Retrain Messages

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Sometimes it happens that messages are classified incorrectly by the filtering system.

A **false positive** refers to a message that was incorrectly classified as being Spam.

A **false negative** refers to a message that was incorrectly classified as NOT being Spam.

In other words, **false positive** messages end up in the Spam folder instead of the Inbox, while **false negative** messages end up in the Inbox instead of the Spam folder.

We have several methods to help retrain our system so that it doesn't make the same mistake again:

- In your configured IMAP account or in Webmail, simply drag the message from the Inbox to the Spam folder or vice-versa and keep it there at least overnight
- Retrain using the **Spam Quarantine** feature of the User Control Panel:
- Go to

> Unknown macro: {link-window}

https://cp.emailarray.com

- Log in using your full e-mail address (user@domain.com) and current password.
- Click on the **Spam Quarantine** icon
- Search for the Spam message by selecting the appropriate date, optionally defining a search term and clicking on the **Display** button
- Mark the checkbox next to desired email and click on one following buttons: **deliver and whitelist** the sender, **deliver only** or **delete**
- Forward the offending message to the specific retraining address as defined by your Administrator. Usually they are of the form: spam@domain.com & notspam@domain.com