User Guide Version 3.0

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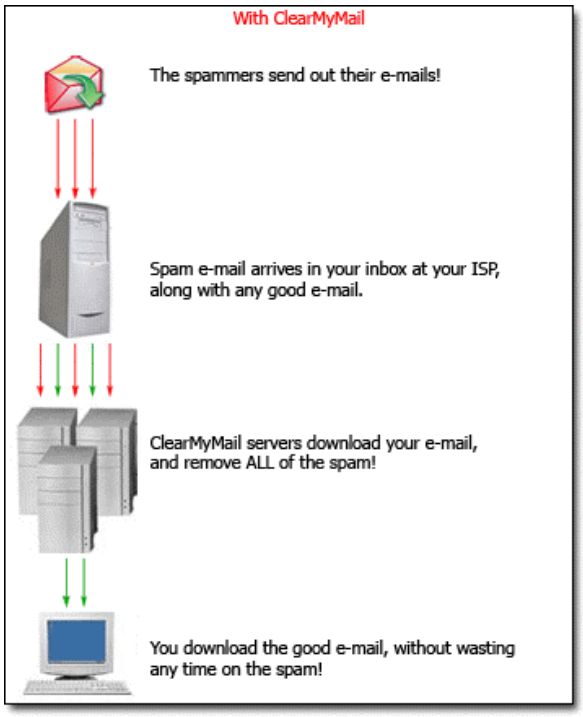
1. The ClearMyMail System



ClearMyMail Personal Edition is the first anti spam product to offer a 100% success guarantee. It is a total solution to the problem of e-mail spam, with a true 100% success rate at stopping unwanted e-mail.

Traditional spam filters use one or more of the following methods to clear all unwanted e-mail:

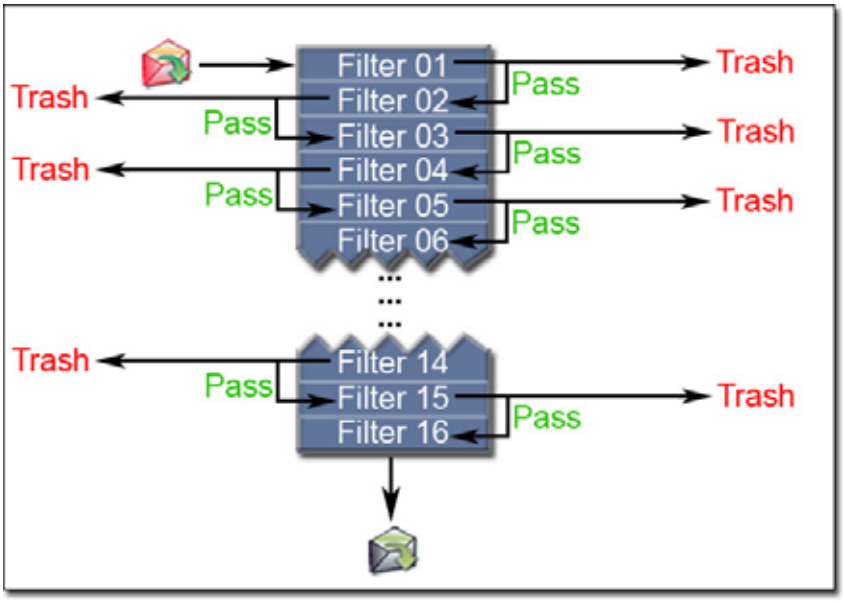
a. Challenge-Response
b. Rules based spam filters
c. Global black lists
d. Bayesian Analysis

All of these methods have their limits, as most spam filter vendors will admit. Some claim success rates of perhaps 98%, with possibly a 1% false positive rate[1]. The problem lies in that with any false positive rate, it can be the cause of lost e-mails, and even with a success rate of 98% you will still be receiving spam e-mail.

ClearMyMail uses a bespoke 16-stage filtration system to correctly identify and block all unwanted e-mail. It uses a combination of all four filter types shown above, but stops each time it comes to an uncertainty, moving onto the next filter in the process, constantly improving its knowledge of each message.

Our servers constantly check each customer's mailbox for new messages 24 hours a day, every day of the year. Each message is downloaded onto our secure servers before being passed through the filtering system, with the customer collecting their clean e-mail from our servers using their usual e-mail software.

The entire 16-stage filtration process takes less than 3 seconds for each message, clearing the spam at the server level before it reaches the desktop PC.



[1] A false positive is the classification of a message as spam when in fact the message was legitimate, often with the result of losing the message.

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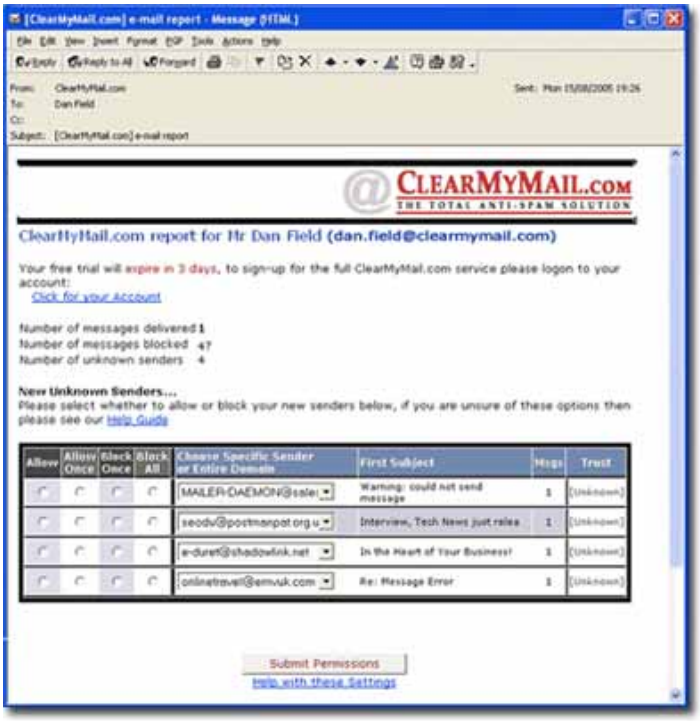
If after all 16 stages of the filtration process the message has not been blocked then the final check is against the users personal list of approved and blocked senders.

This final stage gives ClearMyMail its unique 100% success rate, without ever risking the loss of a legitimate e-mail. If the user does not know the sender of the message, then the system generates an e-mail report for the user to download next time they check their e-mail, asking them to assign a “Allow” or “Block” permission for this new sender.

A key point to remember is that by this stage that all spam e-mail would have been automatically removed by the system, leaving only valid senders – some of which the customer may also want to block.



Because the whole system relies on this final e-mail report asking who you do and do not want to receive e-mail from the system also doubles as an effective parental control for e-mail. A parent signs up their child’s e-mail account, but has the e-mail report sent to them. This way the parent decides who and who cannot e-mail their child.

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2. System Requirements.

Because ClearMyMail runs at the server level there is no software to install and configure. The only requirements are:

1. The customer's current mail is collected through the POP3 protocol.
2. The customer's current POP3 mailbox is accessible via the Internet.

Almost all e-mail is collected through POP3 (Post Office Protocol 3), the only main exceptions are closed systems such as AOL and some WebMail accounts. If in doubt please contact support@clearmymail.com for more details.

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3. What is spam and how do spammers work?

The definition of spam when applied to e-mail is Unsolicited Bulk E-mail (UCE), e-mail that has been sent in bulk to recipients who have not given permission for the message to be sent to them. Spam is also known as junk e-mail.

Spamming is flooding the Internet with many copies of the same message to multiple addresses. Spam messages are almost always commercial or fraudulent messages, and are quite often sent with false return address information.

A rapidly growing form of spam is what is known as a Phishing scam. These are messages sent in bulk to a random list of people, claiming to be from a company they may trust – such as a bank or e-bay. These Phishing e-mails will look absolutely genuine to even the most experience Internet user, but will in fact be linking through to a fraudsters website with the aim of stealing personal information from you.

Spammers quite often fake the “From” address of a message, that way the message will not be returned to them in the case of any problems.

Combating spam can be very difficult. Spammers often use networks of computer in foreign countries to avoid local anti-spam laws, or even make use of hijacked networks of computers that have been infected with virus or Trojans.

How you end up on a list of spammers…

If you have an e-mail address then you will be a target of spam. Unfortunately that is a fact of today’s Internet. There is little you can do to avoid ending up on a list of targets for spammers.

The first way a spammer (Or the person who sells the list to the spammer) gathers their list of addresses is to scan websites. They have built automated tools, which scan through web pages with the sole purpose of gathering e-mail addresses. The e-mails they gather then get added to a database, which may then be sold on to other spammers.

These automated tools are able to search through search engines such as Google to find new sites - in the same way as you would. Their e-mail address collecting tools then read through every page on the website making a list of any address they find. This includes any public forums you may of posted a message to, any online notice you may have posted or even on your own personal home page.

And then there are some websites that ask you to register before giving access to certain aspects or to enable you to order a product. Some of these websites may not be as careful with your e-mail address as you would like, some may sell on their mailing list to other parties or they simply be hacked into with your details being stolen.

The final and probably most worrying method is that the spammers will simply guess your e-mail address. The spammers are able to create a list of domain names (The last part of your e-mail address, e.g. @yourISP.com) and from this list they will just fire off thousands of random names.

So they would e-mail jonh.smith@yourISP.com, joe.jones@yourISP.com and so on. Because they are able to send out millions of spam messages each day, it doesn’t matter to them that 90% of these addresses do not end get delivered – the 10% that do is more than enough.

In conclusion there is not much you can do to avoid ending up on a spammers e-mail list. Even if you never tell anyone your e-mail address, chances are the spammers will guess it eventually!

