What Is SpamExperts? Features, Quarantine and How to Log In

SpamExperts-EN · https://www.hyyat.com/en/knowledgebase/what-is-spamexperts/

Need professional email for your company? Business hosting from Hyyat Host puts your website and unlimited mailboxes on your own domain (such as info@company.com) together, from $77 a year, with a higher sending limit, free migration of your current email, and support that answers tickets within 24 hours at most. Compare hosting types.



In this guide:

- SpamExperts features
- Logging in to SpamExperts
- Setting your password the first time
- Key parts of the panel

SpamExperts is a filtering service for incoming mail. It checks messages before they reach your inbox and stops spam, viruses and phishing.

SpamExperts features

- Blocks spam, viruses and phishing messages.
- Fewer good messages wrongly marked as spam.
- A control panel with full reports on mail traffic, at domain level or per mailbox.
- Easy whitelist and blacklist management, to always accept trusted senders or block unwanted ones by hand.
- Charts of mail traffic, and daily, weekly and monthly reports.

Logging in to SpamExperts

If your hosting plan includes SpamExperts, you open it from cPanel:

1. Log in to cPanel from your client area. If you need help, see logging in to cPanel.
2. In the **Email** section, click **Professional Spam Filter**.
3. Your domain is listed; click **Login** next to it.

> **Note:** If this is your first time logging in to SpamExperts, click **Retrieve log-in**. It takes you to the page where you set your password.

Setting your password the first time

1. A temporary link to set your password is sent to your email address.
2. Open the email from SpamExperts and click **Set Password**.
3. You can change the email address linked to the service here. Click **Save**.
4. Go back to the login link and log in with your domain name, your hosting control panel username or an email address on the domain, and the password you just created.

Key parts of the panel

Spam quarantine

- Suspicious messages sent to any address on the domain are kept for 28 days. You can search them by subject, sender or recipient.
- You rarely need it, but you can check blocked messages at any time: click **Release** to deliver a message or **Delete** to remove it.

Delivery queue

- Holds messages that were temporarily refused and are waiting to be delivered, for example because the recipient's mailbox is full or a mail server is briefly down. Click **view** to see the reason.
- You can retry by hand with **force retry**, or remove a message with **Delete**.

Local recipients

- Lists the addresses on your domain that may receive mail; mail to any address not on the list is rejected.
- To use it, turn on **Use local recipients**, click **Add local recipient** and enter each address.

Domain aliases

- Once you add an alias and point its **MX records** to the filter, mail to *user1@alias.ext* is filtered and delivered to *user1@maindomain.ext*.

Domain statistics

- The **Statistics** page shows how many messages were clean, spam or blocked, and how many addresses are on the whitelist and blacklist, for a period you choose.

Once logged in, you can control who gets through: see whitelisting and blacklisting in SpamExperts.

Related service: Email hosting from Hyyat Host, with support that answers tickets within 24 hours at most.

Related guides

- Whitelisting and Blacklisting Senders and Recipients in SpamExperts
- Should I Auto-Delete Spam? cPanel Auto-Delete, When It Is Safe, and Cleaning the Spam Folder Without Losing Important Mail
- What Does Spam Mean? Types of Spam, Where Spammers Get Your Address, and How to Protect Your Mailbox and Domain

All SpamExperts guides →

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