



June 23, 2020

There have been some upgrades and changes in our provider's email services on 6/23/20. If you are having issues, please call **Consolidated Support** at 866-703-3727.

You will be asked what your email address (@lakenet.com) is, and you will need to know your email password. You also will be asked for the first four characters of the administrator's password. You do not need this. Just tell support you are not the administrator but an end-user. Support will be able to help you with any password or sync issues that may have occurred.

Please note: By default, all lakenet.com addresses will have spam filtering turned on. The messages will be marked as spam and delivered to your inbox. If you do not wish to see the marked messages at all, you will need to log into the website and change your spam settings.

To do that, once logged in, click on the gear icon on the left side then choose spam. This is where you manage your spam settings. If you change the filter outcome from "tag and deliver" to "quarantine" and hit save in the upper right corner, all of your spam messages will be quarantined in the spam folder. This is done by design to ensure that all users can see what messages are being marked spam and choose to customize or familiarize themselves with the new system.

Same as before, you will manage your spam messages through our webmail (email button) on our website. Here you can whitelist, blacklist, view quarantined messages, or restore quarantined messages.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Olson', with a long horizontal line extending to the right.

Kevin Olson
Telecommunications Manager