

TPx Managed Inbox Detection and Response – End User Experience

CUSTOMER GUIDE



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OVERVIEW

TPx Managed Inbox and Detection and Response (IDR), powered by GoSecure, is an advanced anti-phishing solution, used to submit any suspicious email to the GoSecure Threat Detection Center for expert analysis. Reporting suspicious emails strengthens your organizations security posture and helps prevent phishing attacks.

This guide covers the IDR end-user experience, and what to expect while using TPx Managed IDR.

SUPPORTED APPLICATIONS

TPx Managed IDR is currently supported in the following versions of Microsoft Outlook:

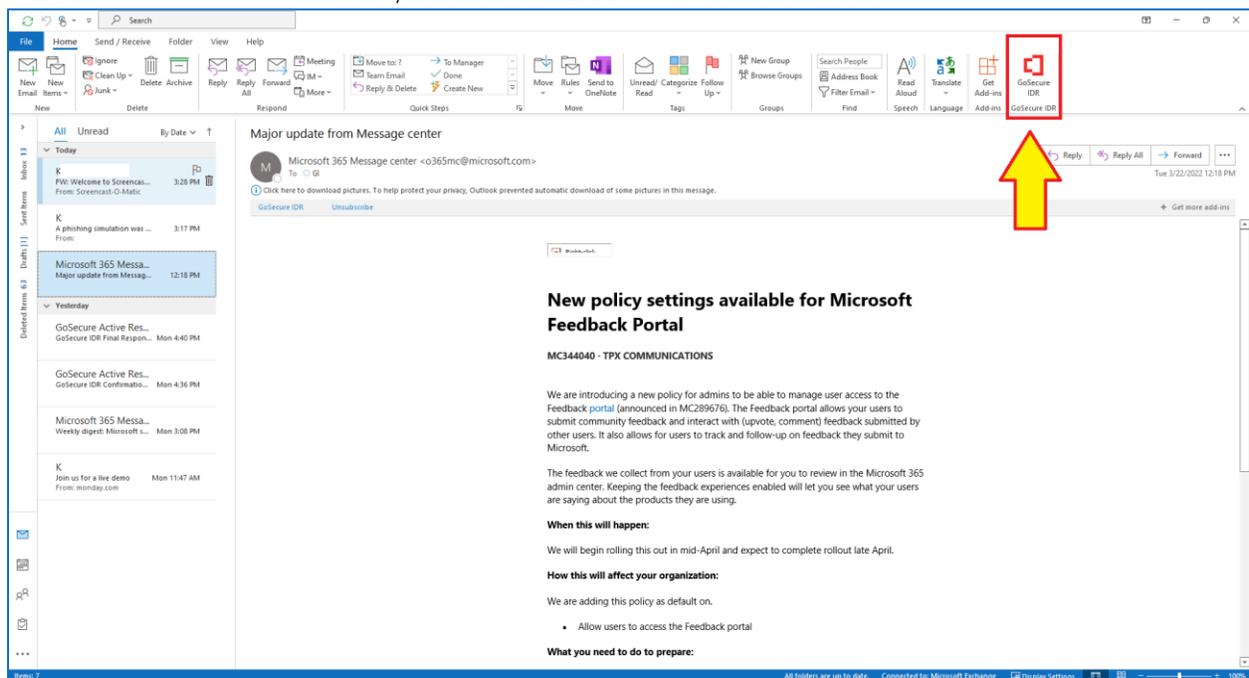
- Microsoft Outlook Desktop Client
 - o Outlook 2016 or newer
- Microsoft Outlook Web Access (OWA) Client
- Microsoft Outlook for iOS
- Microsoft Outlook for Android

