

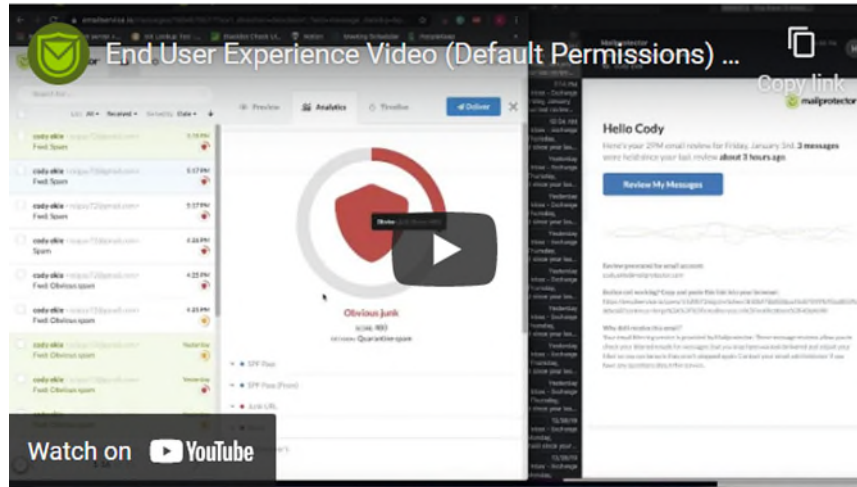


SPOT SHIELD EMAIL SECURITY - USER GUIDE

Welcome to the NEW SPOT Shield Email Security – Inbound/Outbound Spam & Virus Filtering

What to Expect

If you're a visual person, you can watch the video below for an overview.



Or if you'd rather read the overview, keep on reading!

Your Daily Notification

Depending on what your company decides, you may receive this notification typically in the Morning or the Evening of your working day.

And email arrive in your inbox as:

SPOTShield Email Security You have 1 message to review



Hello info

Here's your 6AM email review for Monday, February 14th. **3 messages** were held since your last review **1 day ago**.



Review generated for email account:
info@fulcrumgroup.net

Button not working? Copy and paste this link into your browser:
<https://emailservice.io/users/1787891/signin/token/63fc5c4f910a0a852d302e43b9ec5b3cd24c5609?continue=https%3A%2F%2Femailservice.io%2Fnotifications%2F117530401>

Why did I receive this email?
Your email filtering service is provided by The Fulcrum Group, Inc.. These message reviews allow you to check your filtered emails for messages that you may have wanted delivered and adjust your filter so you can be sure they aren't stopped again. Contact your email administrator if you have any questions about this service.





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You can click on the blue box to go to your quarantined/held messages:

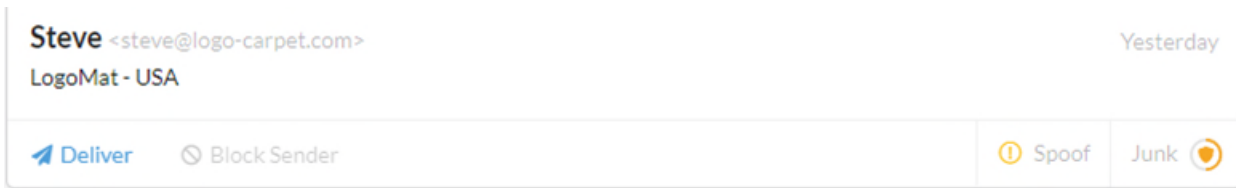
[Review My Messages](#)

If that does not take you to the page farther down in the email it has a Direct Link to click on (don't click this link; click the one in your email):

Button not working? Copy and paste this link into your browser:

<https://emailservice.io/users/1787891/signin/token/63fc5c4f910a0a852d309?continue=https%3A%2F%2Femailservice.io%2Fnotifications%2F11753040>

It will take you to an email message list for you to review and select the fate of the held emails.



They can be **Delivered**, which will release it to your email box. Please note to ALWAYS ALLOW emails from this Sender you must proceed to the next TAB, Analytics.

or **Block Sender** if you never want to NOT receive email from a sender again.

