

Advanced Email Threat Protection



Quick Start Guide



Welcome!

Welcome to the Advanced Email Security service! Email Threat Protection provides multilayered filtering that allows legitimate email while blocking malicious threats such as phishing, impersonation, malware, ransomware, and spam-type messages—all automatically. This quick start guide will show you how to use the application.

1. Accessing Your Account

You will receive a welcome email from Appraver (customerportal@edgeplot.com), which will contain a link to “Login to the Customer Portal”.

When you click on the link, it takes you to <https://account.edgeplot.com>.

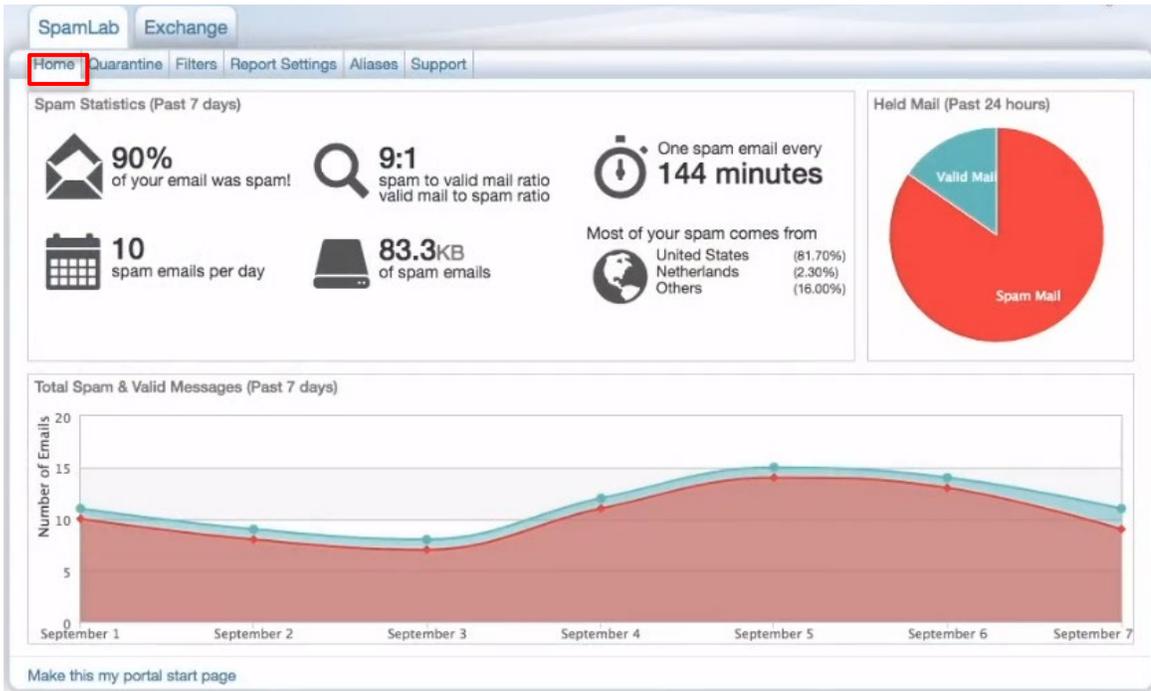
You will need to use the email account referenced in the email as your username and select the “Forgot Password” link to re-set the temporary password.

Note: It is highly recommended that you use the same password as the referenced O365 account.

2. Home Screen

The screenshot below displays the user’s home screen. This shows a dashboard of the previous statistics for the environment. For instance, you can see that this user is getting a spam email every 144 minutes and that 90% of their email is going to Spam.





3. Quarantine

Clicking on the quarantine tab allows you to see all spam, malware, and release messages for the previous given date range.



