

# 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.

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File	Home Send / Receive Folder View	Help
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~	All Unread By Date V T	Major update from Message center
abox 1	K P	Microsoft 365 Message center <0365mc@microsoft.com>
1	FW: Welcome to Screencas 3:28 PM III From: Screencast-O-Matic	O Click here to download pictures. To help protect your privacy, Outloak prevented automatic download of some pictures in this message.
ent Ite	к	Gošecur IDR Umubusbe + Get more addima
Ξ	A phishing simulation was 3:17 PM From:	<sup>_</sup>
Drafts	Microsoft 365 Messa	TT BALAN
69	Major update from Messag 12:18 PM	
d Items	✓ Yesterday	New policy settings available for Microsoft
Delete	GoSecure Active Res GoSecure IDR Final Respon Mon 4:40 PM	Feedback Portal
		MC344040 · TPX COMMUNICATIONS
	GoSecure Active Res GoSecure IDR Confirmatio Mon 4:36 PM	
		We are introducing a new policy for admins to be able to manage user access to the Feedback nordic Agnonizeria in MC290761. The Feedback nordial allows using the feedback nordic
	Microsoft 365 Messa Weekly digest: Microsoft s Mon 3:08 PM	submit community feedback and interact with (upwet, comment) feedback submitted by other unsern. It is to allow for unser to track and followise on an endback black submit to.
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	K Join us for a live demo Mon 11:47 AM	The feedback we collect from your users is available for you to review in the Microsoft 365
	From: monday.com	admini centerk. Keeping the feedback experiencies enabled will let you see what your users are saying about the products they are using.
		When this will happen:
		We will begin rolling this out in mid-April and expect to complete rollout late April.
Ē		How this will affect your organization:
RR		We are adding this policy as default on.
Ø		Allow users to access the Feedback portal
		What you need to do to prepare:
Items	7	Al fidders are up to date. Convected to: Microsoft Dashinge 📰 🖓 — 👘 👘 👘 👘 👘 👘 👘 👘 👘 👘 👘



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.





- 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.





#### 3. Red Light

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



#### 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 administer review the request.



	GoSecure IDR Final Response for Globaltestadmin@					
	GA GoSecure Active Response Center <noreply@gosecure.net></noreply@gosecure.net>	← Reply	≪ Reply All	-> Forwa	ırd ••	•
concernent with the summary info:         Receive the reque:         Rever the this insessage hereuned to your inhow, we we we reque:         Rever the reque:         Rever the reque:         Rever the reque:	<ul> <li>Io Uclobal lestadmin</li> <li>If there are problems with how this message is displayed, click here to view it in a web browser.</li> </ul>			Mon 3/21/2	:022 2:011	'M
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.         The email was moved to quarantine per your administrator's policy.         Just click the GoSecure IDR button on any email that doesn't look right to you!         Tust it or test it.         Here's the summary info:         Recipient: "Globaltestadming!onmicrosoft.com"         ~Globaltestadming!onmicrosoft.com         ~Globaltestadming!         Toreguest that this message be returned to your inhos         Toreguest that this message be returned to your inhos         Interview the request.	GoSecure IDR			+ Get m	ore add-in	s
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. <b>The email was moved to quarantine per your administrator's policy.</b> Just click the GoSecure IDR button on any email that doesn't look right to you! <b>Trust it or test it.</b> Here's the summary info:         Recipient: "Globaltestadmin@	YELLOW LIGHT. Proceed with					
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. The email was moved to quarantine per your administrator's policy. 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@:	caution.					
The email was moved to quarantine per your administrator's policy.         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@	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@onmicrosoft.com" <globaltestadmin@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 Will review the request. Connected to: Microsoft Exchang @ Display Setting @ @ ~ + 1000</globaltestadmin@onmicrosoft.com>	The email was moved to quarantine per your administrator's policy.					
Trust it or test it.         Here's the summary info:         Recipient: "Globaltestadmin@onmicrosoft.com" <globaltestadmin@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.       Connected to: Microsoft Exchang       Image: Connected to: Microsoft Exchang         All folders are up to dot.       Connected to: Microsoft Exchang       Image: Connected to: Microsoft Exchang       Image: Connected to: Microsoft Exchang</globaltestadmin@onmicrosoft.com>	Just click the GoSecure IDR button on any email that doesn't look right to you!					
Here's the summary info: Recipient: " <u>Globaltestadmin@ onmicrosoft.com</u> " <u>Globaltestadmin@ onmicrosoft.com</u> 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, <u>please click here</u> Your system administrator will review the request. Connected to: Microsoft Exchange Polisplay Settings II Polisplay	Trust it or test it.					
Subject: FW: Join us for a live demo To request that this message be returned to your Inbox, please <u>click here</u> Your system administrator will review the request. Copyright @.GoSecure. Inc. All folders are up to date. Connected to: Microsoft Exchange @Display Settings III III - + 100%	Here's the summary info: Recipient: " <u>Globaltestadmin@!</u> . <u>onmicrosoft.com</u> " < <u>Globaltestadmin@</u> onmicrosoft.com> Submitted: 21/03/2022 11:57:44					
To request that this message be returned to your Inbox, <mark>please <u>click here</u></mark> Your system administrator will review the request. All folders are up to date. Connected to: Microsoft Exchange 🕞 Display Settings 🔟 🕅	Subject: FW: Join us for a live demo					
All folders are up to date. Connected to: Microsoft Exchange 🗔 Display Settings 🔲 📾 – — — 🕂 1009	To request that this message be returned to your Inbox, please <u>click here</u> Your system administrator will review the request.					1
	All folders are up to date. Connected to: Microsoft Exchange 🕞 Disp	ay Settings	•••	1	+	1009



