



## Welcome to GoSecure Email Security!

This short guide is designed to get you up and running with your fully hosted Email Security Suite. It can also be used as a quick reference guide for commissioning and changing the most frequently used features of this managed service.

If you have questions beyond what is covered in this document, please refer to the [Administration Guide](#) or visit the [GoSecure Customer Support Portal](#).

### Step 1. Before You Get Started

- a. Make sure you have access to the DNS MX records for your domain(s). You will need to change them when you cut over to the GoSecure service.
- b. If you do not already have a login to the Customer Portal contact Support at [gosupport@gosecure.net](mailto:gosupport@gosecure.net) to get one.

### Step 2. Creating an Account and Login to the Customer Portal

The Customer Portal offers an easy-to-use and convenient user interface for your Email Security Suite subscription. Here you can provision services, set up users, and add additional services.

- A. Navigate your web browser to <https://portal.email-protect.gosecure.net/>
- B. Log in to the Portal and accept the Terms and Conditions.
- C. Create an account by clicking on "1 Add Accounts".



- D. Fill out the new account form with all required information.  
(Remember when filling out the form to select **Enable Data Protection** and **Enable Email Continuity** as shown below.)

Enable Data Protection		<input type="checkbox"/>
Enable Email Continuity		<input type="checkbox"/>
Enable ThreatTest		<input type="checkbox"/>

E. Click Save.

F. Once saved, select your account under “2 Configure Services” to configure your subscription services.



### Step 3a. Setting Up a Domain

GoSecure’s fully hosted inbound email filtering lowers your network’s bandwidth requirements by eliminating spam, and protects your email users, your company, and network from outside threats such as spam, viruses, phishing and malware.

1. Select Domain from the Add New dropdown at the top of your screen.
2. Enter Domain Name in the Add Domain field (for example, mail.company.com).
3. Enter the Mail Gateway information.
4. Choose the Mailbox Discovery method (optional).
5. Click Add.

### Step 3b. Applying Filtering Settings for Your Added Domain

Next you will need to set up options for your new domain. There are a few important items on this page to fill in to set up your Inbound Mail.

A. Make sure the domain filter settings (shown below) correspond to how you want different messages to be handled.

Blocked Messages	System quarantine	
Virus	Block	
Phishing	Quarantine	
Adult Spam	Quarantine	
Spam	Quarantine	
Bot	Quarantine	
Non-Delivery Report/Bounce	Allow	
PDF contains javascript	Markup	Subject Contains JavaScript
MS Office file contains macro	Markup	Subject Contains a Macro:
Not AV Scanned	Markup	Subject Not AV Scanned:
Doc Not Scanned	Markup	Subject PDF/MS Office Not
Nonsense Subject	Markup	Subject Nonsense Subject:
Junk	Markup	Subject ADV:
Non-compliant MIME	Quarantine	

B. Confirm that there is an entry in the Mail Gateways field and that it is accepting connections from the GoSecure IP address range (208.80.200.0/21). After you enter required IP addresses, use the Test Connection feature to send a test email.

C. Change your domain's DNS MX record to match the example MX record below.

yourdomain.com 3600 IN MX 10 my-mx.email-protect.gosecure.net..

### Step 3c. Adding Mailboxes to Your Domain

Before the SEG system can process mail, each mailbox needs to be defined on the system. This can be done automatically and most accurately using LDAP Verifiers. For more information on using Verifiers, see the [SEG Administration Guide](#). Mailboxes can also be defined manually.

If Mailbox Discovery is set to Manual, follow the steps below to add mailboxes.

- From the Add New dropdown select Mailbox.
- Choose the Domain Name that you want these mailboxes to populate.
- Enter each mailbox on a separate line.
- After all desired mailboxes have been entered, click Add.

### Add Mailboxes

Domain Name

Add Mailboxes

## Step 3d. Configuring Spooling Settings

The default setting for spooling is two hours. This can be set to a maximum of 320 hours. There is no limit for the number or size of mail messages during this period.

### ▼ Routing and Session Management

Limit message size

Block messages exceeding  megabytes

Spool messages for up to  hours

## Step 3e. Cutting Over Inbound Filtering

The last step in setting inbound filtering is to change existing records to the new records. You can see the new MX records can be found in the status link at the top of your domain settings page for SEG.

**Important:** To avoid interruptions in mail service, all previous steps must be completed BEFORE changing the MX records.

Assuming SEG can successfully deliver mail to your gateway, there will be no interruption in mail delivery during this change. The graphic below is an example of MX records that will be changed.

yourdomain.com 3600 IN MX 10 my-mx.email-protect.gosecure.net.

## Step 4a. Setting Up Outbound Email Filtering

Outbound email filtering ensures you are not sending sensitive data, or distributing viruses and malware unknowingly via email to your network. This service also ensures you will not end up on blacklists because of Botnet activity or spam messages.

First add an Outbound IP:

1. Click on the Outbound IP link from the Add New dropdown menu.
2. In the IP Address Range field, enter the IP address of the sending mail server in CIDR format

(i.e. 123.45.67.89/32). (To use a hosted email system such as Google Apps or Office 365, select Shared Provider and enter the required settings.)

3. From here you can set up your filtering settings for Outbound mail.

## Step 4b. Setting Up Data Loss Protection (DLP)

In addition to Outbound email Filtering, DLP (Data Loss Protection) scans all outbound attachments in your email for potentially sensitive data to protect your company and comply with health care or financial regulations. DLP Categories are able to scan over 250 different categories of attachments.

Data Loss Protection is configured on the Outbound IP settings tab. Simply set the dispositions for Social Security Number, Credit Card, Health, Finance, or Profanity as seen in the figure below.

Compliance ?	
Credit Card	Allow
Social Security	Allow
Health	Allow
Finance	Allow
Profanity	Allow

## Step 4c. Setting Up Encryption and Special Routing

When you need to send sensitive information via email it is vulnerable to third party interception. With GoSecure's multiple encryption options, including TLS, push, and park-and-pull, you ensure that only the recipient can view the sensitive email. You can also set your DLP service to automatically trigger encryption of emails containing specific content. See the [SEG Administration Guide](#) for more information on creating Content Filters.

To enable the encryption service, in the Encryption section of the Outbound IP filter options (shown below), click Configure and set up a Special Route. Also, configure any Encryption Trigger Filters you want to use.

## ▼ Encryption

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Special Routing &  
Attach Encrypted

**Configure**

### Encryption Trigger Filters

Add Trigger Filter 

Connections From this Outbound IP

Connections to the Internet\*

\*except for domains listed in the Delivery Exceptions table (under Routing and Session Management)

## Step 4d. Cutting Over Outbound Filtering

To cut over outbound filtering, an outbound send connector will need to be configured with smart-host routing pointing to the FQDN. The FQDN is found under the status link of the outbound settings page. Any traffic sent to this address will have the outbound settings applied.

Be sure to update your SPF record to include GoSecure's IP range 208.80.200.0/21. For details see: [Knowledgebase article](#).

### Outbound Host

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Set your SmartHost entry in your outbound mail server to the following hostname to enable outbound filtering:

my-mx.email-protect.gosecure.net

*Note: The FQDN for a Shared Provider (Google or O365) is my-so.email-protect.gosecure.net.*

## Where To Go for More Information

a. End User & Administrator resources: <https://www.gosecure.net/support/email-security-documentation>

b. Product Information: <https://www.gosecure.net/secure-email-gateway>

## Adding Services to Your Subscription

If you see a service that interests you but haven't subscribed to yet, please contact your Sales Representative at 855-893-5428.