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4. How to use ClearMyMail

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4.1 Setting up ClearMyMail

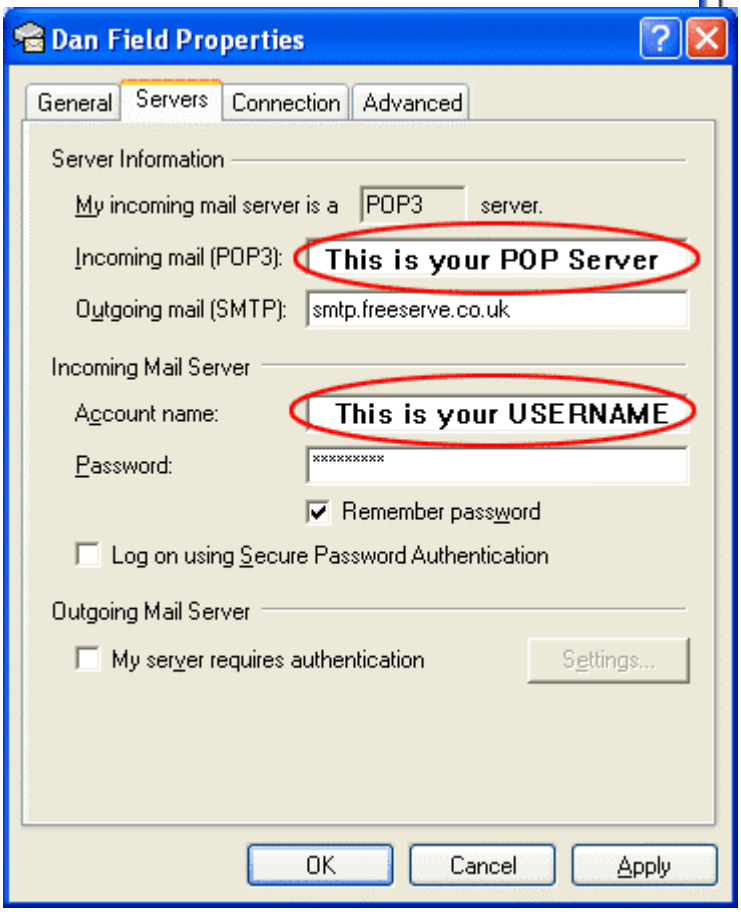
Once you have signed up for ClearMyMail (https://www.clearmymail.com/signup_to_stop_spam.aspx), your next task is to change the settings in your e-mail program to the new ones that have been provided by ClearMyMail....

Your welcome e-mail will contain these new details you need to use, enter these details into the relevant section of your e-mail program to activate ClearMyMail.

Your email settings should be changed to:

Incoming (POP) Server: mail01.clearmymail.com
Account ID/Username: [Your full email address]

Full setup guide at:
http://www.clearmymail.com/support/email_spam_problems.aspx?q=1



Enter the details into your e-mail program in place of where your original details were (Shown here for Microsoft Outlook).

The only two items that you need to change are highlighted in the image on the left.

Your account name changes to the same as your e-mail address with ClearMyMail.

Once you have set these details you simply have to check for new mail to activate your account.

You do not need to change your outgoing (SMTP) server. This should be left unchanged.

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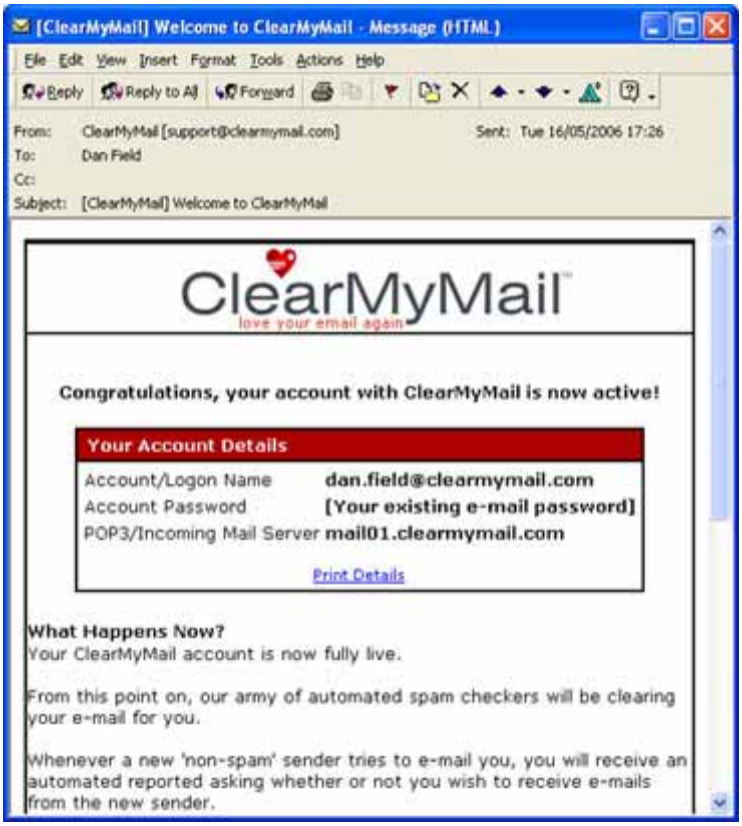
Once you have activated your account you will receive one more e-mail confirming that everything has been set-up correctly.

Once you have received this e-mail then ClearMyMail is actively clearing your e-mail for you, 24 hours a day, every day of the year.

You may wish to import your address book into ClearMyMail at this stage (See section 4.4).



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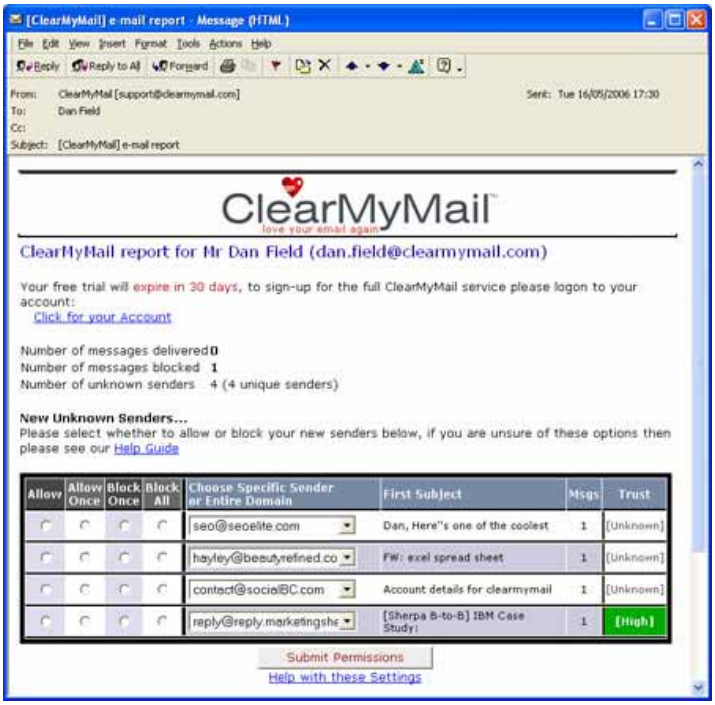
4.2 Understanding the e-mail reports

Every time someone sends you an email (That is not a spammer), ClearMyMail will check to see if you have previously given permission for him or her. If you haven't then the message is put into a temporary holding area on our secure server and is flagged up as a new sender.



Next time you check for new mail, and depending on your ClearMyMail preferences, you will receive an "E-Mail Report".

This report will list out any new senders, giving you the option of blocking or allowing each sender. This powerful permission system means that as well as blocking spam e-mail, ClearMyMail can also be used to block any other e-mail address.

If you receive an e-mail from someone you are not too sure of then you can also preview the messages through our website. Simply logon to the members' area (http://www.ClearMyMail.com/members) and go to the "Unknown Senders" page where you will be able to preview any message.

For each new sender you will have the following options:

Allow
Choose this option if you always want to receive e-mails from this sender. You won't be asked again if the same person sends you messages in the future.

Allow Once
If you aren't too sure of the message, but think you might want to accept it then select this option. ClearMyMail will then allow this single message through, but ask you again if the same person tries to e-mail you again.

If you are using ClearMyMail as a parental control then you can also use this option to be notified of every single e-mail your child receives. By only giving the "Allow Once" permission every message can then be screened by you before reaching your child.

Block Once
Similar to the above (Allow Once), but instead of letting the message through ClearMyMail will block this single message and then ask you if the same person tries to e-mail you again.

Block All
Use this option to block ALL messages from this address, you won't be asked again if the same person tries to e-mail you again. ClearMyMail will automatically block all further messages for you.

The next option along each line is "Choose Specific Sender or Entire Domain".

This option allows you to apply your chosen permission (Allow, Allow Once, Block Once or Block All) to either the individual address or the entire domain name.

So Sales@ebay.com would be the individual address and ebay.com is the domain. By choosing the entire domain would apply the same permission to anything sent from ebay.

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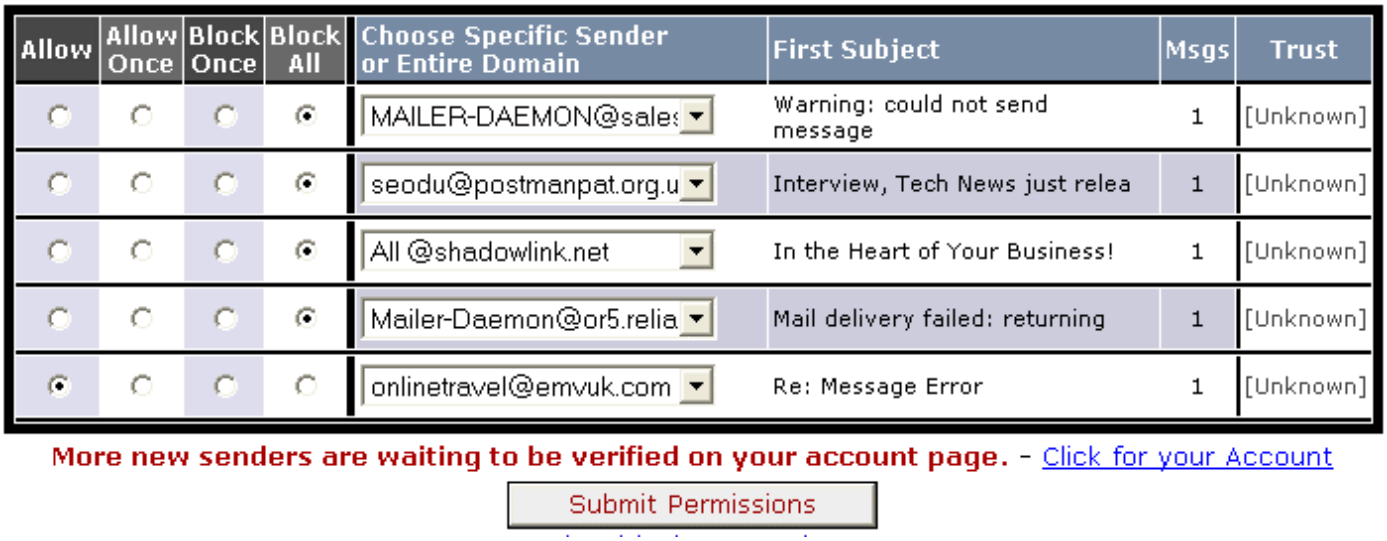
If we take the following example:



