

LightSpeed System/E-mail

1. Each morning you will receive an e-mail summary from the Lightspeed system. The e-mail will be addressed from "Mail Summary" notspam@lightspeedsystems.com.
2. There are three parts to the e-mail summary:
 - a. Spam messages received: These are messages that the system has determined are spam and have not been delivered to your mailbox. You have two choices here-Deliver Once or Always Allow. If you are unsure of the message [contents](#) you may want to select Deliver Once. If you determine that the message is definitely not spam then select Always Allow. For all other messages you do not need to do anything.
 - b. Virus infected messages received: These messages are NOT being sent to your mailbox and have a virus attached to them. You cannot allow or read any messages marked as having a virus.
 - c. Good messages received: These are messages that the system has determined are NOT spam and have been sent to your mailbox. Messages that you have marked as Always Allow will show up in this section as Personally Allowed. If the message made it through the spam filter you can choose Always Block, and the spam sending e-mail address will be marked as spam and not be delivered to your mailbox.
3. Unfortunately, you can block what seems to be the same sender each day, but if the spammer has changed the e-mail address at all it may still go to your mailbox.
4. You can review ALL spam mail blocked over the previous 7 days by clicking on the link that reads "To View CURRENT messages held as spam click here", within the introductory text of your daily message. This will open a report of your blocked email so you can retrieve and/or Whitelist any e-mail items not older than 7 days, if you wish.

In the future we will add a feature that will "challenge" the email sender and if the recipient responds to your sent email it will be marked automatically as "good" email and go to your mailbox.

As with any new system it will take some time before it "learns" what you consider spam and what you consider "good" email. You now have much more control than you ever did before, but as always we are always here to help you with any questions or needs.