SUBMISSION PROCESS

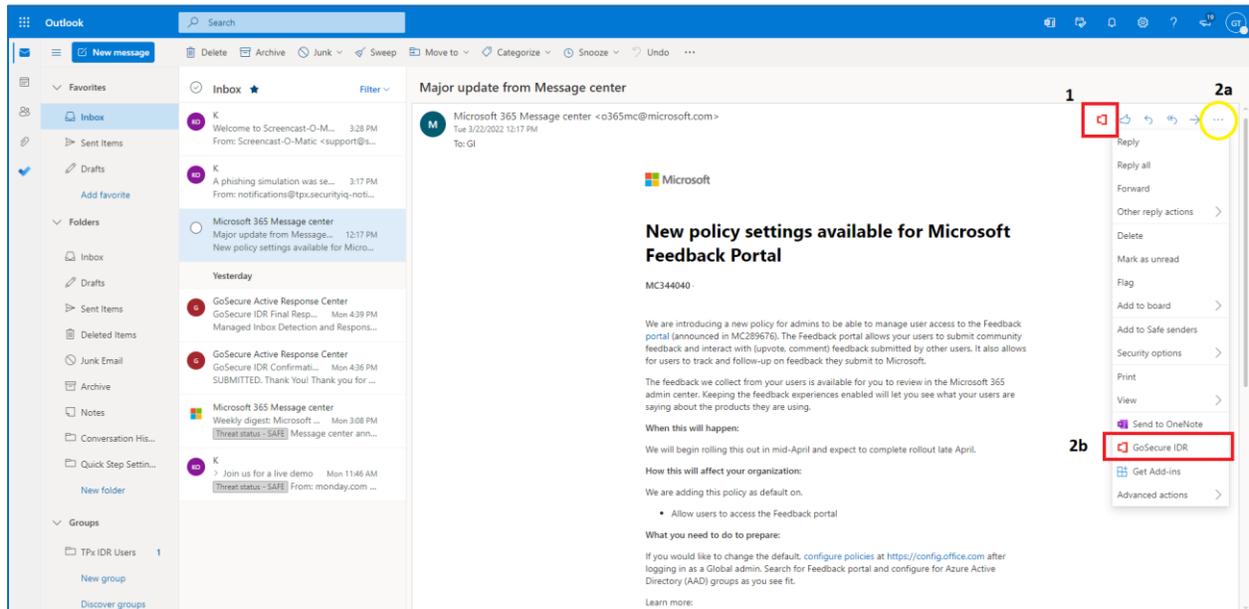
The submission process is simple and straightforward among the supported applications.

SUBMITTING AN EMAIL FOR ANALYSIS IN OUTLOOK DESKTOP CLIENT OR OWA (OUTLOOK WEB ACCESS)

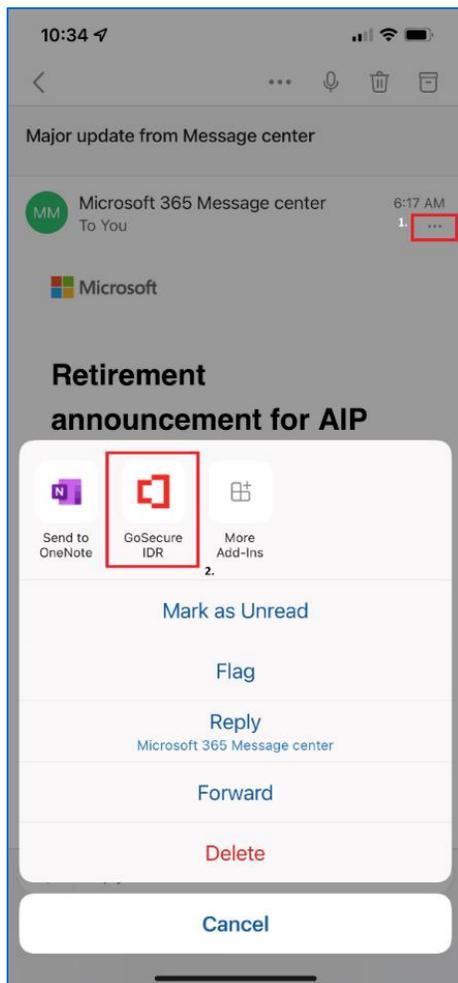
1. Select the suspicious message.
2. Select **GoSecure IDR**.
 - a. *Microsoft Outlook Desktop Client*- click **GoSecure IDR** in the ribbon.



- b. *Microsoft Outlook Web Access Client* - click **GoSecure IDR** in the ribbon on the message (1), or the ellipsis icon (2a), then select **GoSecure IDR** from the menu (2b).