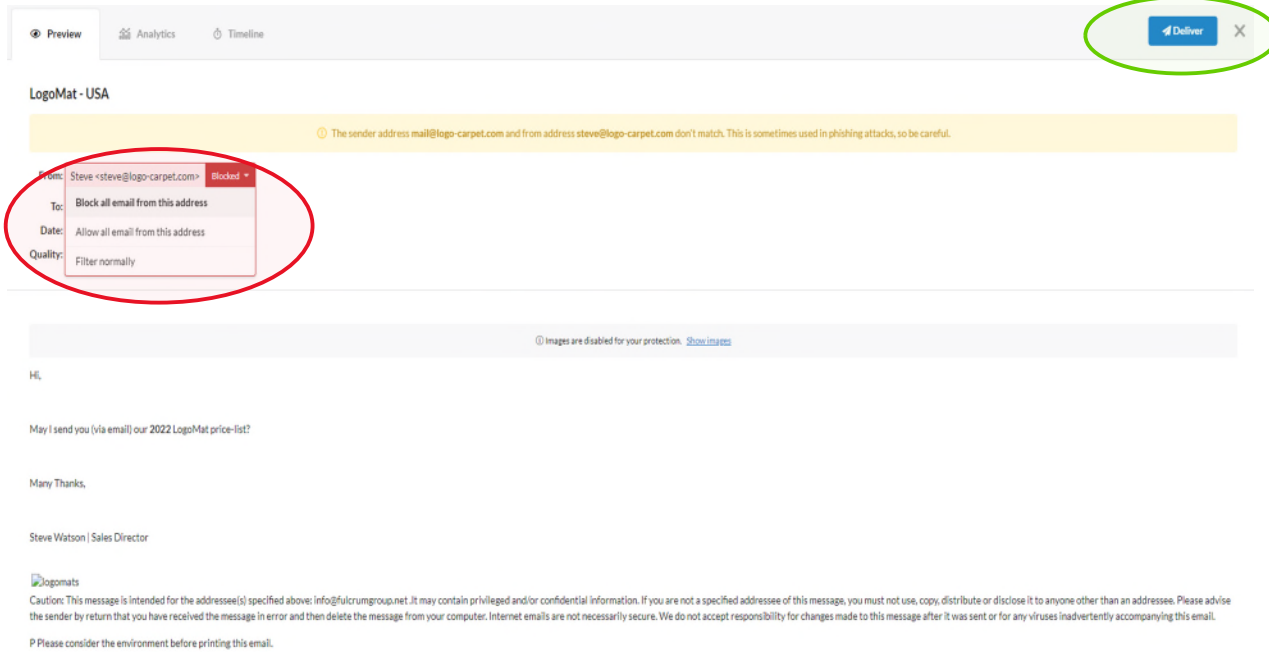
or marked as a **Spoof** (address does not match actual sender)

or **Junk** (the ring around the icon is the indication of it being suspected as junk).

If you do nothing the email will held in the SPOTShield hold folder and never be released.

If you choose Block Sender, Spoof, or Junk you will be taken to the next step to review the email and make a final choice on the status. **At this page you also be given the choice to all ALLOW all email from this address.** Make your decision carefully based on your review of the email and the recommendation SPOTShield.

You chose the final fate of the email by clicking on the drop-down box next to the FROM address, circled in **RED**



Preview Analytics Timeline **Deliver** X

LogoMat - USA

The sender address mail@logo-carpet.com and from address steve@logo-carpet.com don't match. This is sometimes used in phishing attacks, so be careful.

From: Steve <steve@logo-carpet.com> **Blocked** ▼
To: Block all email from this address
Date: Allow all email from this address
Quality: Filter normally

Images are disabled for your protection. [Show images](#)

Hi,

May I send you (via email) our 2022 LogoMat price-list?

