Titan HQ Customer Guides

- SpamTitan + PhishTitan User Guide
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Last Updated: 26/11/2024

TitanHQ Products: SpamTitan + PhishTitan

How it works

TitanHQ offers advanced email security products designed to identify and block attacks, protecting your organization from various threats.

SpamTitan is a robust email filtering solution that blocks threats and junk mail, and quarantines viruses before they reach user mailboxes. It provides comprehensive protection against spam, malware, and other email-borne threats, ensuring secure and efficient communication within your organization.

PhishTitan adds an additional layer of protection by actively removing phishing attacks from user mailboxes using advanced intelligence and AI analysis. It leverages cutting-edge technology to detect and eliminate sophisticated phishing attempts, safeguarding your organization against data breaches and cyber threats.

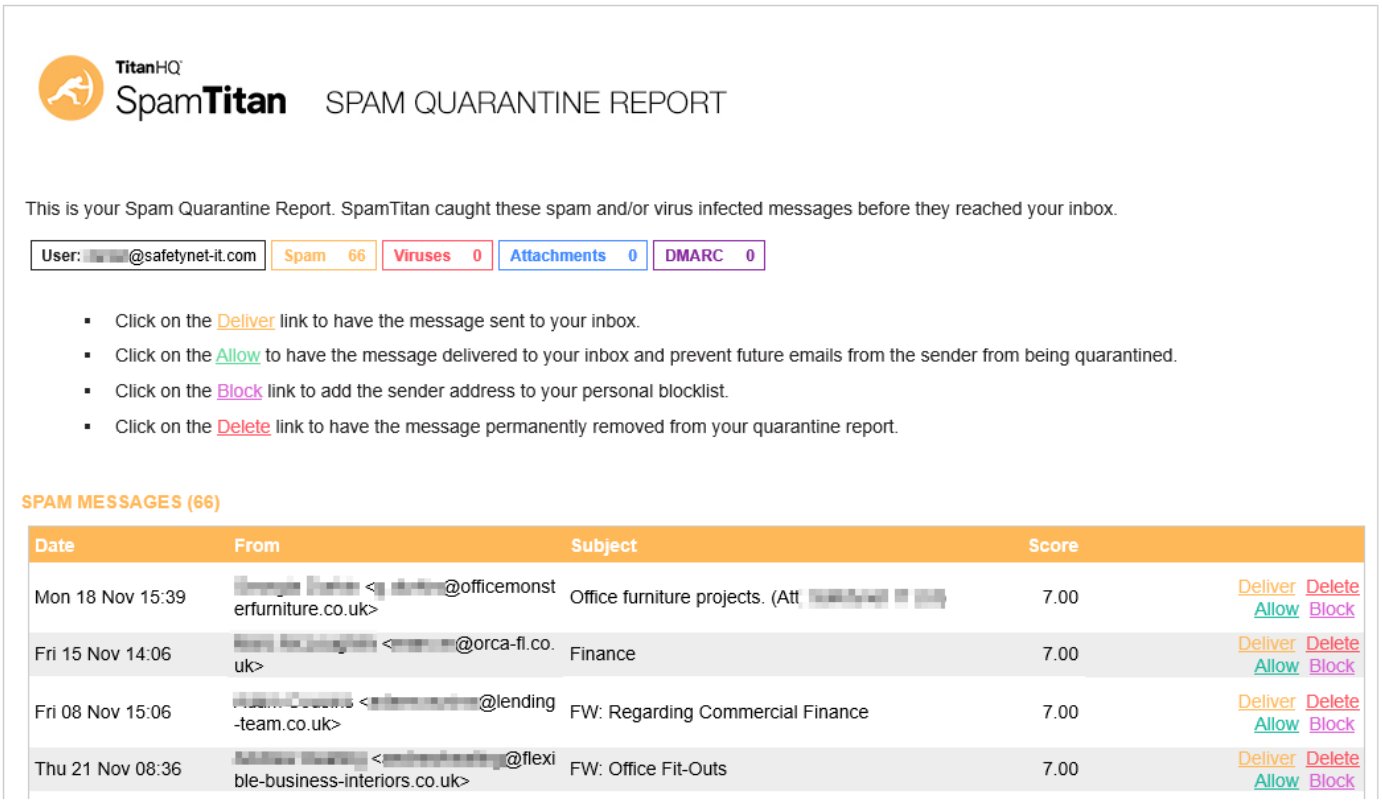
SpamTitan: User Guide

SpamTitan helps keep your inbox clean by blocking threats and junk mail. It sends you daily email digests so you can safely review and release any blocked emails.

How It Works

- **Daily Spam Digest:** You'll receive an email each day listing any messages that were blocked. This digest lets you easily manage these emails without cluttering your inbox.

- **Convenient Management:** The digest combines junk emails into one message, allowing you to handle them directly from the digest.



TitanHQ SpamTitan SPAM QUARANTINE REPORT

This is your Spam Quarantine Report. SpamTitan caught these spam and/or virus infected messages before they reached your inbox.