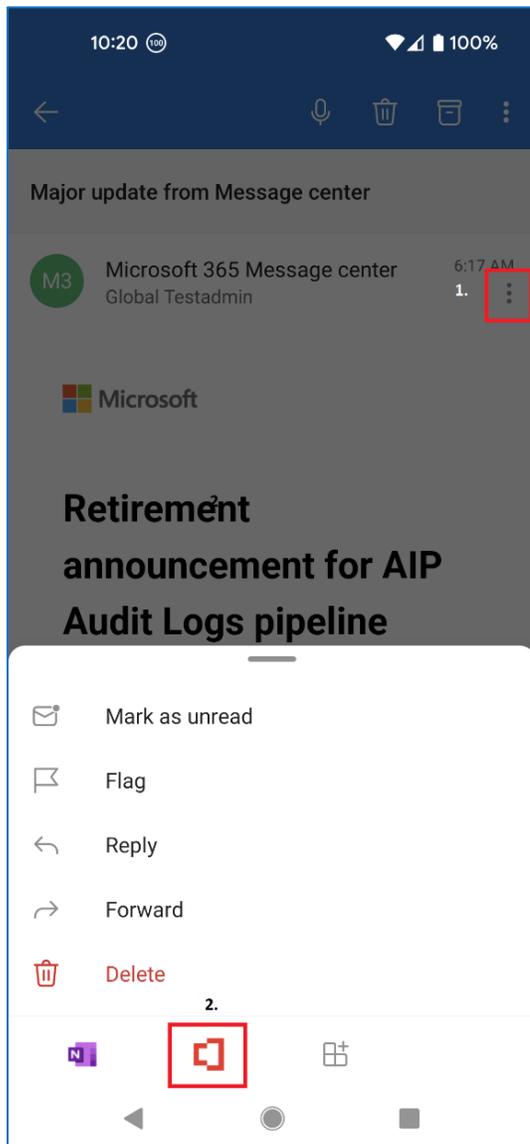


- a. *Microsoft Outlook for iOS* - Select the ellipsis icon in the top right corner of your selected message. Click **GoSecure IDR** from the bottom half of the screen.



- b. *Microsoft Outlook for Android* - Select the ellipsis icon in the top right corner of your selected message. Click **GoSecure IDR** from the bottom of the screen.

Once the email is submitted for analysis, your reported message is from your mailbox, and quarantined. Afterwards, you will receive a submission email to confirm that your message is under review. This process typically occurs within 1-2 minutes after submitting your message.



STATUS ALERT (CLASSIFICATION MESSAGE)

After the GoSecure Threat Detection center reviews your message, an additional “Status Alert” email arrives, which provides a classification for your email, as well as the safety status, using the colors of a traffic light:

1. Green Light
 - a. Identifies that the message is safe and returns the message back to your inbox.



Managed Inbox Detection and Response — Status Alert

GREEN LIGHT.
You're good to go.



The GoSecure Threat Detection Center has analyzed your submitted email and we didn't find any malicious content.

Just click the GoSecure IDR button on any email that doesn't look right to you!

Trust it or test it.

Here's the summary info:
 Recipient: <Globaltestadmin@[onmicrosoft.com](mailto:Globaltestadmin@onmicrosoft.com)>
 Submitted: 21/03/2022 14:35:35
 Subject: Weekly digest: Microsoft service updates

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2. Yellow Light

- a. Identifies that the message is suspicious – while this message may not truly be malicious, it may be spam or there may be other indicators within the message that lead our security experts to recommend caution. By default, suspicious emails quarantined.



Managed Inbox Detection and Response — Status Alert

YELLOW LIGHT.
Proceed with caution.



The GoSecure Threat Detection Center has analyzed your submitted email and while we didn't find malicious content, the message appears to be spam. For most users, spam is unwanted and should be treated cautiously.

Just click the GoSecure IDR button on any email that doesn't look right to you!

Trust it or test it.

Here's the summary info:
 Recipient: "Globaltestadmin@[redacted].onmicrosoft.com"
 <Globaltestadmin@[redacted].onmicrosoft.com>
 Submitted: 21/03/2022 11:57:44
 Subject: FW: Join us for a live demo

To request that this message be returned to your inbox, please [click here](#). Your system administrator will review the request.

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3. Red Light

- a. Red identifies that the message is malicious and can cause harm to your organization. These red messages quarantined.



Managed Inbox Detection and Response — Status Alert

RED LIGHT.
We found a threat!

The GoSecure Threat Detection Center has analyzed your submitted email and it was malicious.

Thanks to your submission, we were able to protect you and your organization.

Just click the GoSecure IDR button on any email that doesn't look right to you!

Trust it or test it.