SpamLab Exchange

Home **Quarantine** Filters Report Settings Aliases Support

Show Clutter (known sources of junk)

Viewing 1 - 50 of 151

<input type="checkbox"/>	Date	From	Subject	Country (Hide)
<input type="checkbox"/>	9:58 AM	elite_singles@tacghjk.top	Truly Compatible Singles Are Waiting For You!	Germany
<input type="checkbox"/>	8:55 AM	inogen@spayfsmmf.club	Start Your Risk Free 30-day Trial	United States
<input type="checkbox"/>	8:29 AM	GetridofTinnitus@lovelyskins....	Ringing Ears? Try this!	Unknown
<input type="checkbox"/>	7:36 AM	exoticgirlfriends@phongpat.club	Fed Up With Fake Dating? - Try This. You Will Be Surprised!	Germany
<input type="checkbox"/>	7:32 AM	FlattenYourBelly@rocklonger.bid	Drink this each morning to flatten your belly.	Unknown
<input type="checkbox"/>	6:45 AM	AlzheimersAssociation@fixed...	Ridiculous Method To FLUSH Dementia	Unknown
<input type="checkbox"/>	6:29 AM	virtualpilot@jartzman.us	Fly a real airline route on autopilot	United States
<input type="checkbox"/>	4:33 AM	powerful.omega3.special@ba...	Free Trial Offer On Leading Omega-3	United States
<input type="checkbox"/>	4:14 AM	3DCartoonAnimation@energy...	The Most Powerful 3D Creation Software On The Planet!	Hungary
<input type="checkbox"/>	9/6/2018	info@memoriegain.bid	Tactical Pens Are The #1 EDC Tool..	United States
<input type="checkbox"/>	9/6/2018	info@thisisnewxe.bid	#1 Reason to Own The Essential Tact Machete	United States
<input type="checkbox"/>	9/6/2018	meditationsecret@mecherle.us	The Truth About Manifestation	United States
<input type="checkbox"/>	9/6/2018	matt-bernard@senxdkte.date	Update: Eagle Eye Z100 Now 50 Percent Off!	United States
<input type="checkbox"/>	9/6/2018	Skinrelateddisorders@herpes...	Eliminate Vitiligo and regain your natural skin color in as little...	Unknown
<input type="checkbox"/>	9/6/2018	NationalNutritionNetwork@uli...	South Carolina Doctor Exposes Blood Sugar Cover-Up	Unknown
<input type="checkbox"/>	9/6/2018	Miracletrio@tesling.bid	NBC News calls it the "miracle trio" of aging	Unknown
<input type="checkbox"/>	9/6/2018	gloss@haraku.host	Grow your size by 4 inches	United States
<input type="checkbox"/>	9/6/2018	photography@simarkontin.us	Take Your Photoshop Skills To The Next Level!	United States
<input type="checkbox"/>	9/6/2018	HealthySkin@manypeopl.bid	Psoriasis symptoms: The Red, inflamed itchy skin.	Turkey