Allow	Allow Once	Block Once	Block All	Choose Specific Sender or Entire Domain	First Subject	Msgs	Trust
○	○	○	●	MAILER-DAEMON@sales	Warning: could not send message	1	[Unknown]
○	○	○	●	seodu@postmanpat.org.u	Interview, Tech News just relea	1	[Unknown]
○	○	○	●	All @shadowlink.net	In the Heart of Your Business!	1	[Unknown]
○	○	○	●	Mailer-Daemon@or5.relia	Mail delivery failed: returning	1	[Unknown]
●	○	○	○	onlinetravel@emvuk.com	Re: Message Error	1	[Unknown]

More new senders are waiting to be verified on your account page. - Click for your Account

Submit Permissions

As you can see from above we have selected the "Block All" permission for the first four senders. But if you take a look at the 3rd line down you will see that we have selected to block “All @ shadowlink.net”. What this means is that anyone who has an @shadowlink.net e-mail address will be blocked from sending e-mails to our account. So whether they are bill@shadowlink.net or ben@shadowlink.net, they will always be blocked.

Remember you can also do the reverse, we could of just as easily set the permission “Allow” all from shadowlink.net.

In this instance the 5th line down we have set onlinetravel@emvuk.com to “Allow”, this is for that one address only, so from now on onlinetravel@emvuk.com are permitted to send e-mails to this account.

If you do set permission for a particular sender that you wish to change, then you can easily do so by logging onto your account (http://www.clearmymail.com/members). See sections 4.3 & 4.4 below for full details.

On the far right of the e-mail report is the "Trust Rating" for each sender. The trust rating is our unique system of giving you a bit more information about each message sender, with the aim of showing whether the "From" address is correct or appears to of been forged.

The system behind this verification process is new technology and as such is not yet available for all senders. If we are unable to check the senders e-mail address we will assign the message an "Unknown" trust rating. The three levels of trust ratings are:

High
This means we are pretty sure that the senders from address is correct and has not been forged

Unknown
An unknown rating means we were unable to verify the senders address, this is usually caused by the senders e-mail systems not supporting any of the newer verification technologies.

Low
A bad rating is a warning flag, and could mean that the senders “From” address is a forgery. This could be for example a forged e-mail pretending to come from your bank or e-bay account. One exception to this is if you e-mail account is delivered through some forwarding services. If you receive a "Bad" trust rating please use extreme caution when deciding whether to accept the message or not. If in doubt, logon to your account and preview the message online.

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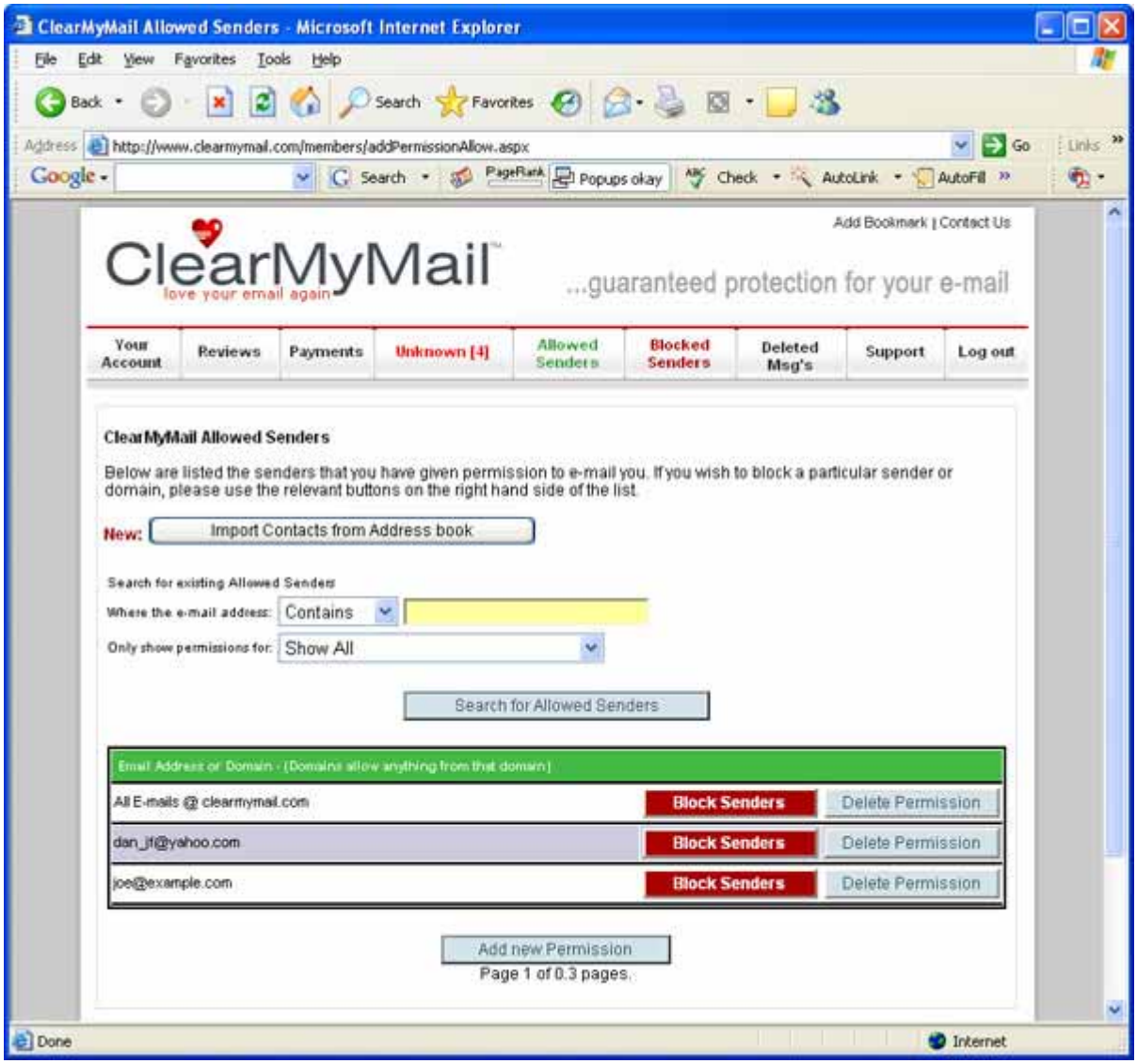
If you have more than a few new senders, the e-mail report will only show the first four. To view the full list of new senders logon to your account (http://www.ClearMyMail.com/members) and go to "Unknown" page.

4.3 Adding “Allowed Senders”

ClearMyMail allows you to set-up any number of 'permitted senders', these are e-mail addresses that you want to receive e-mail from. To add addresses, first of all logon to your account at http://www.clearmymail.com/members and then go to the "Allowed" menu item (http://www.clearmymail.com/members/allowedSenders.aspx).

The “Allowed Senders” page lists out all of your currently permitted addresses, any e-mail addresses that you do want to receive e-mails from.

From this screen you are able to search through the addresses you have, change the sender from allowed to “Blocked” by using the red “Block Senders” button or to delete the permission entirely. If you delete the permission and the person then tries to e-mail you again you will be asked via the e-mail report whether you want to receive the message or not.



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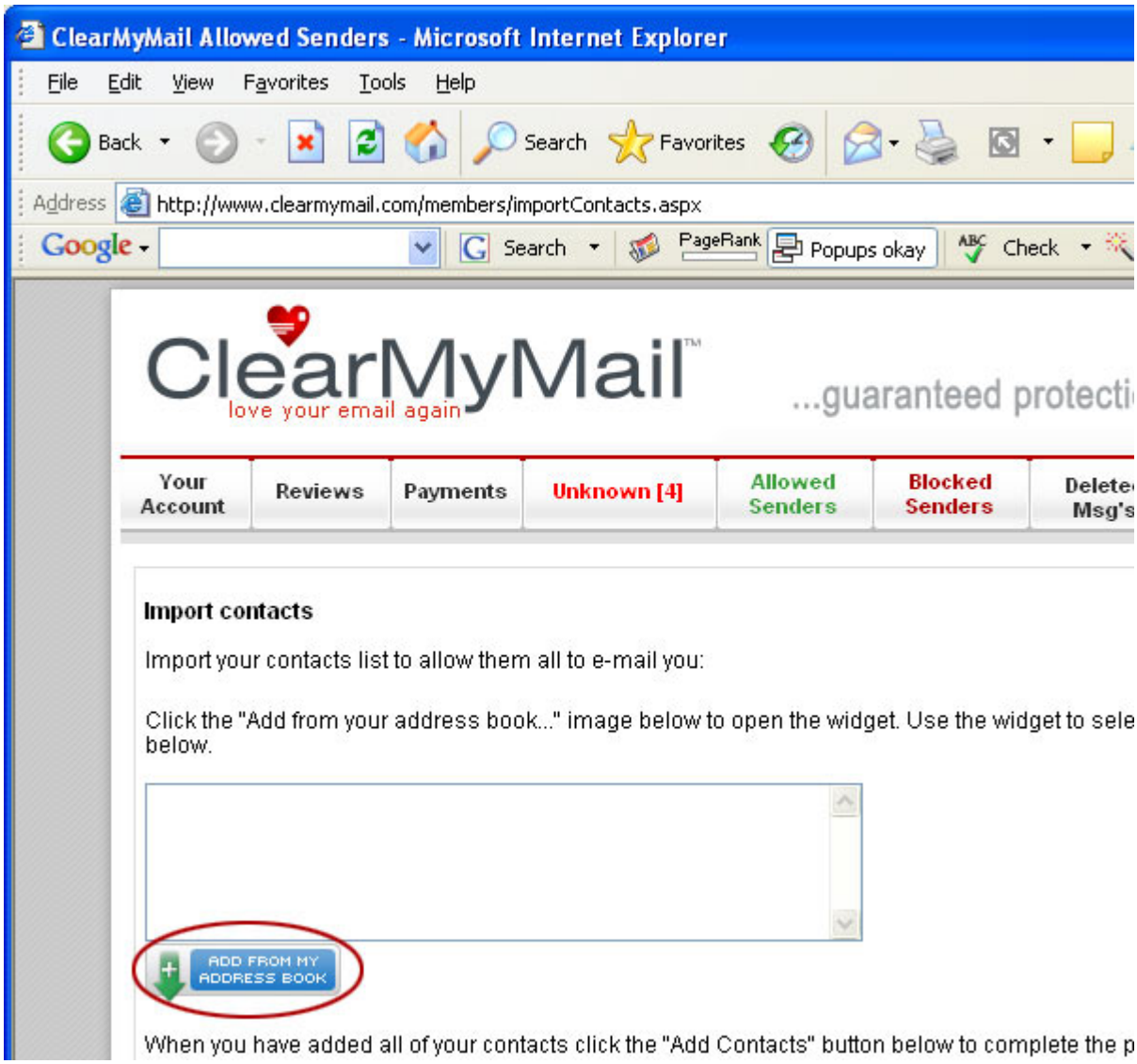
From the “Allowed Senders” page you have two ways of adding new addresses...

