We have implemented the new Bitdefender Extended 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 quanrantined 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:
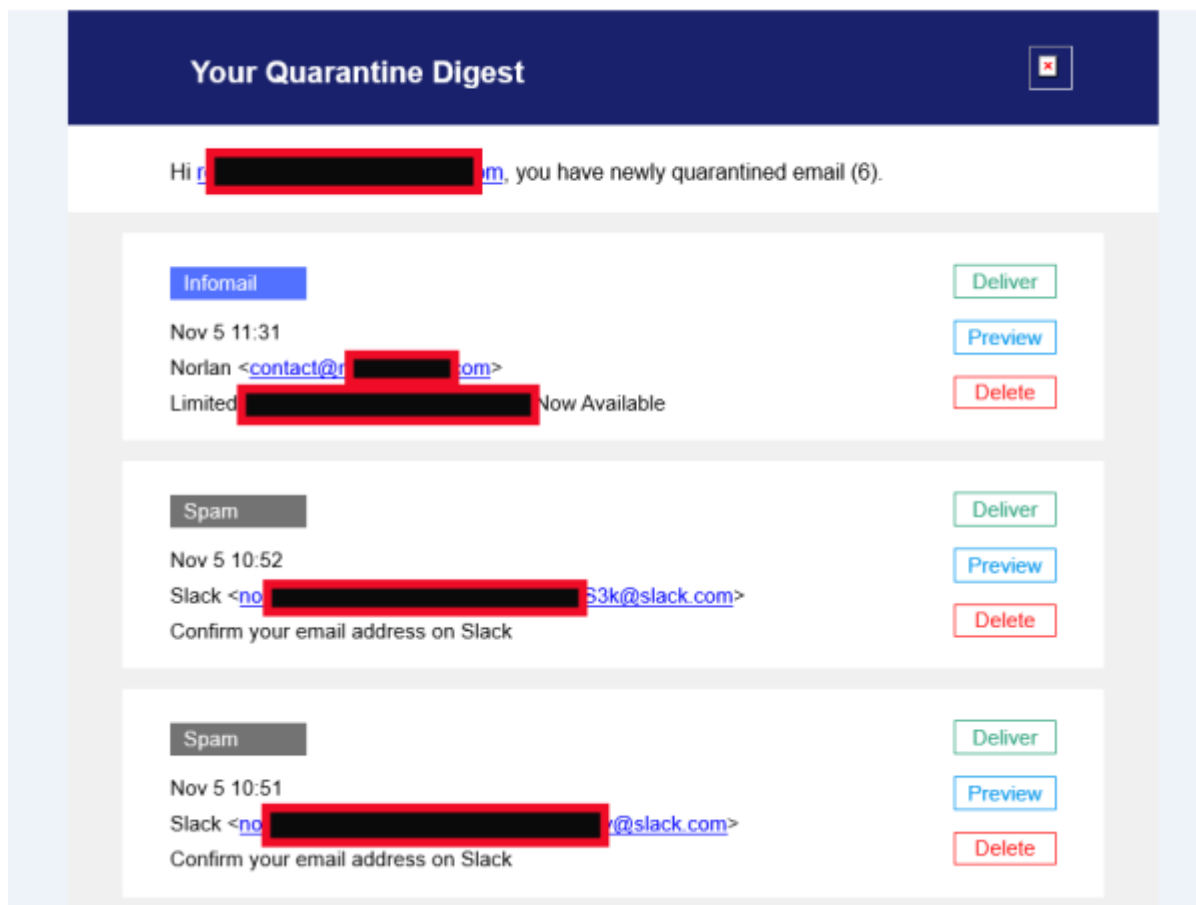
Categories Explained

● You can deliver   ● You can only request delivery (notifies your IT admin)

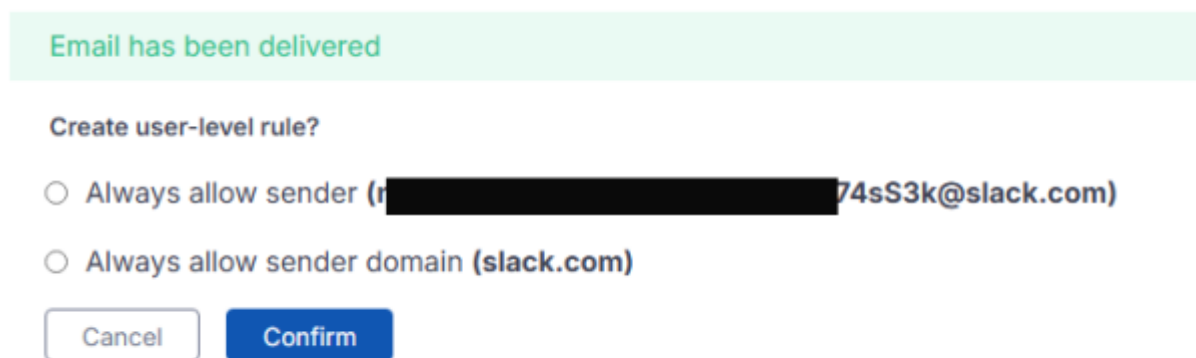| Threats		Spam		Policy		Clean
Malware	●	Definite Spam	✓	Infomail	✓	Already Delivered
Phishing	●	High Spam	✓	Banned Attachments	●	
Impersonation	✓	Likely Spam	✓	Geo filter	●	

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 you choose the **Deliver** option, the current email will be immediately delivered and you will be given the following choices:

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, if you select **Delete**, the current email will immediately be deleted and you will be given the following choices:

Email has been deleted

Create user-level rule?

○ Always block sender (inf███████.com)

○ Always block sender domain (p██████om)

[Cancel] [Confirm]

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BE VERY CAREFUL WITH YOUR CHOICE IN THIS MATTER!! You can either choose if you want that exact email address to always be blocked or the domain to always be blocked - this means any email from that domain will always be held in quarantine and not delivered. The system is smart enough to not give you the option to block a known sender domain like "outlook.com" or "gmail.com".

If you are not sure you which choice to make, you can select the **Preview** option. This will show you a basic view of the email with all inks, images and formatting removed for safety sake. It may be difficult in some circumstances to read the email while in Preview mode, but hopefully it will give you enough clues on wether it is a legitimate email or Spam/Phishing.

You can always get in touch with us if you are still unsure.

If you are waiting on an email that hasn't been delivered in a timely matter, you can manually check your quantine in two ways:

Digest on Demand
Don't feel like waiting for your next scheduled digest? Request one now.   [Request]

Manage Your Quarantine
Login to manage your quarantine and personal allow/block rules.   [Login]

You can click on the **Request** option which will send an email to your administrator for your domain to check your email quarantine.
In some cases, you may have been given the right to check your own quarantine - if so, you will see the **Login** option in your quarantine digest email, or you can use the following link:

https://hub-us.emailsecurity.app/

Log in using your Microsoft credentials and MFA to check any emails that may exist in your quarantine. If there are no emails, it will inform you so.

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