Here's the summary info:
 Recipient: "Globaltestadmin@...onmicrosoft.com"
 <Globaltestadmin@...onmicrosoft.com>
 Submitted: 21/03/2022 11:47:35
 Subject: Out of Space



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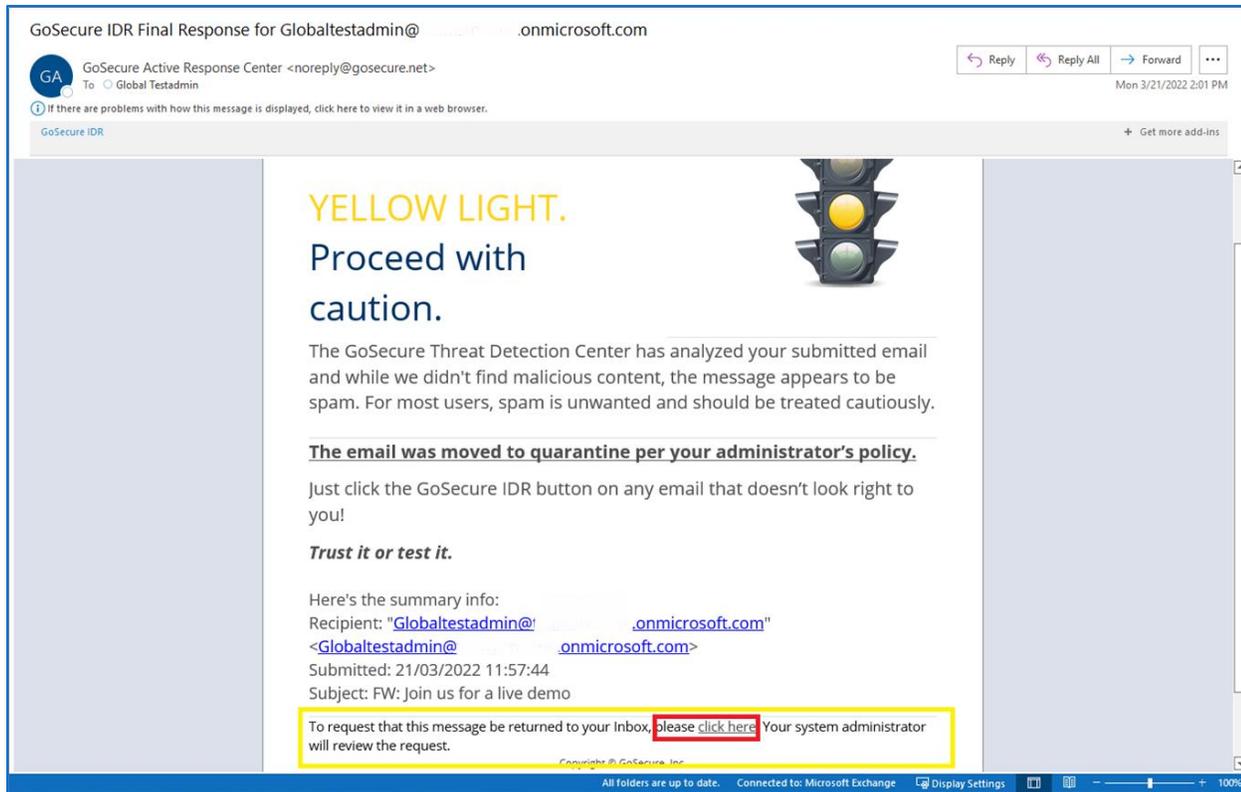


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RETURNING QUARANTINED MESSAGES TO YOUR INBOX

By default, green light classified messages return to your inbox. Yellow light messages remain in quarantine, unless you specifically request to have the message returned from the status alert email. By default, red light messages do not return to your inbox.

1. Within Outlook, locate the Status Alert Email for your submitted message.
2. Open the Status Alert Email, click the **click here** in the footer of the message to have your system administrator review the request.





NOTE: Based on your organizational policy, requesting to return a message to your inbox may immediately release the quarantined message, or send a notification to your administrator to review.

REVIEWING ADDITIONAL INFORMATION WITHIN THE GOSECURE IDR ADD-IN

At any time, you can always reference the actions taken within a submitted message, a donut graph of the types of messages submitted, and a breakdown of your reported emails. Keep in mind, the process to access the **GoSecure Add-in** varies depending on which version of Outlook you have, however the content displayed in this area is the same.



