Inbox Detection & Response
# User Quick-Start Guide

GoSecure

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# Welcome to GoSecure Inbox Detection & Response!

Your company has installed a cool, new tool from GoSecure to help you report suspicious emails that are in your inbox. With just one click of a button, you can help protect yourself and your company from spam, phishing, and other malicious attacks that come through your email inbox.

Confirming Activation:

1 Your system administrator has likely already activated your GoSecure account. The easiest way to tell is by looking in the Microsoft Outlook ribbon for the GoSecure IDR button.
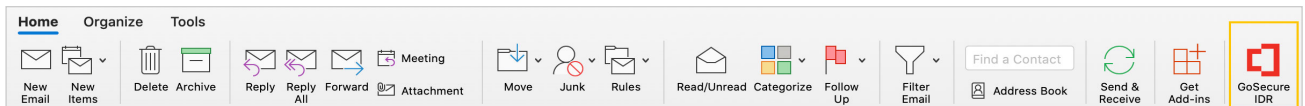
1a GoSecure IDR is also available from Microsoft Outlook Web Access. To submit a message for review, click the ellipsis on the right of the message menu and choose GoSecure IDR.
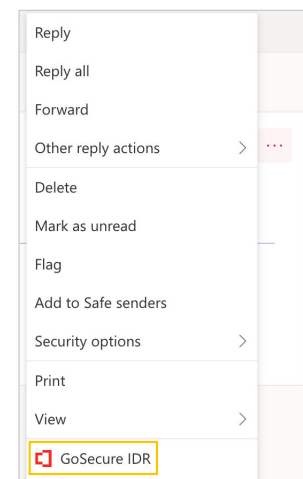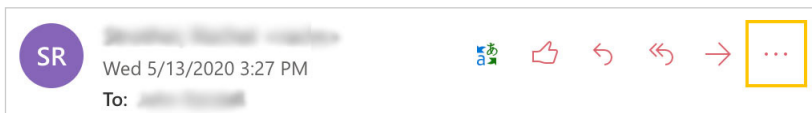
1b For mobile users (iOS and Android), GoSecure IDR is available when using the Microsoft Outlook app.
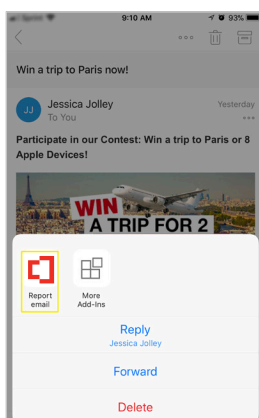
Using GoSecure IDR:

1 GoSecure IDR is all about making it easy for you to know if an email is good or bad. When you see a message that looks suspicious, report it via GoSecure IDR. To submit a message, open it or highlight it then click the GoSecure button.
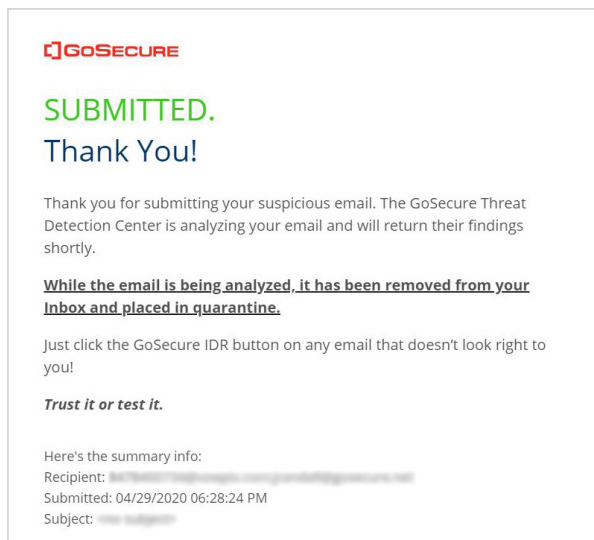
* * do not click on any links within the message or open any attachments**

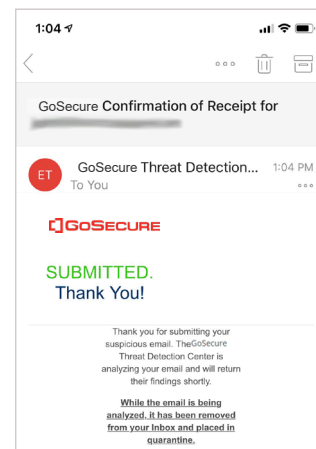**Examples of Suspicious Emails**

- Unknown sender / unfamiliar email address
- Unexpected or strange subject line
- Includes unverified or unknown web links
- Request to download/open an unknown attachment (i.e. .txt or .doc)
- Contains bad grammar with obvious spelling errors

2 Once submitted the message will be moved to the GoSecure administrator quarantine to be held here while being analyzed.

3 You will get a notification email confirming the GoSecure Active Response Center has received your message.

SUBMITTED.
Thank You!

Thank you for submitting your suspicious email. The GoSecure Threat Detection Center is analyzing your email and will return their findings shortly.

While the email is being analyzed, it has been removed from your Inbox and placed in quarantine.

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:
Submitted: 04/29/2020 06:28:24 PM
Subject:

Microsoft Outlook Submission Notification

Microsoft Outlook Mobile
Submission Notification

4 Your message is now being analyzed by GoSecure email security experts. Everything about the message is being checked, including any web links or attachments.

5 You will receive a notification with the final classification from the GoSecure Active Response Center. Your administrator has configured how GoSecure IDR will handle quarantined messages based on their classification. The notification email will detail what action was applied to the message.

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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.

The email is back in the original folder and ready for you to respond.

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:
Submitted: 05/12/2020 04:09:26 PM
Subject:

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For more details on our terms of use, please click here.

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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!

Trust it or test it.

Here's the summary info:
Recipient:
Submitted: 04/20/2020 02:00:20 PM
Subject:

To request that this message be returned to your Inbox, please click here. Your system administrator will review the request.

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RED LIGHT.
We found a threat!

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

The email was moved to quarantine per your administrator's policy.

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:
Submitted: 05/12/2020 11:34:04 AM
Subject:

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