

# SpamTitan User Guide

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.

### 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.



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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](#) link 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] [redacted])	7.00	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a> <a href="#">Block</a>
Fri 15 Nov 14:06	[redacted] <[redacted]@orca-fl.co.uk>	Finance	7.00	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a> <a href="#">Block</a>
Fri 08 Nov 15:06	[redacted] <[redacted]@lending-team.co.uk>	FW: Regarding Commercial Finance	7.00	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a> <a href="#">Block</a>
Thu 21 Nov 08:36	[redacted] <[redacted]@flexible-business-interiors.co.uk>	FW: Office Fit-Outs	7.00	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a> <a href="#">Block</a>

## 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.

- 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.



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# Support

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

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