Importing from your address book

The first way of adding to your allowed senders list is to simply import your existing address book (From Outlook or any other e-mail system). This allows your entire contacts list to be instantly added to your “Allowed List” of senders, letting all of their e-mail come straight through.

To use the import address book feature go to the “Allowed Senders” page and click “Import Contacts from Address Book”. This will take you to the following page:



From this page click the blue “ADD FROM MY ADDRESS BOOK” button and follow the simple on screen instructions.

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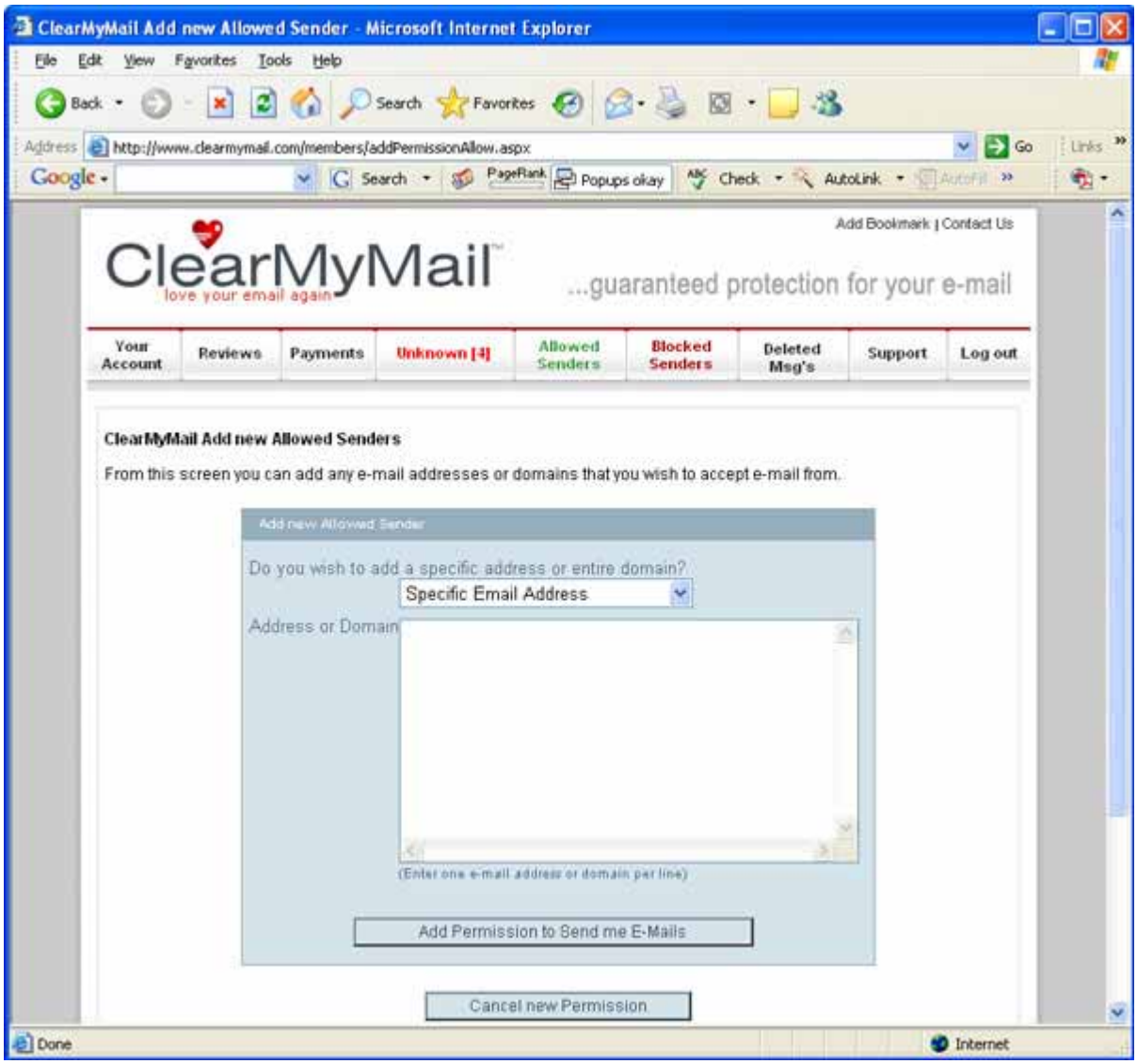
Adding individual contacts or domains

To add a new sender (Or a number of senders), click the red "Add new Permission" button near the bottom of the “Allowed Senders” page, you will then be taken to the following:



From this page you can enter any number of your friends or colleagues addresses into the box (Enter one per line). When ready simply click the "Add Senders" button. You will now receive e-mails from these addresses as normal.

You will also notice on this screen an option to allow entire "Domains" of addresses, if you choose this option and enter an Internet domain name (ebay.com for example), then any e-mail address @ebay.com will then be allowed to send you e-mail.

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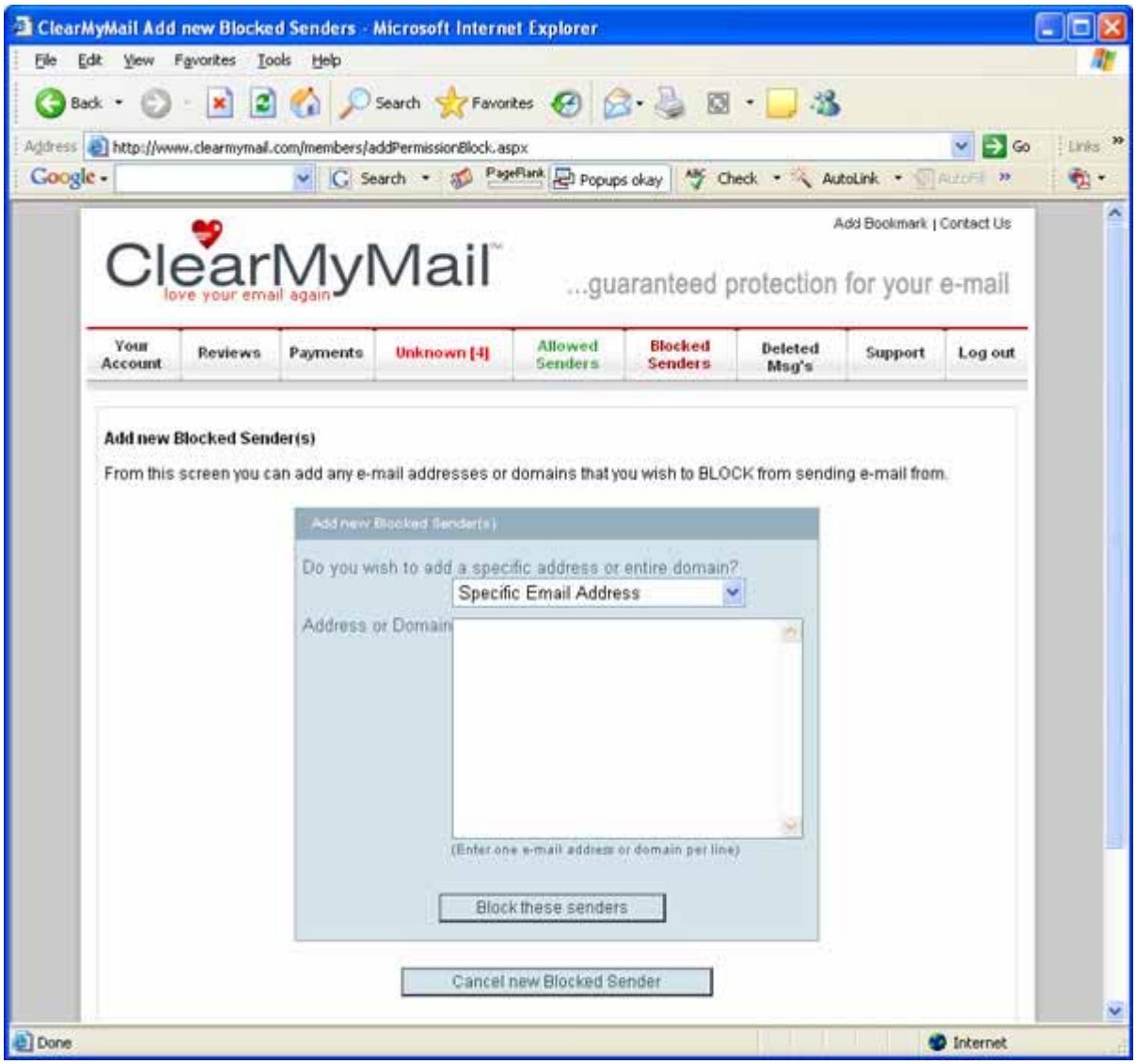
4.4 How to manually block someone from e-mailing you

If you would like to set up a list of e-mail addresses you do not want to receive e-mail from, then first logon to your account (http://www.clearmymail.com/members) and then go to the "Blocked Senders" menu item - (http://www.clearmymail.com/members/blockedSenders.aspx). Click on the "Add new Blocked Sender" near the bottom of the page and you will then be able to add in any number of e-mail addresses you wish to block.

