

We have implemented the new Bitdefender email security platform which is based on Mesh's Email Gateway Security platform which will help to protect against threats and spam. To ensure we don't incorrectly block an email you need, a tiny fraction of your email will end up in quarantine. These emails will be shown in quarantine digests which you will receive three times a day: 9 a.m., 12 p.m. and 4 p.m. Digests will only be delivered if there has been an email quarantined since your last digest. Emails are quarantined for 28 days after which they are automatically deleted. It is very **IMPORTANT** that you help train your digest by understanding the following:

### Categories Explained



You can deliver



You can only request delivery (notifies your IT admin)

#### Threats

- Malware
- Phishing
- Impersonation

#### Spam

- Definite Spam
- High Spam
- Likely Spam

#### Policy

- Infomail
- Banned Attachments
- Geo filter

#### Clean

Already Delivered

### Actions Explained

#### Deliver

Releases the email from quarantine and delivers to your mailbox immediately.

#### Always Allow Sender Address

Future emails from this sender will be delivered, bypassing quarantine. Threats and certain policy verdicts will still be quarantined.

#### Always Allow Sender Domain

Future emails from this domain will be delivered, bypassing quarantine. Threats and certain policy verdicts will still be quarantined.

#### Delete

Deletes the email from quarantine.

#### Always Block Sender Address

Future emails from this sender will be automatically deleted and not shown in quarantine.

#### Always Block Sender Domain

Future emails from this domain will be automatically deleted and not shown in quarantine.

#### Preview

Allows you to view email content before taking an action.

#### Request

Sends a notification to your admin requesting the email is released from quarantine.

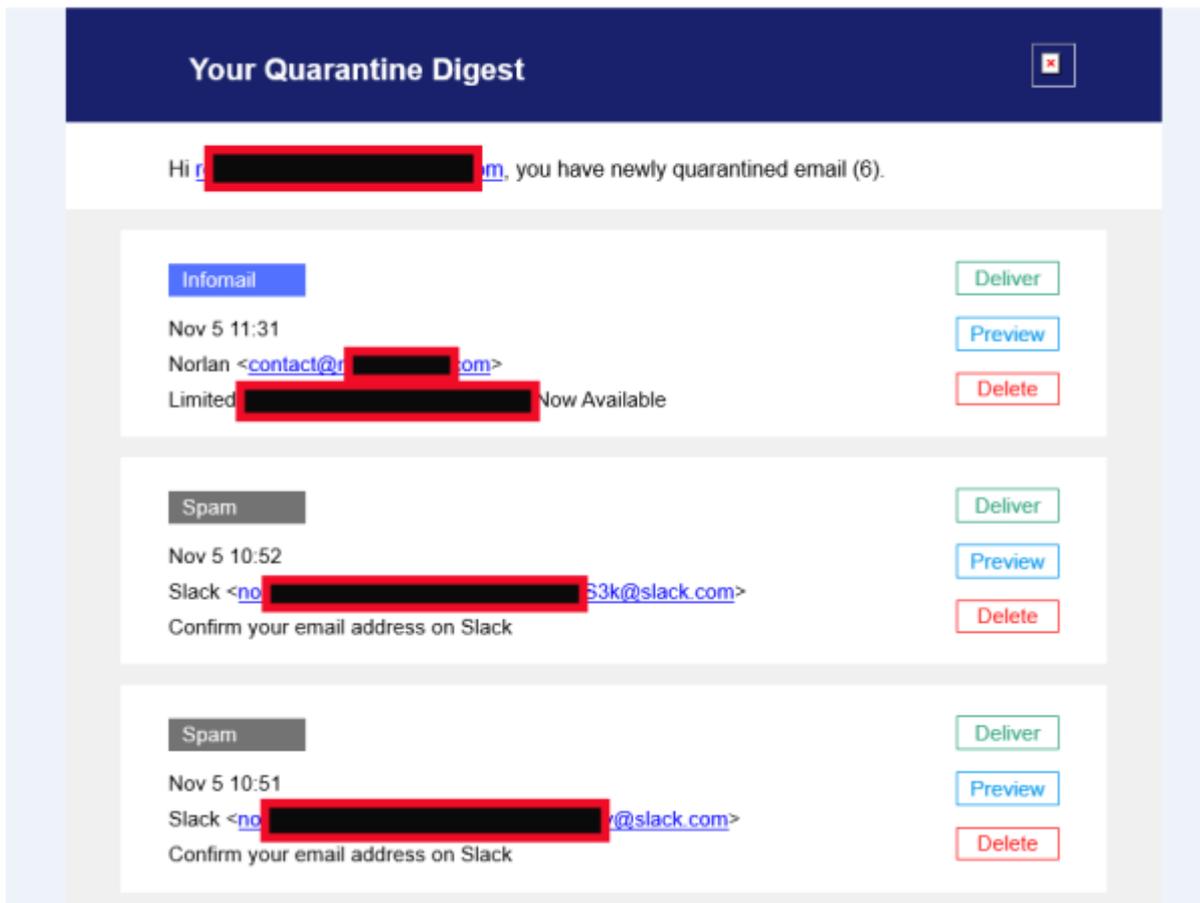
#### Login

Allows you to login to manage your quarantine and personal allow/block rules.

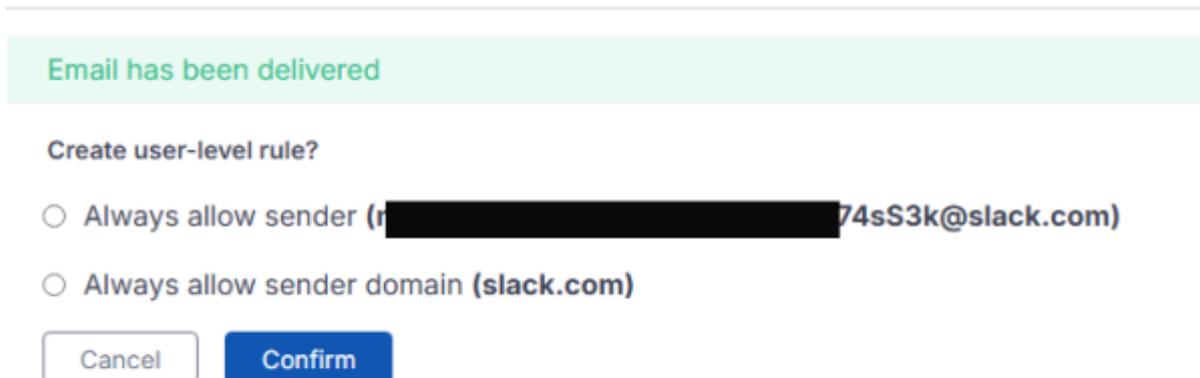
#### Digest on Demand

A new digest delivered instantly if new email quarantined since your last digest.

Once you open your quarantine digest email, it will typically appear as so:



If choose the **Deliver** option, you will be given a choice as so:



You can either choose if you want that exact email address to always be allowed or the domain to always be allowed (this will mean any email address from that domain will be delivered). On the other hand, just the reverse is true if you select **Delete**:

Email has been deleted

Create user-level rule?

- Always block sender ( info [redacted] .com )
- Always block sender domain ( [redacted] .com )

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