Spam
 Malware
 Released
 Trash

Received Sent

Per Page
 50

Dates
 Aug 24, 2018
 ↓
 Sep 7, 2018

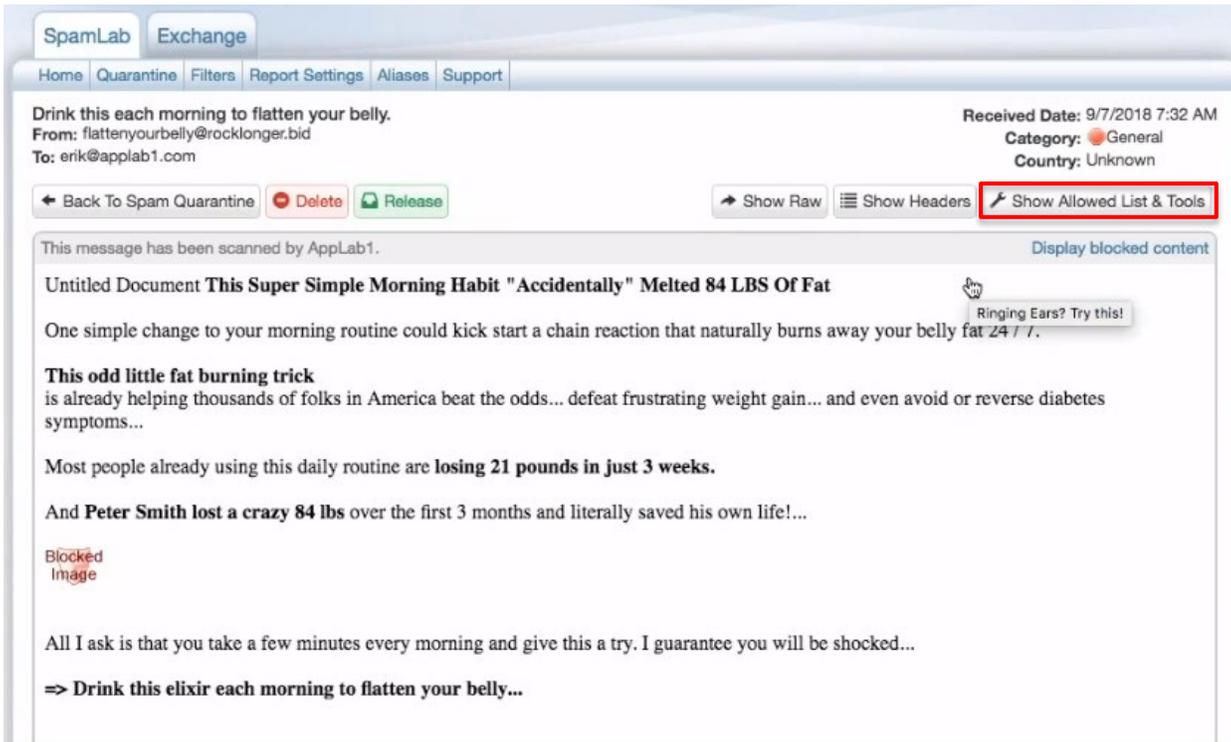
Search

Show advanced search



In this view, if you click on a message, you are launched directly into the quarantine message. This allows you to read the message in a secure environment, that will not infect your PC or network.

Should you want to allow this message, you can click **Show Allowed List & Tools** on the upper right side:



In this example, domain wide and personal allowed lists are turned on.

The screenshot shows the SpamLab Exchange interface. At the top, there are navigation tabs for 'SpamLab' and 'Exchange', and a menu with 'Home', 'Quarantine', 'Filters', 'Report Settings', 'Aliases', and 'Support'. The email header includes the subject 'Drink this each morning to flatten your belly.', sender 'From: flattenyourbelly@rocklonger.bid', recipient 'To: erik@applab1.com', received date '9/7/2018 7:32 AM', category 'General', and country 'Unknown'. Below the header are buttons for 'Back To Spam Quarantine', 'Delete', and 'Release' (highlighted with a red box). There are also buttons for 'Show Raw', 'Show Headers', and 'Hide Allowed List & Tools'. The 'Allowed List & Tools' section is highlighted with a red box and contains two items: 'From flattenyourbelly@rocklong...' and 'Domain rocklonger.bid'. Below these items are two buttons: '+ Add items to personal allowed list' and '+ Add items to the domain allowed list', both of which are circled in yellow. To the right of this section are 'Download Message' options: 'Download as .eml' and 'Download as .mbx'. Below the allowed list section, a message is shown with the subject 'Untitled Document This Super Simple Morning Habit "Accidentally" Melted 84 LBS Of Fat' and a body of text starting with 'One simple change to your morning routine could kick start a chain reaction that naturally burns away your belly fat 24 / 7.' There is also a 'Blocked Image' placeholder at the bottom left of the message content.

The user can choose to add this email address or this domain name to either.

Clicking **Add items to the domain allowed list** will send this request to your administrator so you have the request to add this to your entire organization. Meaning everyone in your company will be able to receive mail from the sender.

Add items to your personal allowed list means it will only affect you and will not affect other users in your environment.