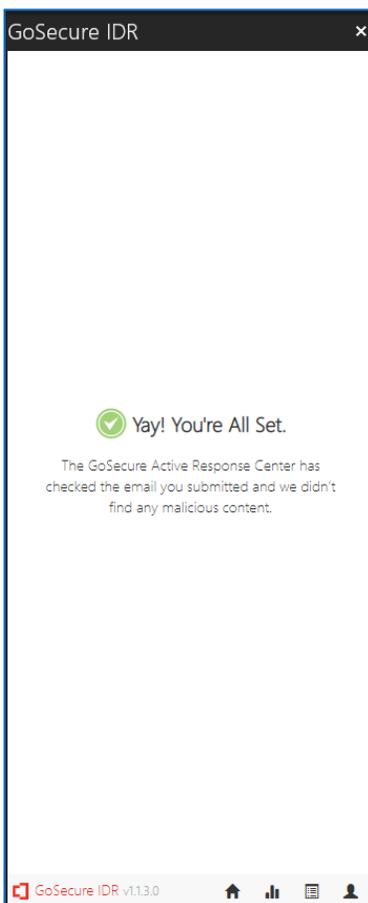
NOTE: You can only view the history of a submitted message if the [Status Alert](#) message was sent back as a Green Light (Safe). For yellow light messages, follow through the [Returning Quarantined Messages to your Inbox](#) Section.

ACCESSING GOSECURE IDR ADD-IN

Please refer to the [Submitting a message for Analysis](#) section above for locating the Add-in within your preferred Outlook application. You can review several different pieces of information based on the different selections available on the Add-in screen.

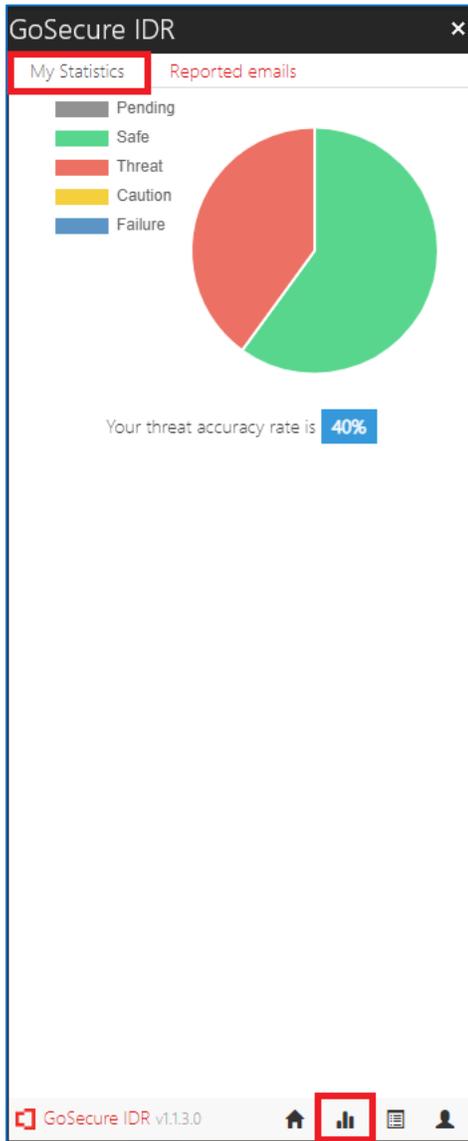
HOMEPAGE

By Default, start on the “Home” tab within the add in. This screen displays the “Submit for Analysis” and the status of a previously submitted message.



MY STATISTICS

The My Statistics page (represented by the Bar Graph Icon) provides you with a few summaries around your submitted messages. There are two separate tabs available at the top: My statistics and Reported Emails.