User: [redacted]@safetynet-it.com | Spam 66 | Viruses 0 | Attachments 0 | DMARC 0

- Click on the Deliver link to have the message sent to your inbox.
- Click on the Allow to have the message delivered to your inbox and prevent future emails from the sender from being quarantined.
- Click on the Block link to add the sender address to your personal blocklist.
- Click on the Delete link to have the message permanently removed from your quarantine report.

SPAM MESSAGES (66)

Date	From	Subject	Score	
Mon 18 Nov 15:39	[redacted] <[redacted]@officemonsterfurniture.co.uk>	Office furniture projects. (Att [redacted]	7.00	Deliver Delete Allow Block
Fri 15 Nov 14:06	[redacted] <[redacted]@orca-fl.co.uk>	Finance	7.00	Deliver Delete Allow Block
Fri 08 Nov 15:06	[redacted] <[redacted]@lending-team.co.uk>	FW: Regarding Commercial Finance	7.00	Deliver Delete Allow Block
Thu 21 Nov 08:36	[redacted] <[redacted]@flexible-business-interiors.co.uk>	FW: Office Fit-Outs	7.00	Deliver Delete Allow Block

Releasing Emails

- **Deliver:** To immediately receive a blocked email, click **Deliver** next to the message in the digest.
- **Allow:** Click **Allow** to whitelist the sender, ensuring their emails reach your inbox in the future.

Blocking Emails

- **Block:** If you recognize a sender as malicious or consistently sending junk, click **Block** to prevent future emails from them.
- **Delete:** Click **Delete** to remove a message from the quarantine so it won't appear in future digests.

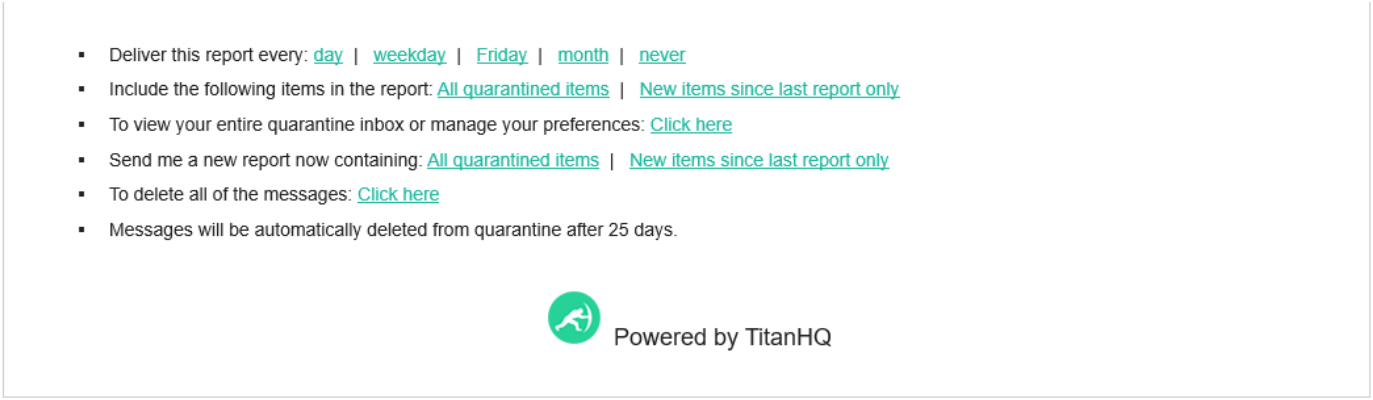
Note: Messages are automatically deleted from the digest after 25 days.

Managing the digest

You can customize how often you receive the digest and adjust its settings:

- **View Quarantine Online:** Access your quarantined emails through the online portal for more options.
- **Request New Digest:** If needed, you can request an updated digest immediately.

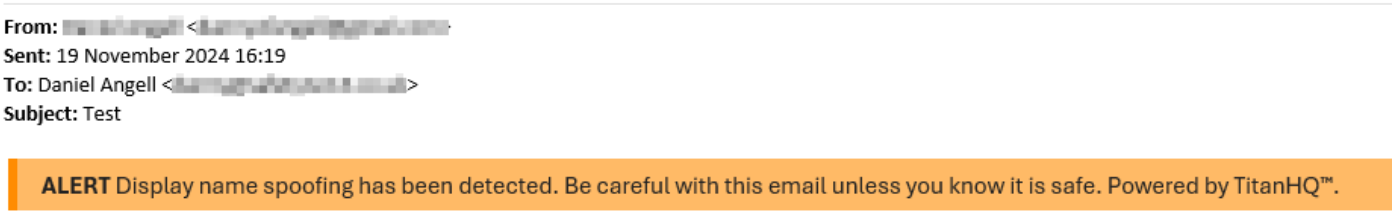
- **Adjust Settings:** Use the options at the end of the digest email to change frequency and notification preferences.



PhishTitan: User Guide

Email Banners

If PhishTitan suspects an email of being a phishing a attempt it will insert a banner at the top of the email, you can then choose o report as phishing or safe using the options in the next section.



Reporting an Email with TitanHQ for Outlook

A user can use **TitanHQ for Outlook** to report false positives and false negatives directly from Outlook.

