



## EMAIL SECURITY

With the big increase of phishing and particularly targeted “spear” phishing email attacks, Westtek has been reviewing next generation email security systems to offer the very best protection possible. We are changing the email security we provide to a new AI based system, which will mean a change in how you deal with emails that are classed as spam or a threat (phishing, malicious attachments, viruses, etc).

One of the complaints we had with the existing system is that the quarantine reports are only delivered according to a schedule and are not delivered in real time. This has caused issues with time sensitive emails that are not received promptly. The new system works in real time resolving this ongoing issue.

The new system integrates with Microsoft 365 to learn your email behaviour (emails received, where from, etc). For the first few weeks you will need to help teach the system what should or should not be delivered to your inbox.

### How the new Email Security deals with SPAM

- You will NOT receive quarantine report emails
- Obvious SPAM is sent to the ‘Junk’ email folder in Outlook
  - » This keeps the SPAM out of your inbox but still available for review
  - » You MUST check the ‘Junk’ folder regularly for the first few weeks while the AI learns what is and isn’t spam
- Emails that are considered by the security system as suspicious and could be spam (but could also be a time sensitive email from a new contact) are delivered to your Inbox for further review. These emails will have a tag in the email subject: **[SPAM]**
  - » This is to notify you that the security system considers the email to be suspicious, and you should review the email with care.
  - » A mailbox rule can be created to automatically move emails with the **[SPAM]** tag to your ‘Junk’ email folder (a help sheet on how to create this mail rule is available)

### How the new Email Security deals with PHISHING

- You will receive an email to alert you that a phishing email has been received and has been quarantined:
- If you recognise the senders email address AND you are expecting an email from them, then you can request for the email to be released via the “**click here**” link
- A request to release the email is sent to an administrator who will review the email to confirm it is not malicious, and then release it for you

Quarantined [How much does your business qualify for?]



Avanan Cloud Security <noreply@westtek.co.uk>  
To: support@westtek.co.uk

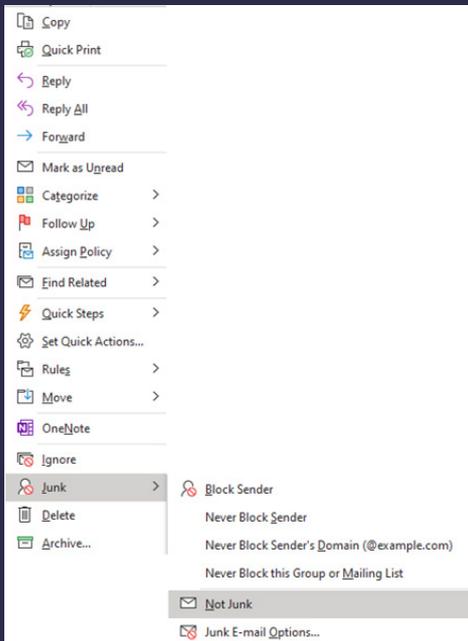
Hello Westtek Support

An email has just been received from COVID-19 Loans <compare@business-money-experts.co.uk> and is suspected to be a “Phishing” email. The email message is safely quarantined.

The email subject is: **How much does your business qualify for?**  
Email attached files are:

If you wish to request to release it from quarantine, [click here](#).

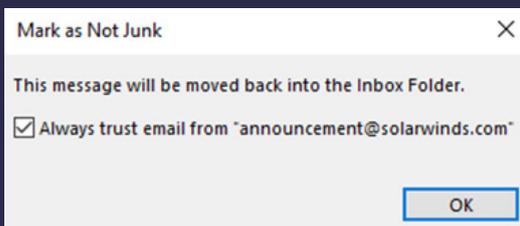
You can read more about phishing attacks [here](#).



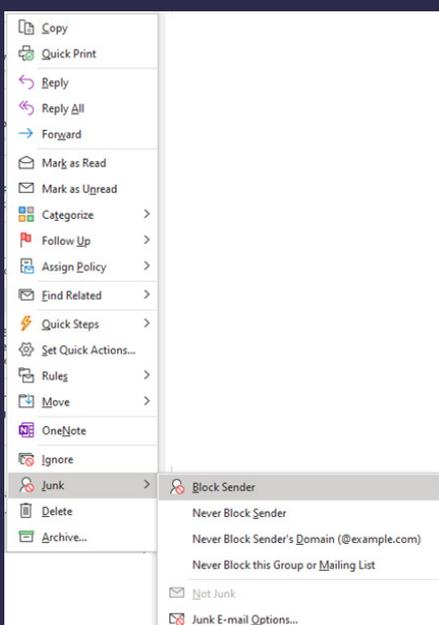
## Emails sent to the Junk folder

The new email security integrates with the Microsoft Office 365 service and uses the existing 'Junk' folder in Outlook to keep SPAM emails out of your inbox, but still making them available to review. For the first few weeks you will need to help teach the new AI system what is and is not SPAM, so you will need to check the 'Junk' folder regularly. If there are any emails in there that are not SPAM you can teach the system and stop them going to the 'Junk' folder:

- **Right-click** on the email to bring up the menu
- Select **'Junk' -> 'Not Junk'**



A window pops up offering you the chance to "Always trust emails from ..." which will also add the sender to your 'allowed senders' list. You can untick the box if you do not want to add the sender as safe



## Reporting SPAM emails

If you find that there is SPAM going into your Inbox you can teach the system that it is unwanted and block the sending email address:

- **Right-click** on the email to bring up the menu
- Select **'Junk' -> 'Block Sender'**