How to override the Comcast email Spam filter for webform results.

Problem: In late December 2018 Comcast (Infinity) apparently reset their criteria for determining if an incoming email was Spam, or they changed the default for all customers to turn on their Spam filter. All of a sudden, MSC & MMC members using @comcast.net email stopped getting email from our Website Host, Dot5Hosting.

We have numerous webforms on our websites. Each of these allows club members to contact various members of the management team. The member fills out a form on the website with their question or information and submits it. Our Host receives the form results and emails it to the designated club officer(s). The officer receives an email from: "**Dot5Hosting Form Processor**, formprocessor@dot5hosting.com.

And herein lies the problem. The Comcast Spam filter has arbitrarily starting blocking all email from Dot5Hosting.

There are various ways to override this.

1) **OPTION 1:** **(Not Recommended) Turn OFF the spam filter.**
   Comcast turns ON your Spam filter by default, decides what is Spam and then deletes it.
   Pro: Simple to do & effective. Solves the problem. All incoming email is directed to your inbox.
   Con: Your poor inbox could become stuffed with junk mail. You might even overlook the Dot5 mail in all the confusion.
2) **OPTION 2:** **Save deleted Spam emails in your Spam folder**.
   Leave the spam filter on, but check the box that says "Save a copy of emails marked as Spam". This will redirect any "Spam" emails, including those from Dot5Hosting, to your Spam folder.
   Pro: Simple to do. Solves the problem.
   Con: You must remember to check your Spam folder on a regular basis. You may not read these Dot5 emails in a timely way. You will need to move the message to another folder to avoid losing it when you empty the Spam folder. Some DOT5 emails may get lost.
3) **OPTION 2+3:** **Establish a "RULE" that identifies Dot5Hosting email as valid and directs it to your inbox**.
   (Recommended) Do Option 2 above to manage Spam, and add a "Rule" to prevent emails from Dot5Hosting becoming Spam. Dot5Hosting emails will show up in your inbox as regular mail. You only have to do this once.
   Pro: All Dot5Hosting emails will be directed to your inbox just like all of your other email. The spam filter stays on to control junk mail. A copy of each Spam email is saved in a folder for future review. You can easily move emails from the Spam folder to your inbox or other folder if you decide they are not Spam.
   Con: None, except that there is some one-time effort required to set this up.

Procedure:

1) Open you Comcast mail as you usually would. Locate and click on the "gear" in the upper right-hand corner of the screen, then click on "Settings".

Then, on the left-hand side click on "Advanced Settings", and look for the Spam Filtering options.

To implement Option 1 just clear (uncheck) both options. **(Not recommended)**

To implement Option 2 leave "Enable Spam filtering" checked, and check the "save a copy of emails marked as Spam", as shown above in the screen capture. (It's recommended that you implement Option 2 & 3 together)

To implement Option 3 **(Recommended)**:
After implementing Option 2 there is one more step. Click on "Filter Rules", then click on "Add a new Rule"

In the dialog box that pops up:
-Give your new rule a name of your choice (for example, "Dot5").

-Click "Add Condition" and select "Sender/From" from the choices provided. Type in "Dot5Hosting" in the "Contains" box exactly as shown here. Click on "Add action" and select "Keep" from the choices provided, then click Save in the lower right of the dialog box.
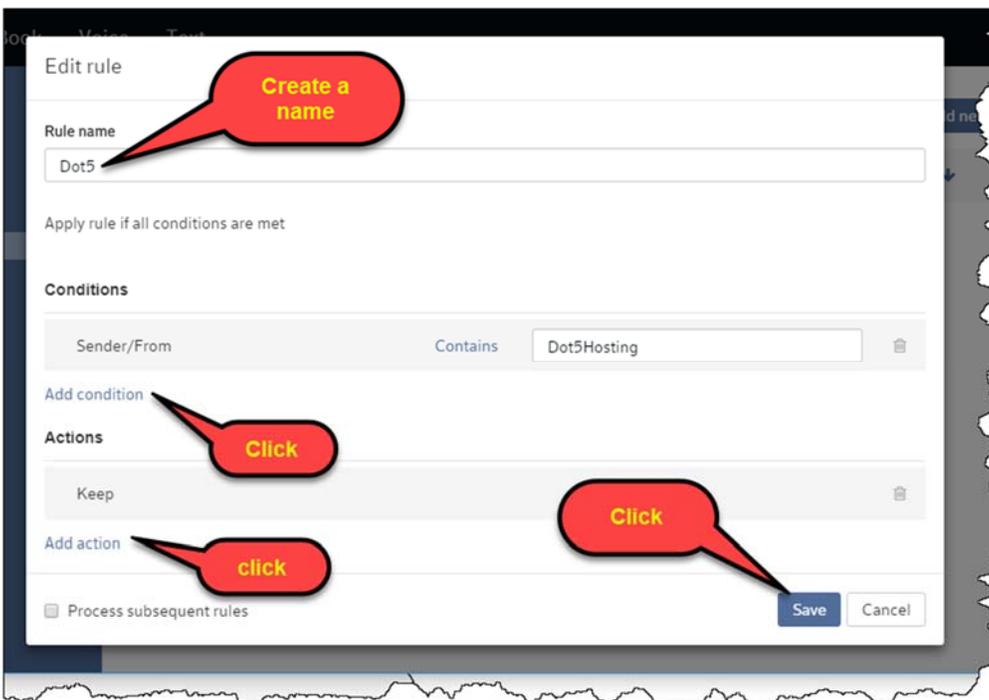
 That's it. If you have implemented Options 2 & 3, from now on two things will happen:
1) Any incoming emails that Comcast decides are Spam (except for Dot5 emails) will be deposited in you Spam folder instead of being blocked and deleted.
2) Any incoming emails with the term "Dot5Hosting" in the "sent from" line will be delivered to your regular mailbox for reading and processing.

Note that you can always test the email form that is supposed to send results to you. Open it on the website. Fill out at least the "required" boxes and Submit it. The process usually takes a minute or so, but there can be as much as an hour delay for your results to show up in your inbox.

Need help? Please contact me with questions or issues.

Ed Crane

Marcoman357@aol.com
239-537-1061

Webmaster, MSC website
January 8, 2019