**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 <u>Status Alert</u> message was sent back as a Green Light (Safe). For yellow light messages, follow through the <u>Returning Ouarantined Messages to your Inbox</u> Section.



#### ACCESSING GOSECURE IDR ADD-IN

Please refer to the <u>Submitting a message for Analysis</u> 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.

GoSecure IDR		_		×	
💽 Yay! You	u're All	Set.			
The GoSecure Active F checked the email you su	Response ubmitted	Center and we	r has e didn't		
find any malici	ious conte	ent.			
GoSecure IDR v1.1.3.0	<b>f</b>	di		1	



#### 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 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 Davlight 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 idroosecure net". "currentLanguag
e":"en" "modelld":"Mergedl2004lThreatTestl0"}
Wed 23 Mar 2022 13:16:32 GMT >> GoSerure IDR >>
annContext load >> Saved token for mailbox
"Globaltestadmin@ com "over a onmicrosoft com" is:
218604d1_4785_4645_afb8_22ffae62cd8a
Wed 23 Mar 2022 13:16:32 GMT NN GoSerura IDP NN
Add in version >> v113.0
Word 23 Mar 2022 13:16:33 GMT NN GoSocura IDP NN
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wea, 25 Mar 2022 15:16:55 GMT >> Gosecure IDR >>
oginData >> { userdata : 218604d1-4785-4645-ato8-
22ffae62cd8a", "username":null}
wed, 23 Mar 2022 13:16:33 GMT >> GoSecure IDR >>
app_ontext.save >> Successfully save app_ontext data
nto mailbóx: {"settings":
serverivame : addin2.idr.gosecure.net", "currentLanguag
e":"en", "modelid":"Merged 2004 Threat lest 0"}, "branding":
["appName":"GoSecure
IDR", "companyWebsite": "https://www.gosecure.net", "appl
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#### 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.

GoSecure IDR	×	
Vay	' You're All Set.	
The GoSecure A	ctive Response Center has	
checked the email you submitted and we didn't find any malicious content.		
	Logged in user	
	Globaltestadmin@teamst	
	🗲 Settings	
	😃 Sign out	
-		