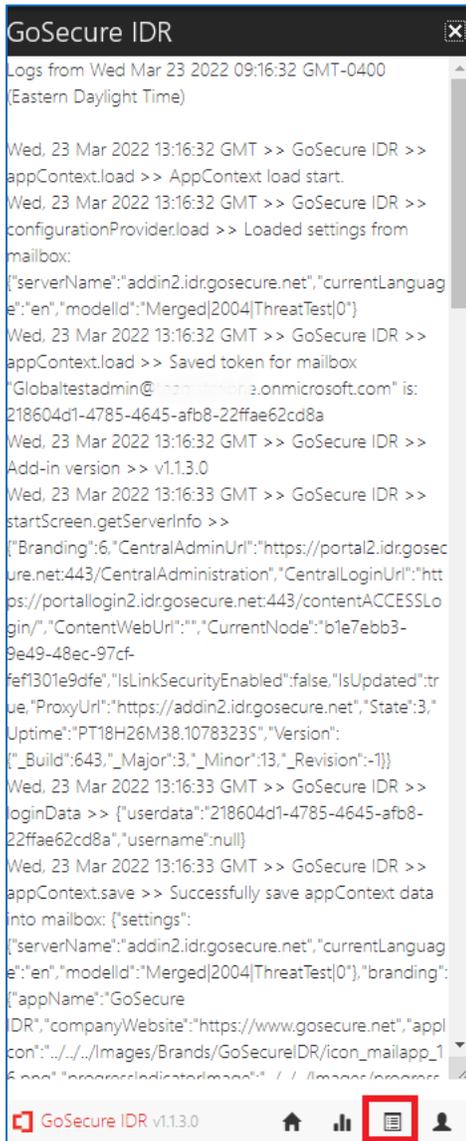
The 'Reported emails' tab shows a summary of counts for each classification: Reported (5), Pending (0), Safe (3), Threat (2 (40%)), Caution (0), and Failure (0). Below this is a table of reported messages.

Status	Subject
✓ Safe	Weekly digest: Microsoft service updates
⚠ Spam	FW: Join us for a live demo
⚠ Phish	Out of Space
✓ Safe	Join us for a live demo
✓ Safe	GoSecure IDR Activation

- The My Statistics tab provides you with a visual summary of the classifications assigned to your submitted messages.
- The Reported emails tab provides you with a list of your reported messages, along with the status that was assigned to that message upon analysis. The categories on the top summarize a count of each classification assigned to your messages.

LOGS

The Logs Section displays a full log of what actions were taken with a specific message that was submitted. In most circumstances, this is used typically for troubleshooting purposes if there are challenges with reporting a message.



```

GoSecure IDR
Logs from Wed Mar 23 2022 09:16:32 GMT-0400
(Eastern Daylight Time)

Wed, 23 Mar 2022 13:16:32 GMT >> GoSecure IDR >>
appContext.load >> AppContext: load start.
Wed, 23 Mar 2022 13:16:32 GMT >> GoSecure IDR >>
configurationProvider.load >> Loaded settings from
mailbox:
{"serverName":"addin2.idr.gosecure.net","currentLanguage":
"en","modelId":"Merged[2004]ThreatTest[0]"}
Wed, 23 Mar 2022 13:16:32 GMT >> GoSecure IDR >>
appContext.load >> Saved token for mailbox
"Globaltestadmin@hnamit.com.onmicrosoft.com" is:
218604d1-4785-4645-afb8-22ffae62cd8a
Wed, 23 Mar 2022 13:16:32 GMT >> GoSecure IDR >>
Add-in version >> v1.1.3.0
Wed, 23 Mar 2022 13:16:33 GMT >> GoSecure IDR >>
startScreen.getServerInfo >>
{"Branding":6,"CentralAdminUrl":"https://portal2.idr.gosec
ure.net:443/CentralAdministration","CentralLoginUrl":"htt
ps://portallogin2.idr.gosecure.net:443/contentACCESSLo
gin/","ContentWebUrl":"","CurrentNode":"b1e7ebb3-
9e49-48ec-97cf-
fef1301e9dfe","IsLinkSecurityEnabled":false,"IsUpdated":tr
ue,"ProxyUrl":"https://addin2.idr.gosecure.net","State":3,"
Uptime":"PT18H26M38.10783235S","Version":
{"_Build":643,"_Major":3,"_Minor":13,"_Revision":-1}}
Wed, 23 Mar 2022 13:16:33 GMT >> GoSecure IDR >>
loginData >> {"userdata":"218604d1-4785-4645-afb8-
22ffae62cd8a","username":null}
Wed, 23 Mar 2022 13:16:33 GMT >> GoSecure IDR >>
appContext.save >> Successfully save appContext data
into mailbox: {"settings":
{"serverName":"addin2.idr.gosecure.net","currentLanguage":
"en","modelId":"Merged[2004]ThreatTest[0]","branding":
{"appName":"GoSecure
DR","companyWebsite":"https://www.gosecure.net","appl
icon":"./././Images/Brands/GoSecureIDR/icon_mailapp_1
6.png","progressIndicatorImage":"./././Images/progress
  
```

PROFILE

The last section "Profile" lists the current user you are logged in with, the settings around the IDR Add In, and a **Sign out** button for your profile.

