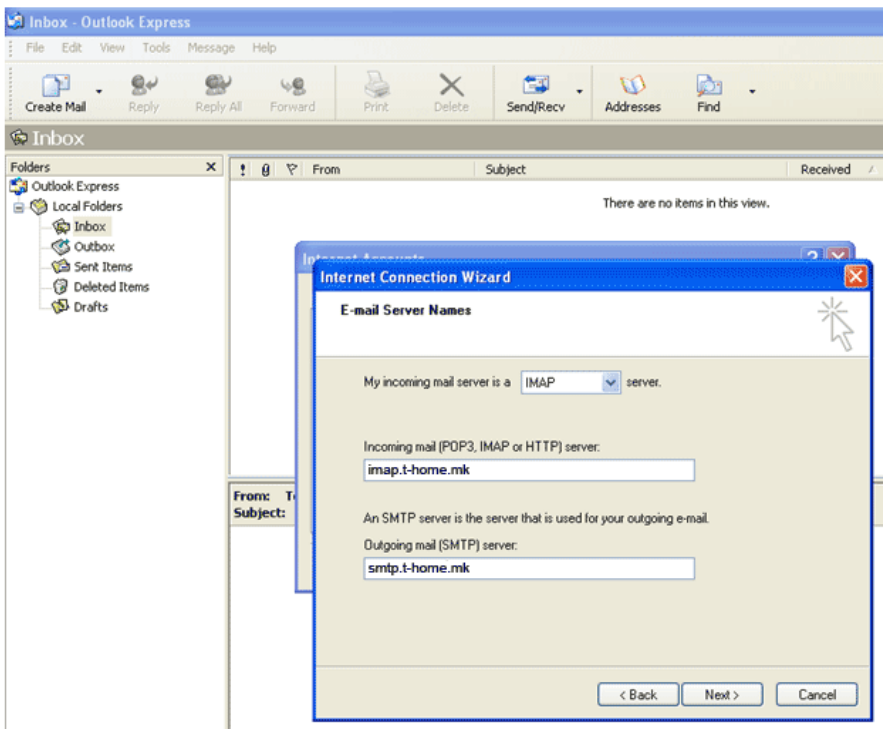
Enter your first and last name which will appear in all email messages you will send:



Click **Next**.



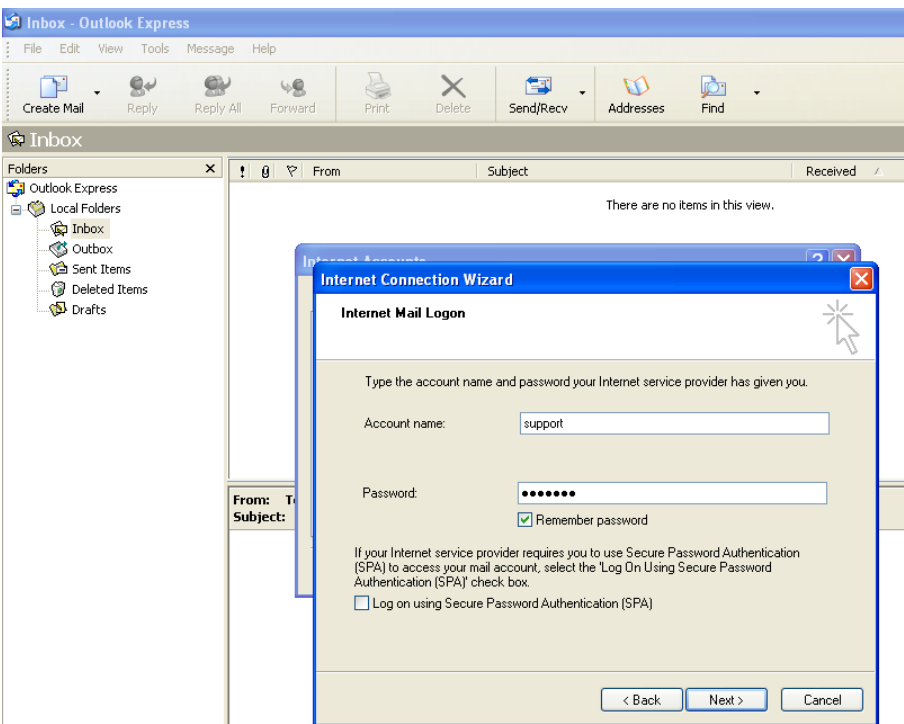
In the email box input your e-mail address and click on **Next** again.