In the same way as the "Allowed" senders, you can also add entire domains to you blocked list from this page.



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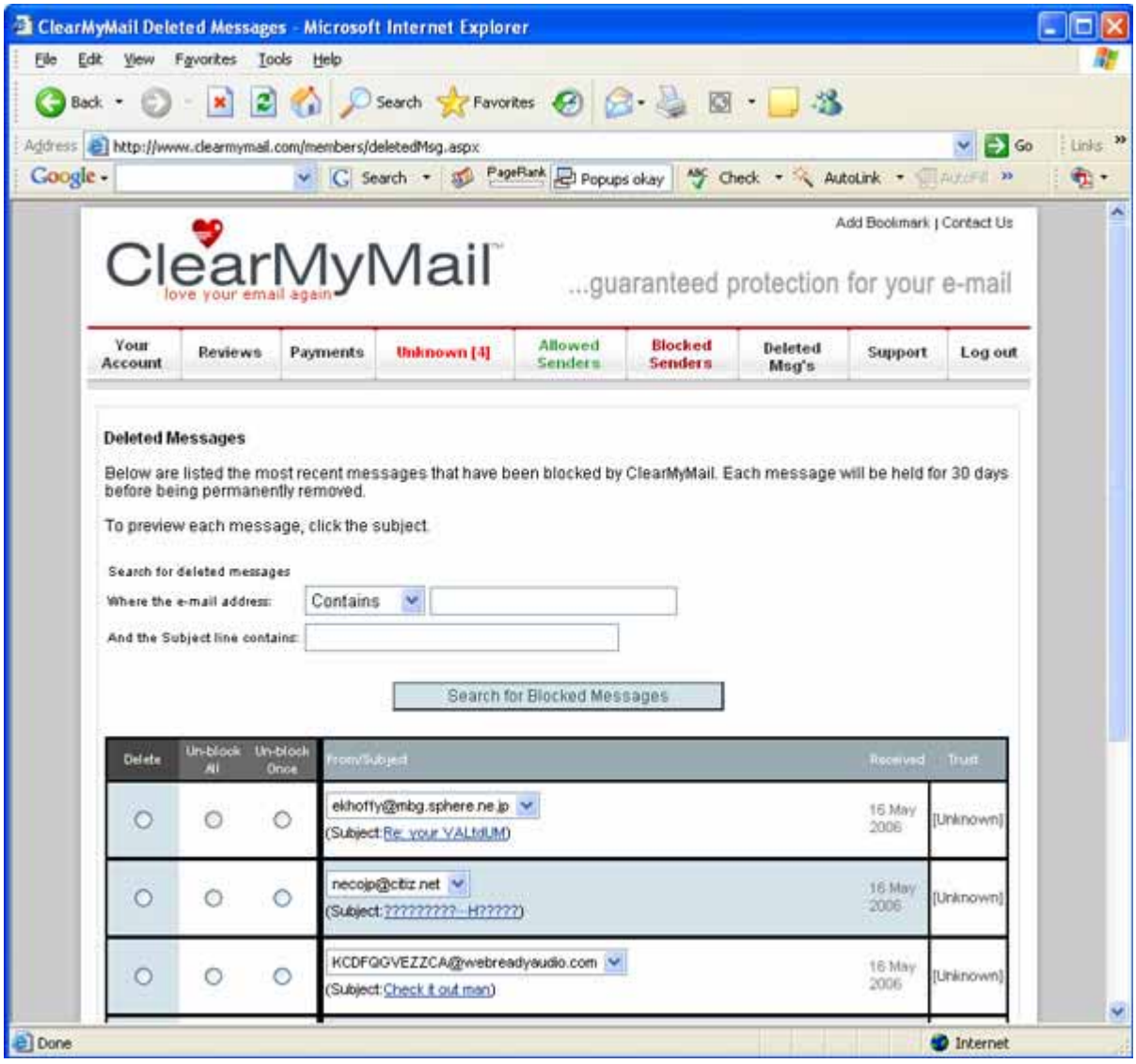
4.5 How to check what ClearMyMail has blocked

On the members home page you will find a running total of how many messages ClearMyMail has blocked for you (http://www.ClearMyMail.com/members), but if you wish to view the actual messages then you need to go to the "Deleted Msg's" page (http://www.clearmymail.com/members/deletedMsg.aspx).

From here you can search through and view online all messages that have been blocked within the last 30 days. If you find you have accidentally blocked someone then you can also un-do the action by using the "Un-block" features.

To view messages click the subject line.



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4.6 How to control your child's e-mail account

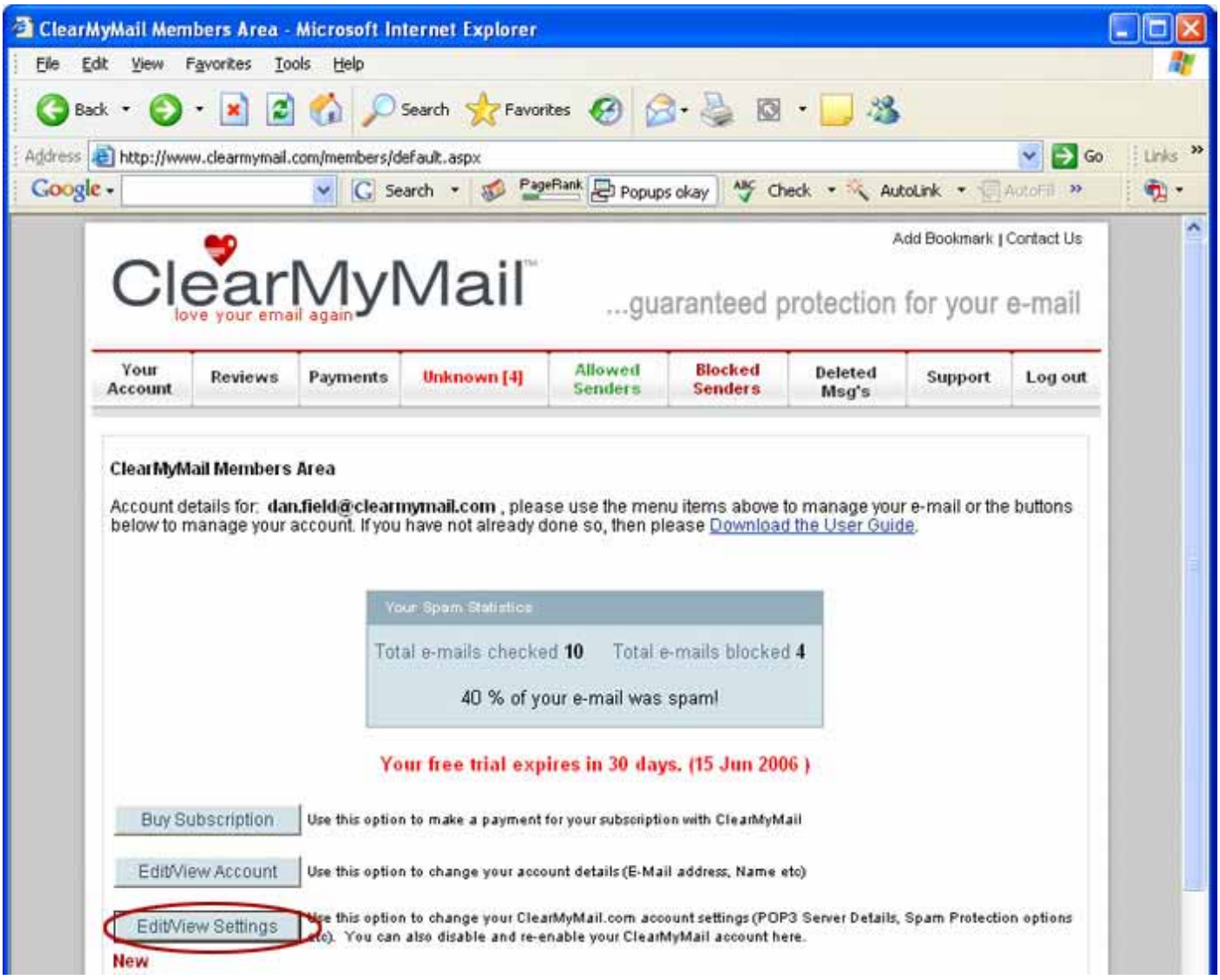
ClearMyMail offers a very powerful e-mail control for parents. By registering an account for your child's e-mail address you will then be able to redirect the "E-mail reports" to your own address, giving you full control of who is permitted to send your child email... every time someone new tries to e-mail your child, the system will send you the e-mail report asking if you wish to allow or block this new sender!

To set-up the child control it can be useful to understand a little about the passwords used for the system...

ClearMyMail uses 2 passwords; one is your existing password to access your e-mail from your current ISP or mail service provider. This first password is called your "POP3 Password", and is stored by your ISP or mail service provider. If you wish to change this password you will have to do so with your ISP or mail service provider, but you must then also update your ClearMyMail account with the new password (See Part 7, changing your passwords).

The second password ClearMyMail uses is the one to give you access to your ClearMyMail account, including setting who can and cannot e-mail the account address. When your account is first registered, both passwords are set the same. If you do wish to change these details then see Part 4.7 below.

To set-up child e-mail control, first register a new account for your child (Using their own e-mail address and server details). Then logon to this new account and from the account home page (http://www.clearmymail.com/members) click on the "Edit/View Settings" button.