- *False positive*: A user receives an email they know is clean, but it has an Email Security banner. This can be reported as "Clean".
- *False negative*: A user receives an email they suspect is phishing, but it does not have an Email Security banner. This can be reported as "Phishing".

Follow the steps below to report an email from Outlook (Classic) for Desktop.

1. Open Outlook (Classic) for Desktop.
2. Select the email you want to report.
3. TitanHQ for Outlook may be visible in different locations in Outlook depending on your system configuration and application preferences. Use the following examples to locate the icons:

- Classic ribbon:
  THQ-desktop-classic-ribbon.jpg
  or
  THQ-desktop-classic-ribbon-collapsed.jpg
- Simplified ribbon:
  THQ-desktop-simplified-ribbon.jpg
- Within an email:
  THQ-report-within-email.jpg

4. Select **Clean mail** to report a false positive or select **Phishing** to report a false negative.

Support

For any support requests using the service please raise a support ticket to **support@safetynet-it.com** or call **0333 305 8224**, 8:00AM-5:00PM MON-FRI

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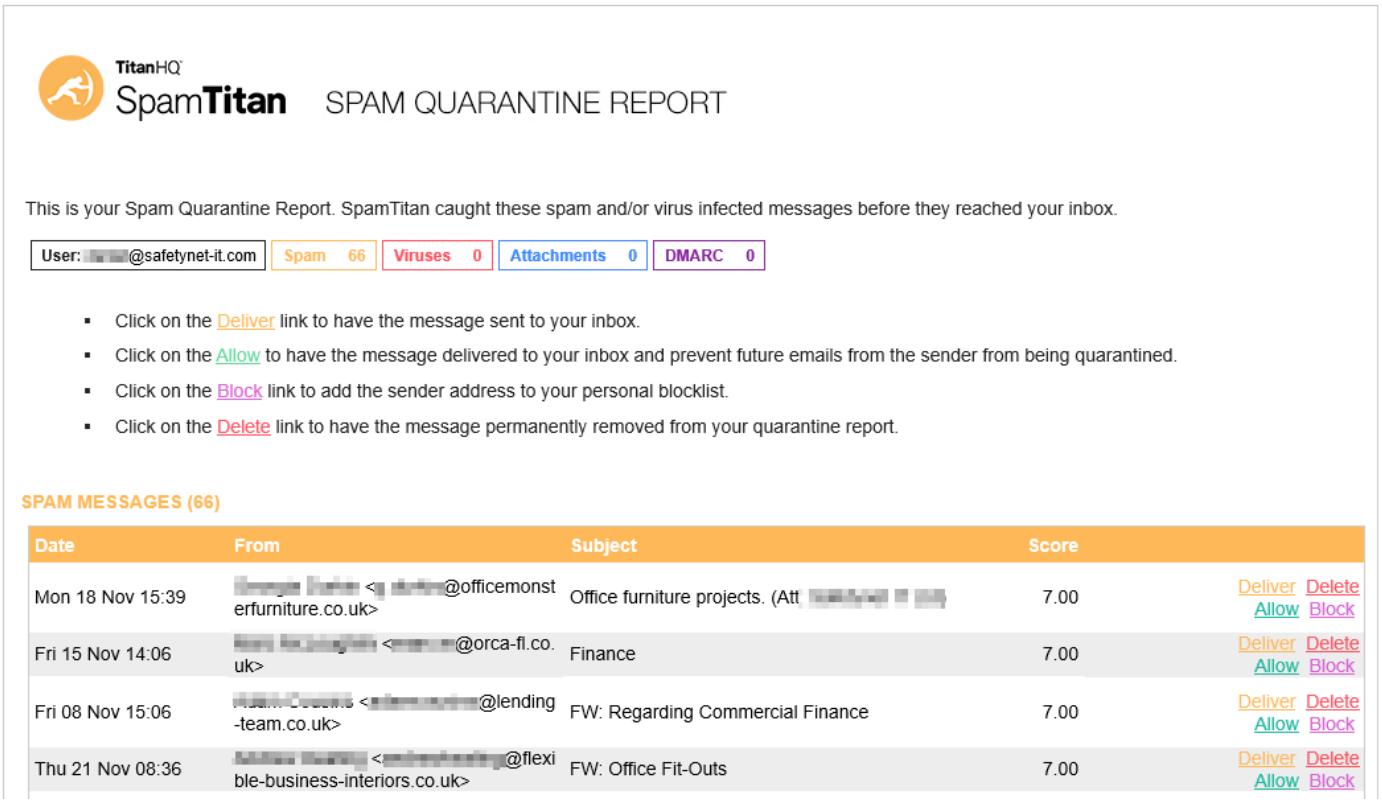
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- Deliver this report every: day | weekday | Friday | month | never
- Include the following items in the report: All quarantined items | New items since last report only
- To view your entire quarantine inbox or manage your preferences: Click here
- Send me a new report now containing: All quarantined items | New items since last report only
- To delete all of the messages: Click here
- Messages will be automatically deleted from quarantine after 25 days.



Powered by TitanHQ

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