Select the **IMAP** option, in the box Incoming mail server enter **imap.t-home.mk**, and in the box Outgoing mail server enter **smtp.t-home.mk** (as shown in the picture above).

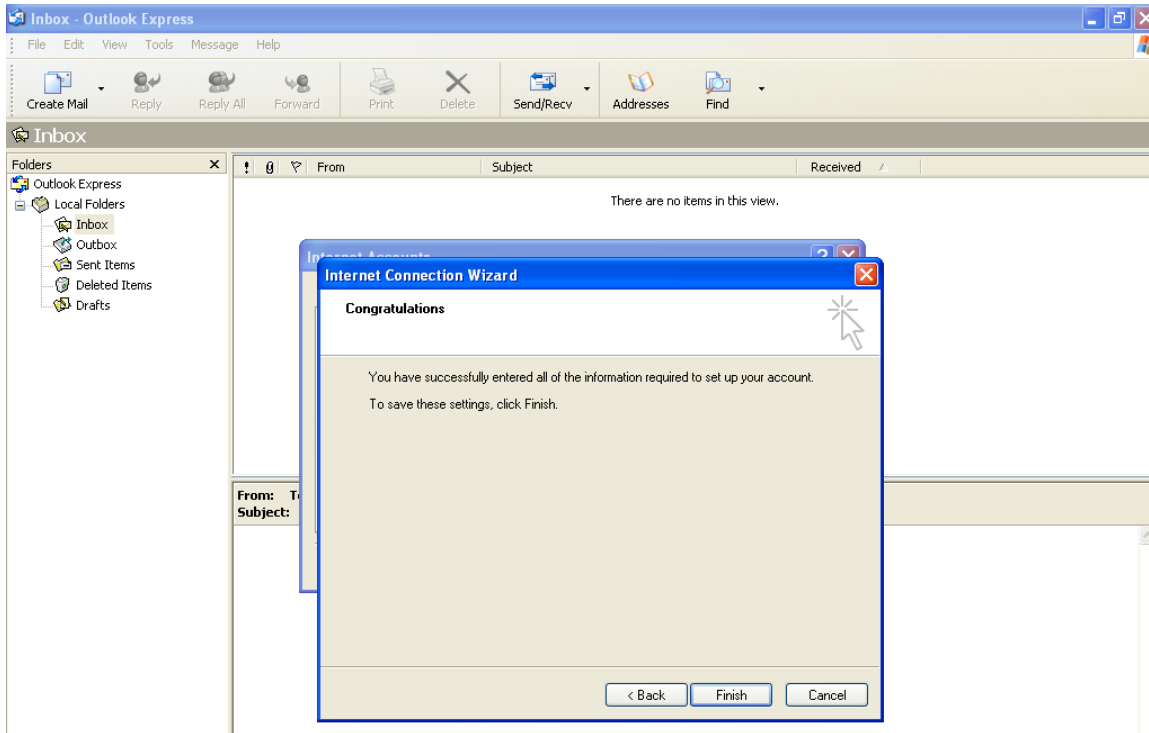
Notice: If you are using Internet connection of another provider, not Makedonski Telekomunikacii, then in the box Outgoing mail server input the server of the appropriate provider.

Then click **Next**.