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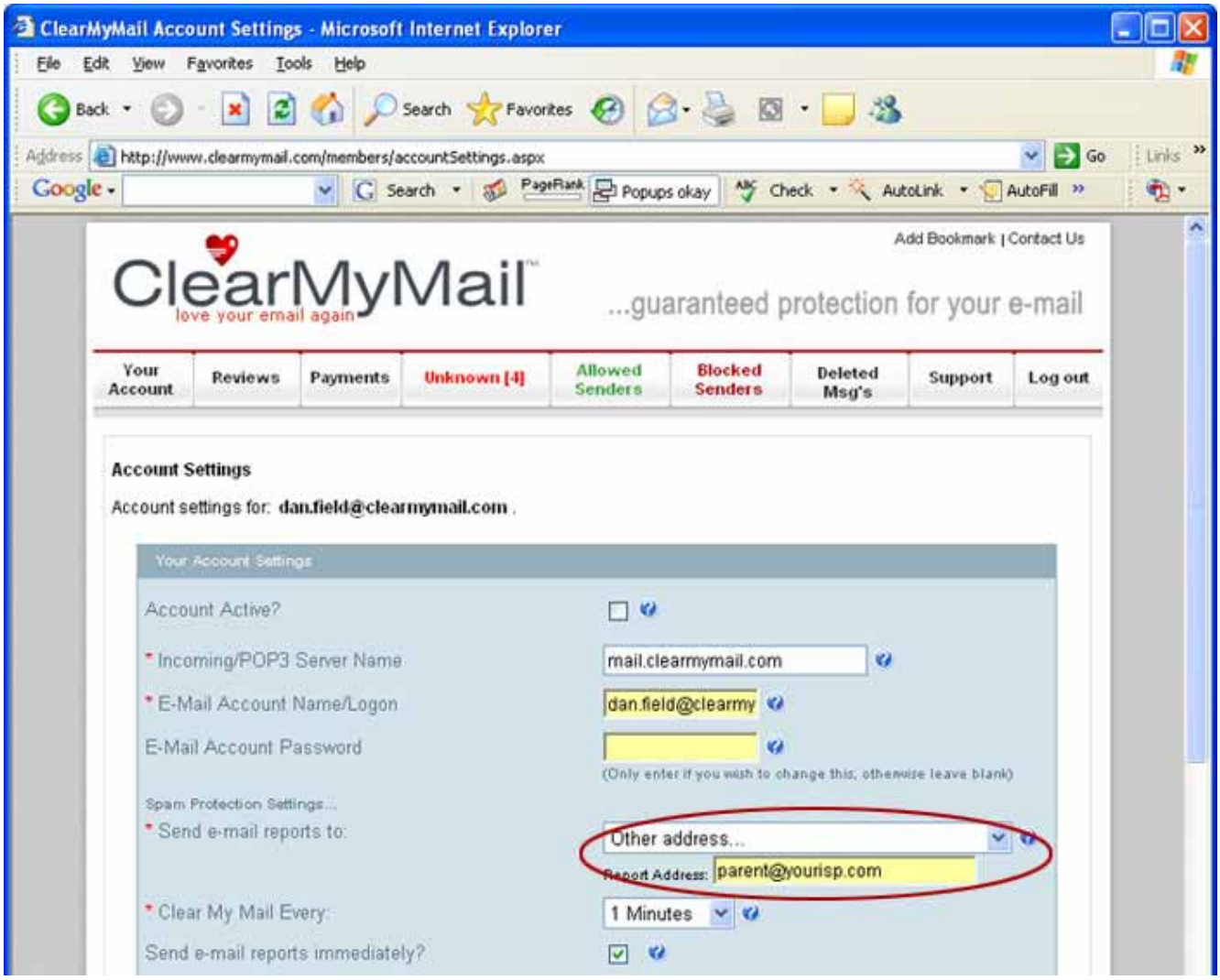
This will take you to the main account settings. All of these options are fully described in Part 6 below, but the one we are interested in here is "Send e-mail reports to".

Change this to "Other Address..." and then enter your e-mail address into the "Report Address:" box:



Save the changes, and make sure your child does not know the passwords. Now whenever someone new e-mails your child you will receive the e-mail report for you to decide whether to allow or block the sender... this is all before your child downloads the e-mail!

If you are using ClearMyMail as a parental control then you can also use the “Allow Once” permission to be notified of every single e-mail your child receives. By only giving the “Allow Once” permission every message can then be screened by you before reaching your child.

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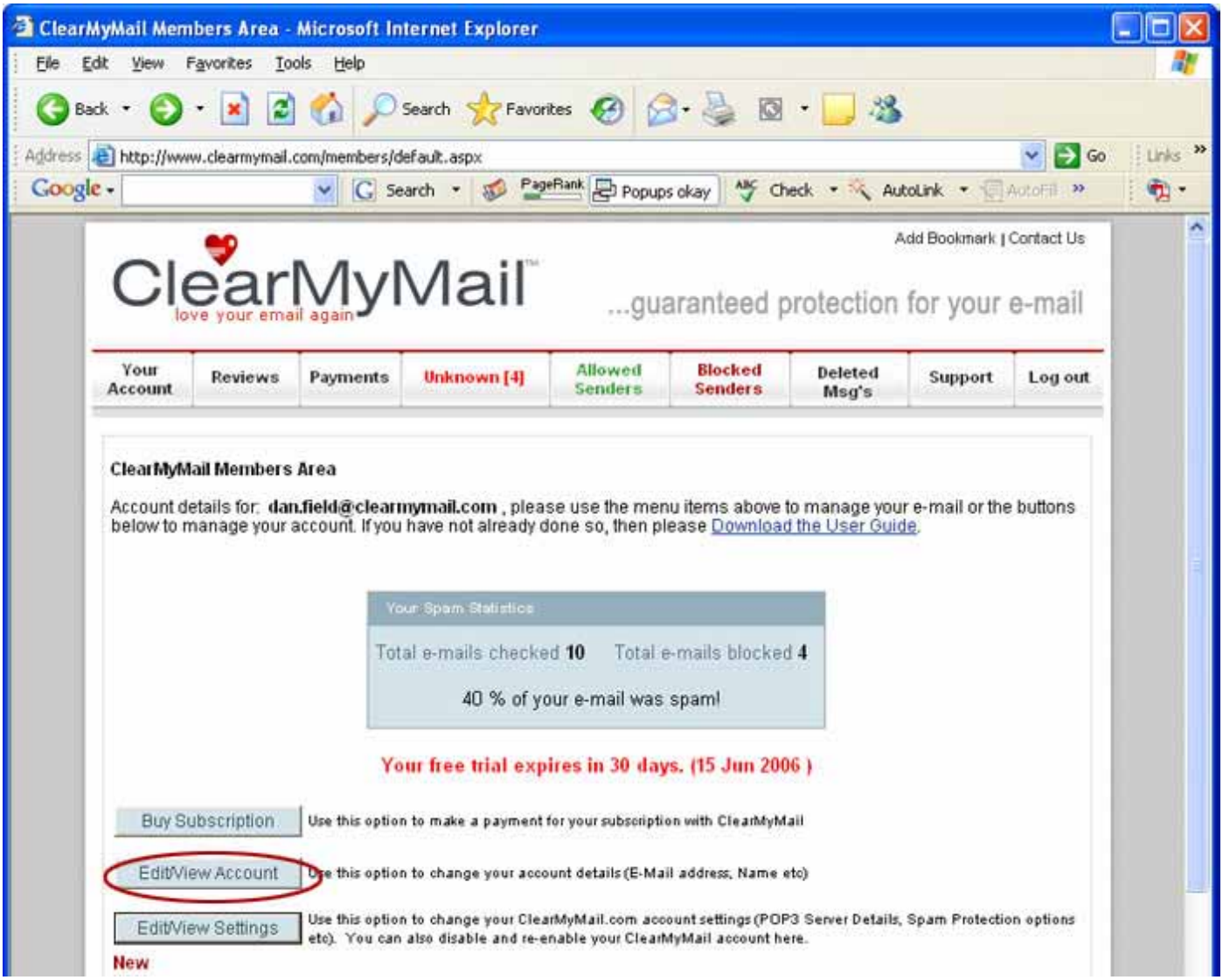
4.7 Your account details with ClearMyMail

From your main account details page (http://www.clearmymail.com/members), you have two options for editing account details:

1. **Edit/View Account Button**



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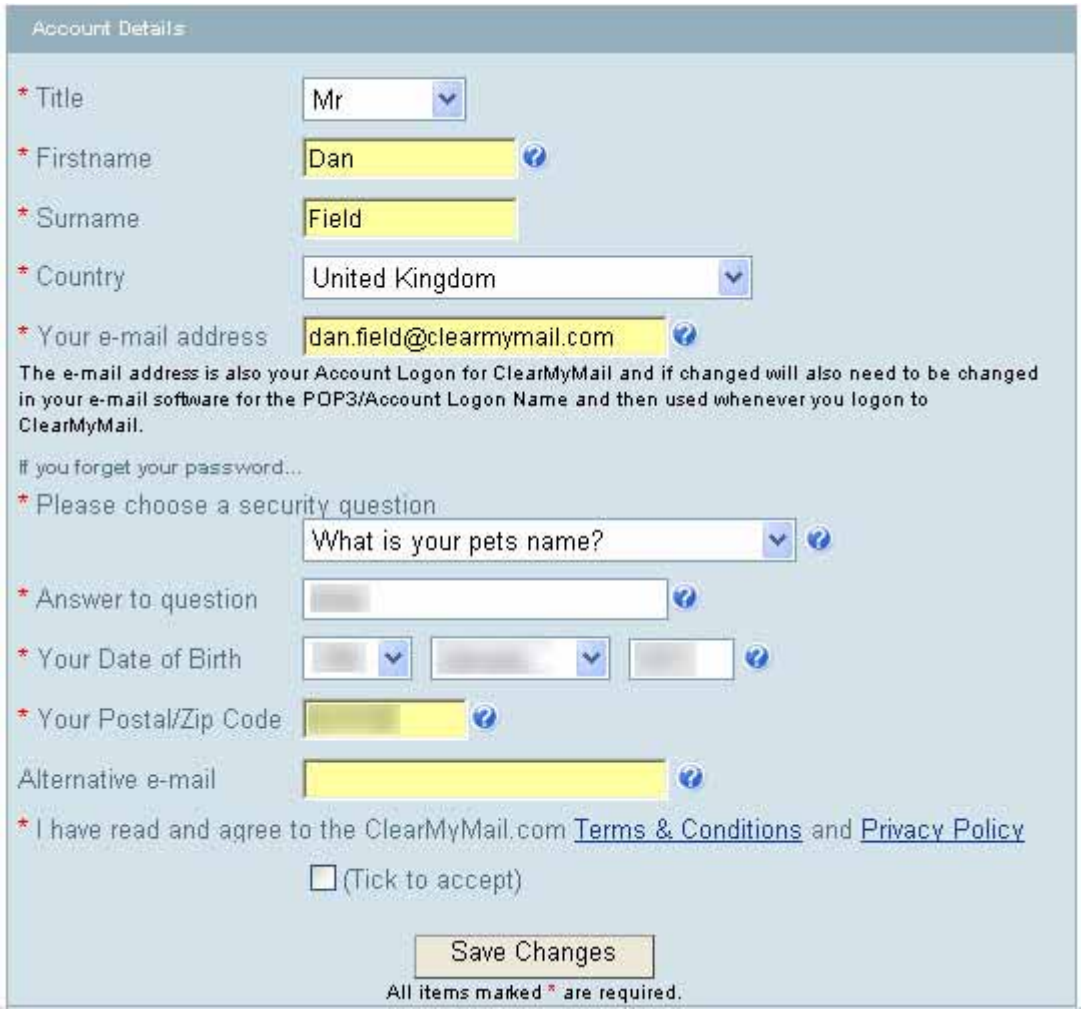
This area is where you can change the main details of your account with ClearMyMail. The items available here are:



