

## Mail Scanning Service FAQ

This list of Frequently Asked Questions (FAQ) is provided to help you understand the Anti-Virus and Anti-Spam Scanning Service provided by [ptsamail.com](http://ptsamail.com). If you have any questions that are unanswered here, please [contact us](#).

- **Will spam be deleted before I retrieve my email?**

No email is deleted from your mailbox, unless you request us to do so. Any email reported by the system as spam will have the subject line modified and header records added (tagged) to indicate them so that you can automatically [filter](#) them from your inbox and place them in a separate folder so that you can check them at a later time. You can request that we simply delete email marked as Spam and/or Definitely Spam for you, but beware of the issues in the following answers to spam related questions.

- **Should I tell you about incorrectly tagged spam?**

Not unless it is email from someone you regularly receive email from and want to have added to a whitelist. The simplest thing to do would be to add an extra [inbox rule](#) in your email client to keep email from them in your inbox.

- **Will all spam be detected?**

No. All the email is scanned and assigned a score based on the likelihood that an email is spam. Thresholds are used to determine whether an email should be tagged as spam: it is important that this is done to help avoid false-positives and false negatives.

- **Is all email tagged as spam, spam?**

Not necessarily. The system is not foolproof and there will be instances where legitimate email is tagged as spam and where spam is not tagged as such. This is why all email is delivered by default, so you can filter them email in your email client and check through the spam to ensure there is no email that you actually need.

- **I don't need (spam/virus) checking, can I only have email scanned for one?**

Yes, we can configure the service to either scan for viruses, spam or both.

- **Will viruses be deleted before I retrieve my email?**

Yes. All emails and file attachments are scanned for viruses. If one is found, the virus is removed from the email before it is delivered to your mailbox, a text file attachment will be added to the email notifying you of the virus infection. Removed viruses and [dangerous file attachments](#) removed from email are stored in a quarantine area on the server for 30 days. You can request the file from quarantine as described in the text file attachments, or , preferably ask the sender to resend the file in a zip archive. You can also request that we simply delete any emails that have virus attachments, rather than receiving the cleaned email.

- **Will all viruses be detected?**

No system can guarantee 100% detection, though nearly all infected files and [dangerous file attachments](#) should be using the service. The service scans all email received *and* sent through the server to help ensure that you do not accidentally start spreading a virus yourself.

- **Do I still need a virus scanner on my computer?**

Yes! Not only can the service not guarantee that all email viruses will be detected, there are many other ways that your computer can become infected. You should always install an anti-virus solution on every computer and ensure that it is constantly kept up to date.

- **How do I know whether and email has a virus or is a spam?**

There are two methods used to identify these emails to you. Firstly, the subject line of the affected email will be prefixed with one of the following:

- **{Virus?}** - indicates that the email contained a virus and has had the attachment removed.
- **{Filename?}** - indicates that the email contained a [dangerous file attachment](#) which has been removed.
- **{Spam?}** - indicates that the email is likely to be spam - you should filter these emails into a separate folder in your email client.

- **{Definitely Spam?}** - indicates that the email is almost definitely spam because it got a very high detection score - you should filter these emails into a separate folder in your email client.

Secondly, additional headers are added to the email:

- **X-WTTW-VirusCheck: Found to be clean** - indicates that the email passed the virus scanning tests.
- **X-WTTW-VirusCheck: Found to be infected** - indicates that email email contained a virus which has been removed.
- **X-WTTW-SpamCheck: spam** - indicates that the email is likely to be spam and contains information on how the score was reached.
- **X-WTTW-SpamScore: ssssss** - indicates the spam score for the email. Each s represents 1 point, so sssss indicate a score of 5. The service has a threshold of 5 for {Spam?} and 20 for {Definitely Spam?}

- **Can the system simply delete all email marked as spam?**

We advise against this as it is possible that legitimate email will be deleted and the sender will never know that you didn't receive it. We recommend [filtering](#) the email in your email client and placing it in a separate folder so that you can check through it in your own time.

If you're happy that the email marked as {Spam?}, and/or more suitably {Definitely Spam?} is in deed SPAM, we can configure the system for you to delete that email. When your mail is marked as {Spam?} and it is not SPAM, MS Outlook allows you to select the "NOT JUNK" button and it places the emails on a "safe" list.

Another alternative that we offer is to have all email marked as {Spam?}, and/or more suitably {Definitely Spam?} delivered to a specific email address. For example, [spam@yourdomain.com](mailto:spam@yourdomain.com)

- **How do I configure my email software to filter spam into a separate folder?**

You should create a separate folder in your email client called Spam. You should then create an [inbox rule](#) to place any email containing the strings {Spam?} or {Definitely Spam?} into that folder.

We have instructions on how to do this with [Outlook Express and Outlook here](#).

- **How much does the service cost?**

The cost FREE no matter which plan you choose.

- **I still have some questions**

Please feel free to [contact us](#) with any questions that you have.