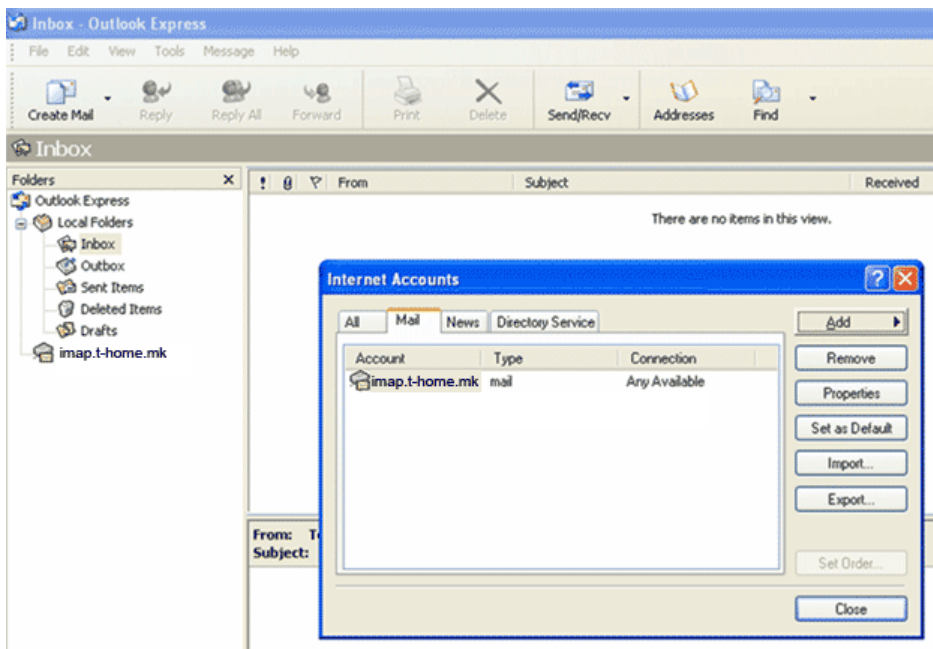




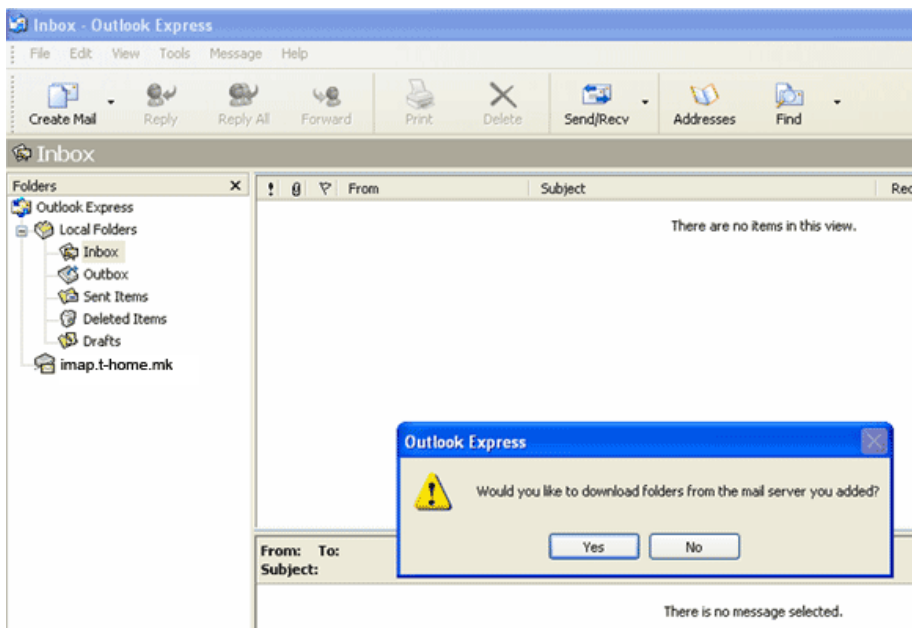
In the Account name box enter only the username if your email address is on @t-home.mk. If your email address is on your domain (@companyname.com.mk), then in the Account name box enter the whole email address ([username@companyname.com.mk](mailto:username@companyname.com.mk)) and click **Next**.



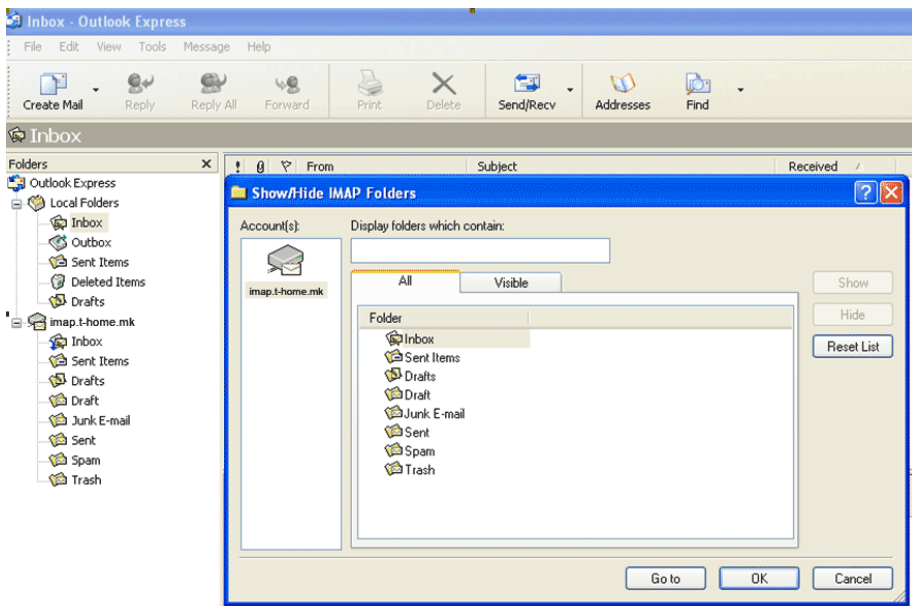
At the end, click **Finish**.