(Note the security answers are hidden for this document)

Title, First name & Country
We ask for this information only to help us manage your account and help support you. We do not disclose any personal information to any other company.

Your e-mail Address
This is the e-mail address that ClearMyMail will be working on

Security Question & Answer, Date of Birth & Postal/Zip Code
We ask for a series of security questions, to help support your account in cases where you may lose you

Alternative e-mail
This is completely optional and will only be used to help if you lose or forget your passwords

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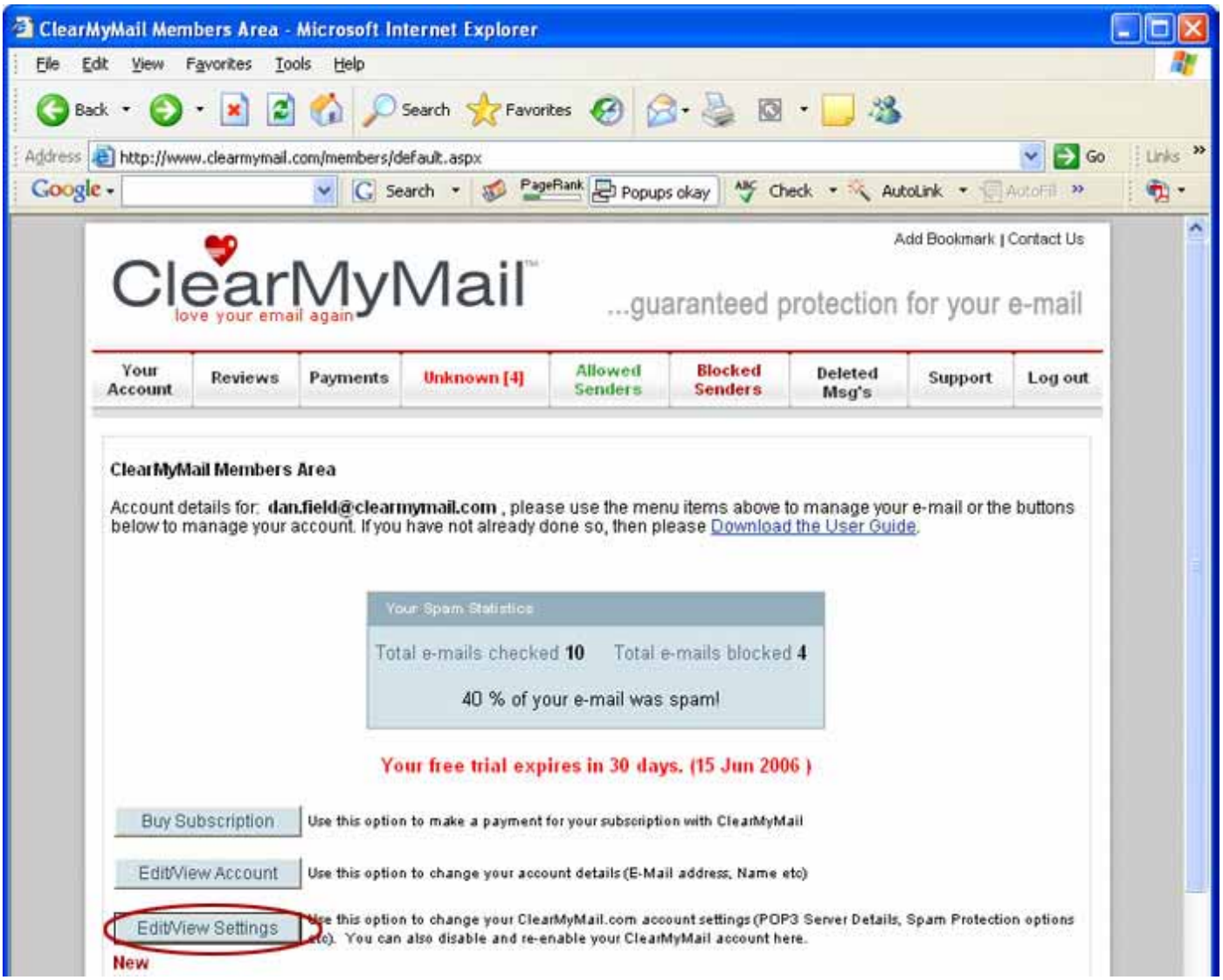
2. Edit / View Settings Button



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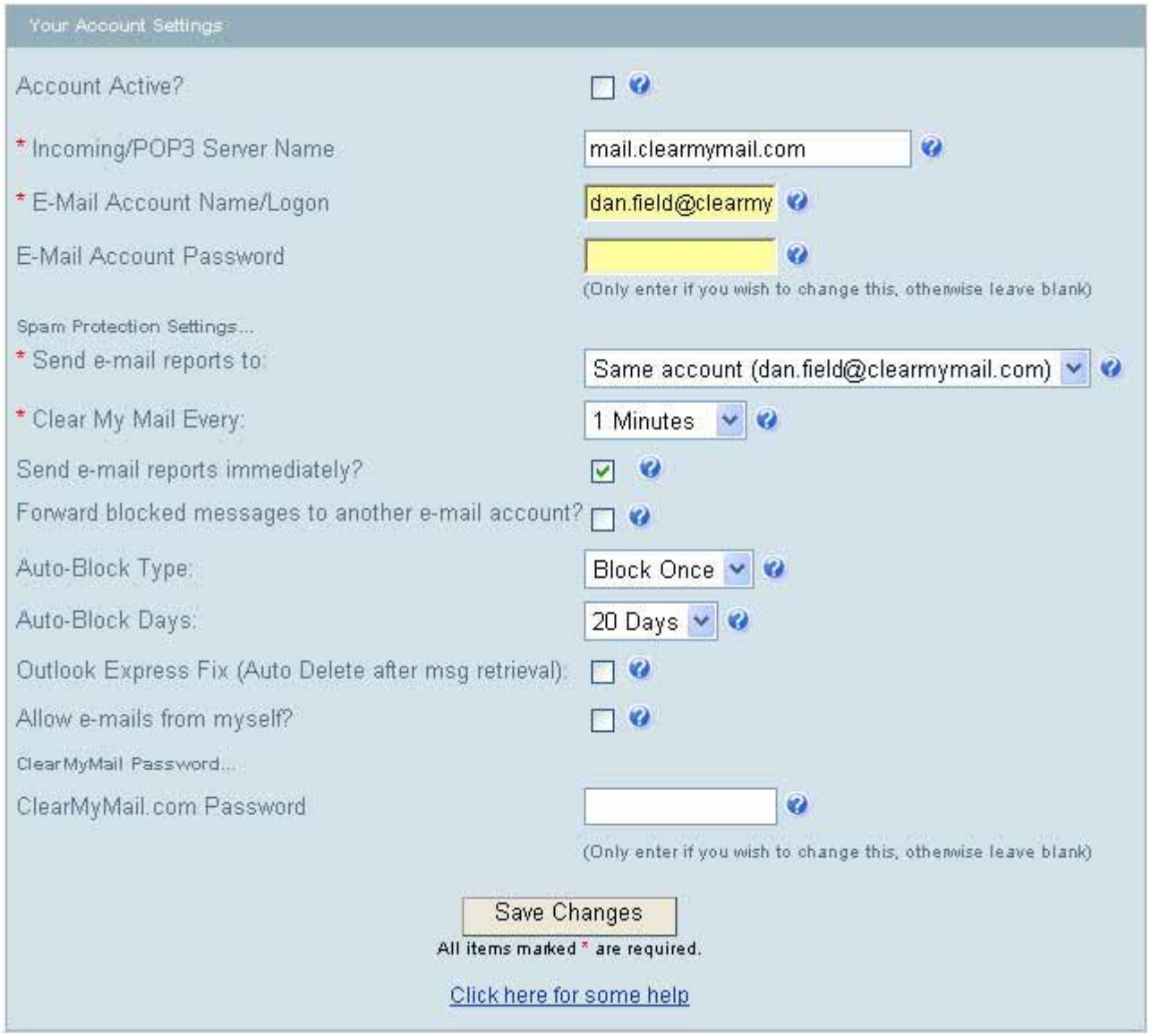
This is where your account settings and preferences are stored, including the details of you e-mail account:



Account Active?
This tick box switches your ClearMyMail account on and off. If you wish to deactivate your account for any reason simply un-tick this box and save the changes.