Many Thanks,

Steve Watson | Sales Director

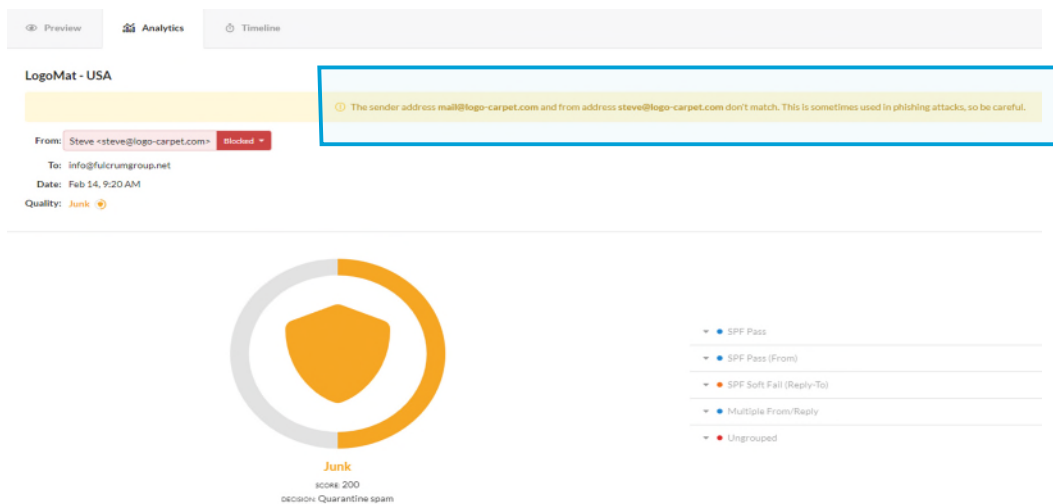
Logomats

Caution: This message is intended for the addressee(s) specified above: info@fulcrumgroup.net. It may contain privileged and/or confidential information. If you are not a specified addressee of this message, you must not use, copy, distribute or disclose it to anyone other than an addressee. Please advise the sender by return that you have received the message in error and then delete the message from your computer. Internet emails are not necessarily secure. We do not accept responsibility for changes made to this message after it was sent or for any viruses inadvertently accompanying this email.

Please consider the environment before printing this email.

Notice that you still have the Deliver option circled in **GREEN** if you still want it to be delivered after reading it and making the decision that it is a valid email.

If you need more information to decide, then you can click on the **Analytics** Tab at the top and it will tell you what SPOTShield rates it as. In this case it tells us that it is a possible Phishing attack. **BLOCK IT.**



Preview **Analytics** Timeline

LogoMat - USA

The sender address mail@logo-carpet.com and from address steve@logo-carpet.com don't match. This is sometimes used in phishing attacks, so be careful.

From: Steve <steve@logo-carpet.com> **Blocked** ▼
To: info@fulcrumgroup.net
Date: Feb 14, 9:20 AM
Quality: **Junk** 🚫

Junk
score: 200
Decision: Quarantine spam

- SPF Pass
- SPF Pass (From)
- SPF Soft Fail (Reply-To)
- Multiple From/Reply
- Ungrouped



SPOT SHIELD EMAIL SECURITY - USER GUIDE

The next tab **TIMELINE** gives you a timeline of events on the email. If you want to see the chain of events after receiving the email.

🔍 Preview 📊 Analytics ⌚ **Timeline**

LogoMat - USA

⚠️ The sender address mail@logo-carpet.com and from address steve@logo-carpet.com don't match. This is sometimes used in phishing attacks, so be careful.

From: Steve <steve@logo-carpet.com> Blocked

To: info@fulcrumgroup.net

Date: Feb 14, 9:20 AM

Quality: Junk 📧

11:10:10 AM 📧 **Sent to the Spam Quarantine**
Identified as Junk with a score of 200

11:10:09 AM 📧 **Scanned and scored by CloudFilter**
Scored as Junk (200)

11:10:09 AM 📧 **Received by igate-5.inbound.emailservice.io**
Received: from mail.logo-carpet.com (mail.logo-carpet.com [141.95.105.254]) by igate-5.inbound.emailservice.io (Postfix) with ESMTPS id 94F35C289A for <info@fulcrumgroup.net>; Mon, 14 Feb 2022 17:10:09 +0000 (UTC)

📅 Mon, Feb 14, 2022

Once you have decided the fate of the quarantined emails you can close your webpage console and wait for the next day's message.

If you run into any difficulties or would like some help please contact our Support Team:

Email Ticket request: helpdesk@fulcrumgroup.net

Or call us at: 817-898-1277