Then, click **Close**.



Click **Yes**.

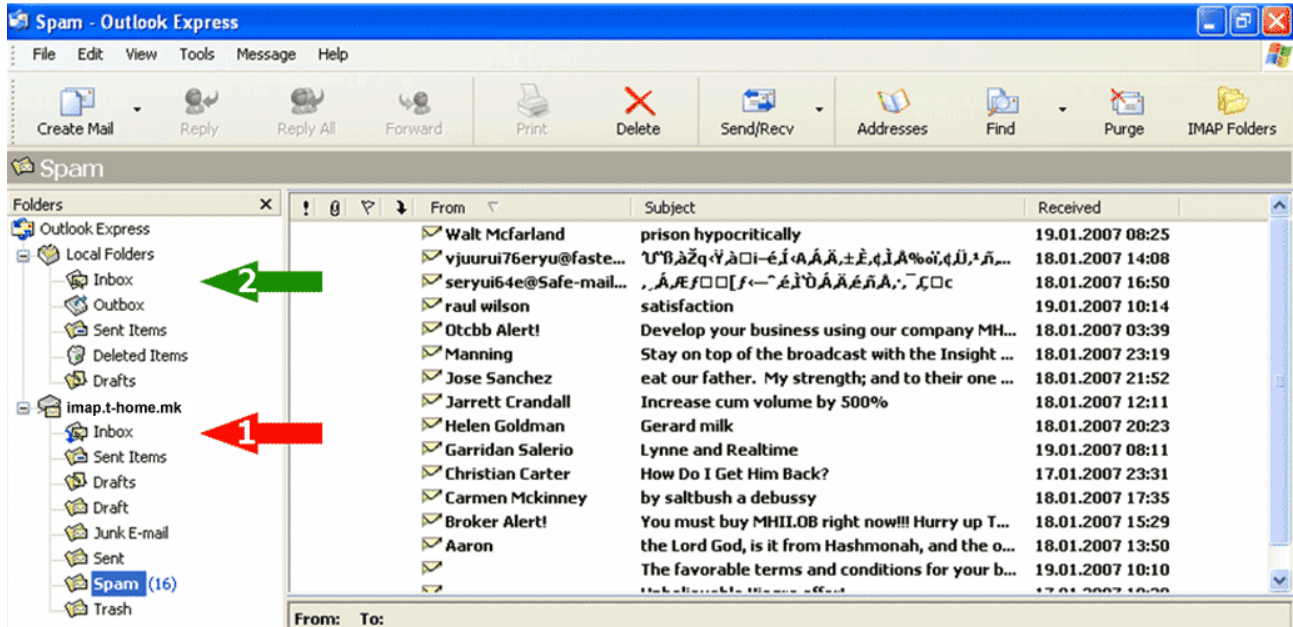


Click **OK**.





The Outlook Express will display all folders that you view through [www.webmail.t-home.mk](http://www.webmail.t-home.mk) and you will receive all your messages, including spam messages (in the Spam folder). From the Spam folder, you can move the messages to any folder you choose.



Notice: Folders in Outlook Express and in <http://webmail.t-home.mk> (on the server) are constantly **synchronized**. It means that, if you delete some message through Outlook Express, the same message will be deleted in <http://webmail.t-home.mk> too, and vice versa. Thus, simply move the useful messages from the appropriate folder (for example Inbox, marked on the picture with arrow No.1) located in **imap.t-home.mk** to other folder (for example Inbox, marked on the picture with arrow No.2) located in **Local Folders**. By that, the important messages will be kept on Your computer (in Outlook Express) and will not take the capacity of <http://webmail.t-home.mk> (on the server). Since the capacity on the server for your e-mail address is limited, on time transfer of the messages will protect you from situation of blocked e-mail address due to overload capacity of your mailbox.