Incoming/POP3 server Name
Your POP3 server details are the account details you would normally use to collect your e-mail from your ISP (Internet Service Provider). When you sign up with ClearMyMail you would of supplied this information so that ClearMyMail can now collect your e-mail for you. You then collect the cleared mail from our secure servers.

If you change ISP, or your current ISP informs you of any changes then this is where you will need to make the changes.

E-Mail Account Name/Logon
This goes along with the Incoming/POP3 server name and is the logon name your ISP would of supplied to you to enable the collection of e-mail. If your ISP changes this, or you move to a different ISP then make sure you make the change here.

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E-Mail Account Password
This is different to your ClearMyMail account (Although to begin with it will be the same), and is the password used by the ClearMyMail servers to logon to your ISP and collect your e-mail for you.

If you change your password with your ISP then also make the change here, otherwise ClearMyMail will be unable to download and clear your e-mail for you.

Spam Protection Settings

Send e-mail reports to:
If you wish your e-mail reports to be sent to another e-mail address (Perhaps to a parents account of a child), then choose the relevant option here and enter the address.

Clear My Mail Every:
ClearMyMail will connect to your ISPs mail server at regular intervals throughout the day, every day of the year. If you receive e-mail very often throughout the day you may wish to change how often this clearing process is run, then make the change here.

Send e-mail reports immediately?
If you find that you are receiving the e-mail reports more often than you would like, then you can change the option here to have them batched up – either by a number of days or when a set number of new senders has been reached.

Forward blocked messages to another account?
This option allows you to have copies of all blocked e-mail sent onto another e-mail account.

Auto-Block Type:
The auto block feature will automatically block any new unknown message that you have not made a decision on after a set number of days (Default is 20 days). So if you have not decided whether to allow or block a new sender 20 days after its arrival then ClearMyMail will automatically block it for you. This means that you can simply ignore any e-mail reports that only contain senders you want blocked, as the system will do it for you.

The auto block type options are:

> **Block Once**
> If selected then ClearMyMail will only block the single message and not every message from the same sender.
>
> **Block All**
> ClearMyMail will block the message and any future messages from the same sender.

Auto-Block Days:
This is where you can choose how many days you want ClearMyMail to hold onto messages before you decide whether to block or allow. Remember this only applies to new unknown senders. If you have already decided to accept e-mail from someone then their e-mail will always be allowed through to you.

Outlook Express Fix (Auto Delete after msg retrieval):
There is a known bug with some versions of Outlook Express. Microsoft knows this bug but there is no fix available from them. Please see http://support.microsoft.com/?kbid=303194 for full details of the problem.

If you are using Outlook Express and keep receiving duplicate messages with an error message from your system then ticking this box will activate a fix from ClearMyMail. This fix automatically deletes messages from your account after you have downloaded them, freeing up your connection.

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Allow e-mails from myself?
By default, ClearMyMail blocks all e-mails that appear as being sent from yourself. In the vast majority of cases e-mails with your own address will be virus e-mails. If you do send e-mails to yourself then un-tick this option here.

ClearMyMail.com Password
This is the password you use to access your account with ClearMyMail, and is the password you should have set in your e-mail program. If you wish to change this, then this is the place where you can do so.

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4.8 Changing your passwords with ClearMyMail

Your ClearMyMail account stores 2 passwords; the first password is named the “E-Mail Account Password”. This is the password that ClearMyMail will use then collecting your e-mail from your current ISP or E-Mail Provider. If this is ever changed, then you must also logon to your account (http://www.clearmymail.com/members) and change the “E-Mail Account Password” from the “Edit/View Settings” page.

The second password used with ClearMyMail is your main account password. This is used to access your details online, and to collect your e-mail. It is the password you should have entered in your e-mail application.

When you first sign up to ClearMyMail both passwords will be the same, that of your existing e-mail password. It is recommended that you always keep the two passwords the same, so if you update your password with your ISP then also update them through the two areas shown above.

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5. How-to...

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5.1 Change how often your e-mail is cleared

ClearMyMail connects to and downloads your e-mail for you on a regular basis, 24 hours a day, every day of the year. If you receive e-mail very often throughout the day you may wish to change how often this clearing process is run, to do so please follow these steps:

1. Logon to you account (http://www.clearmymail.com/members)
2. Click on the "Edit/View Settings" button
3. Change the "Clear My Mail Every" setting to your preferred time.

5.2 Change where your e-mail reports go

If you would like you e-mail reports to go to a different e-mail account (E.g. to run the system as a parental control), then please follow these steps:

1. Logon to you account (http://www.clearmymail.com/members)
2. Click on the "Edit/View Settings" button
3. Change the "Send e-mail reports to" to "Other Address" and then enter the e-mail address in the "Report Address:" box.

5.3 Change how we deal with blocked mail

If you would like us not to automatically delete any blocked e-mail (Our preferred option), then you can opt to have it forwarded to another e-mail account if you have one:

1. Logon to you account (http://www.clearmymail.com/members)
2. Click on the "Edit/View Settings" button
3. Tick the "Forward blocked messages to another e-mail account?" option and then enter the e-mail address in the "E-Mail Address:" box.

5.4 Set how often you receive the e-mail reports

When you first register with ClearMyMail the default setting is to let you know every time a new sender sends a message to you. If you find this is too much then you can batch up these reports either by a number of days or at a set level of new senders (E.g. only send for every 5 new senders).

1. Logon to your account (http://www.clearmymail.com)
2. Click on the “Edit/View Settings” button.
3. Un-tick the “Send e-mail reports immediately” option and then choose how often you wish to receive the e-mail reports.

5.5 Use the “Auto-Allow” feature

Your Auto-Allow feature is a piece of text that can be added to any e-mail you send out (E.g. Added to your e-mail signature). If the recipient then replies to your message they will be automatically be added to your "Allowed Senders" list without any action required from you.

To get your auto-allow code:

1. Logon to your account (http://www.clearmymail.com)
2. Click on the “Auto-Allow Code” button.
3. Follow the instructions on the page.

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5.6 Use the "Auto-Block" feature

The auto-block feature automatically blocks any new senders where you have not made a decision to allow or block. This allows you to ignore the e-mail reports from ClearMyMail that only contain senders that you don't want – the system will automatically delete them for you after a set number of days.

To change the auto-block settings:

1. Logon to your account (http://www.clearmymail.com/members)
2. Click on the "Edit/View Settings" button.
3. Select the preferred auto-block option.

5.7 Import your existing address book

To import your existing contact list:

1. Logon to your account (http://www.clearmymail.com/members)
2. Click on the "Import Contacts" button
3. Click on the blue "ADD FROM MY ADDRESS BOOK" button
4. Follow the on screen instructions.

5.8 Write a review of ClearMyMail

We would love to hear all feedback about your experience of ClearMyMail. To write a review and grade the ClearMyMail service go to http://www.ClearMyMail.com/members/addReview.aspx

5.9 Preview an unknown message

If you receive a message from someone you are not sure of you can now preview the message through our website without the risk of downloading the message into your inbox:

1. Logon to your account (http://www.clearmymail.com/members)
2. Go to the "Unknown" page.
3. Click on any message subject line to preview the message.

5.10 Get in touch

To contact ClearMyMail please visit our support page (http://www.clearmymail.com/support.aspx) or e-mail us at support@ClearMyMail.com

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6. Help and Support

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6.1 Support Details

ClearMyMail offers a full online support service for all customers. The first point of call for any problem should always be a quick scan through this user guide, as most problems will be answered within.

If you do come across a problem or have any questions then please logon to http://www.clearmymail.com and go to the “Support” section. From here you will have various options available to help you resolve your issue.

We also operate a general support e-mail service; this is available for any questions or suggestions you may have. Please e-mail support@clearmymail.com with your query.

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6.2 Support Details

Does ClearMyMail really block 100% of all junk e-mail?
Yes, by passing each message through a series of unique tests we are able to stop 100% of unwanted e-mail. You will only receive e-mail where the purported sender has been pre-approved by yourself.

Can ClearMyMail delete any legitimate e-mail?
ClearMyMail has a 0% false positive rate in almost all cases. That is that we have never deleted an e-mail that was in fact wanted. If you have blocked a sender by mistake then all blocked e-mails are held in a secure area of our website for 30 days for you to check and retrieve if required.

Is the system secure?
ClearMyMail uses a highly secure process to manage your e-mail, no human will ever be able to read your messages and they are only stored encrypted on our secure servers until you download them - with no trace left behind. All passwords are stored in our secure database in a encrypted format to add a further level of protection.

The security of our service is paramount to our business; we regularly run security checks against all of our servers to make sure they all conform to our strict security policies.

What happens if the ClearMyMail systems go down, will I lose e-mail?
No, you will never lose a single wanted e-mail message. In the very rare occasion where our servers are unavailable your e-mail will still be held in a queue at your current ISP. We do aim for 100% availability but do on occasion have to apply security patches to our servers, which may require a reboot resulting in a very brief period of downtime (A matter of a couple of minutes in most cases, and will always be out of normal working hours).

ClearMyMail operates a policy of being as open as possible, we will not hide the fact that sometimes Internet services may be unavailable as this is a fact of the Internet - what we do promise is that we always aim for 100% uptime and will always keep our customers informed of any planned system updates.

What happens if I can't access my e-mail?
If you do have a problem accessing your e-mail you should first of all scan through this document to make sure you have all of your settings correct. If you still have problems then logon to http://www.clearmymail.com and go to the support area of the site for some very easy to follow problem guides.

Remember, ClearMyMail only handles delivery of e-mail to you; it does not handle any of your outgoing e-mail or general Internet connection. If you are having problems with sending e-mail or connecting to the Internet then please contact your own Internet Service Provider or network support.

How to I upgrade?
This is a simple one - you don't need to do anything! ClearMyMail is an online service and as such you will never need to download any upgrades, they will automatically be applied to your account for you!

Every time we upgrade the system and make improvements you will instantly see the benefits, this is another benefit of subscribing to ClearMyMail.

How can I get in touch?
To help keep costs of the system down for our customers we try to keep all contact and support online if at all possible. Our general e-mail is support@ClearMyMail.com

Please use this e-mail address for any general comments or suggestions as well as any technical questions.

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