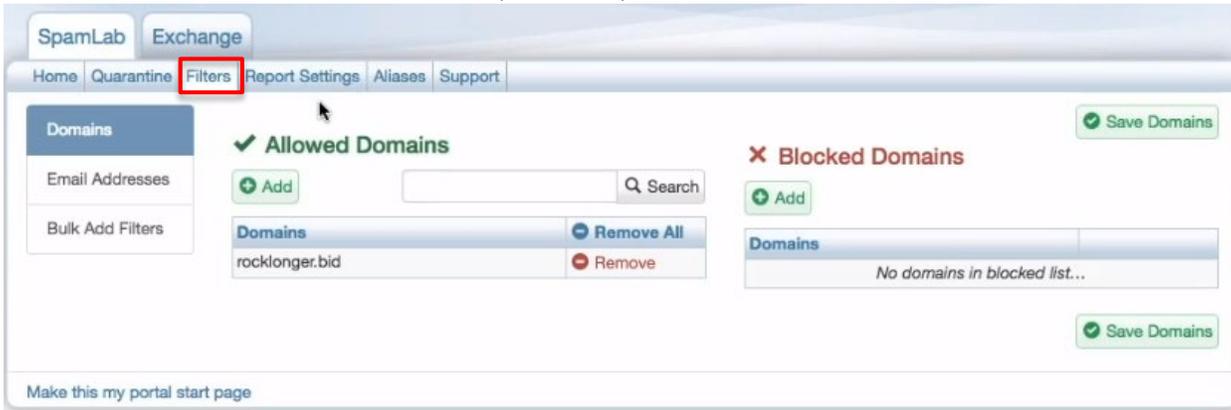
Now any message from this sender will always come through to your email box.

Additionally, you can scroll through this message and read it securely before you release it.

If you want to release the email to your inbox, you click the **Release button** at the top left and the message will be delivered to your inbox where you can read it normally.

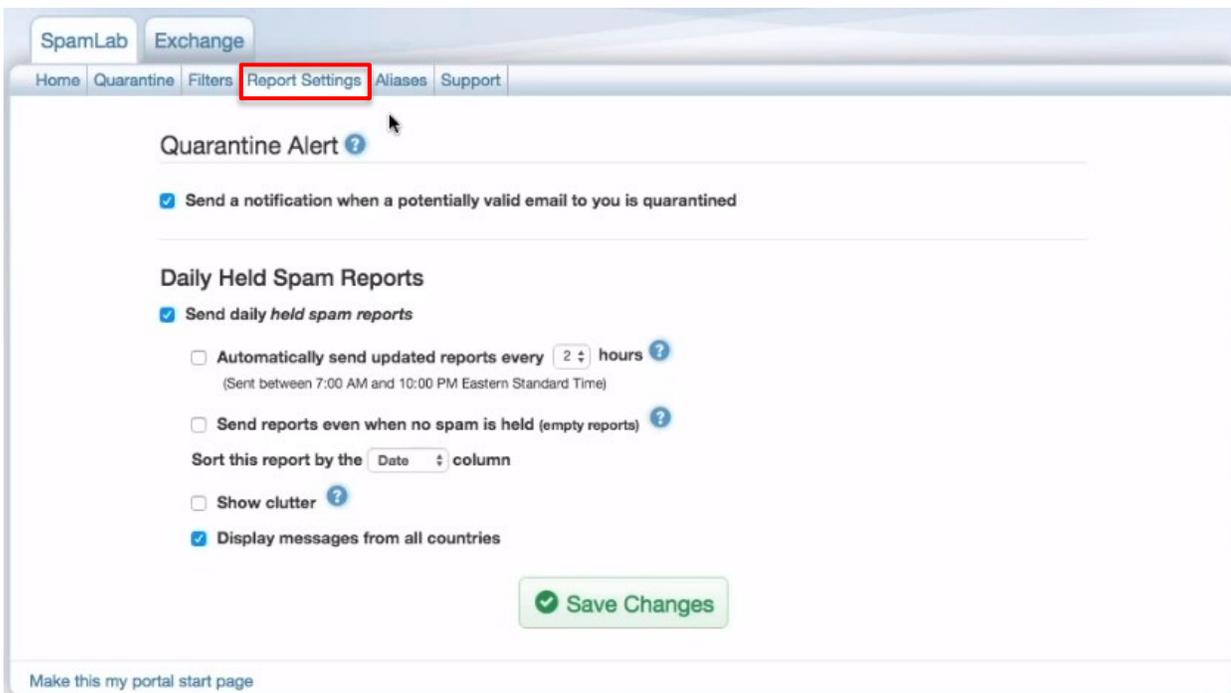
4. Filters

Clicking on the Filters tab on the top left, shows your user specific filters. You can see the domain names that you have added. You can also come in here manually and add your own domains.



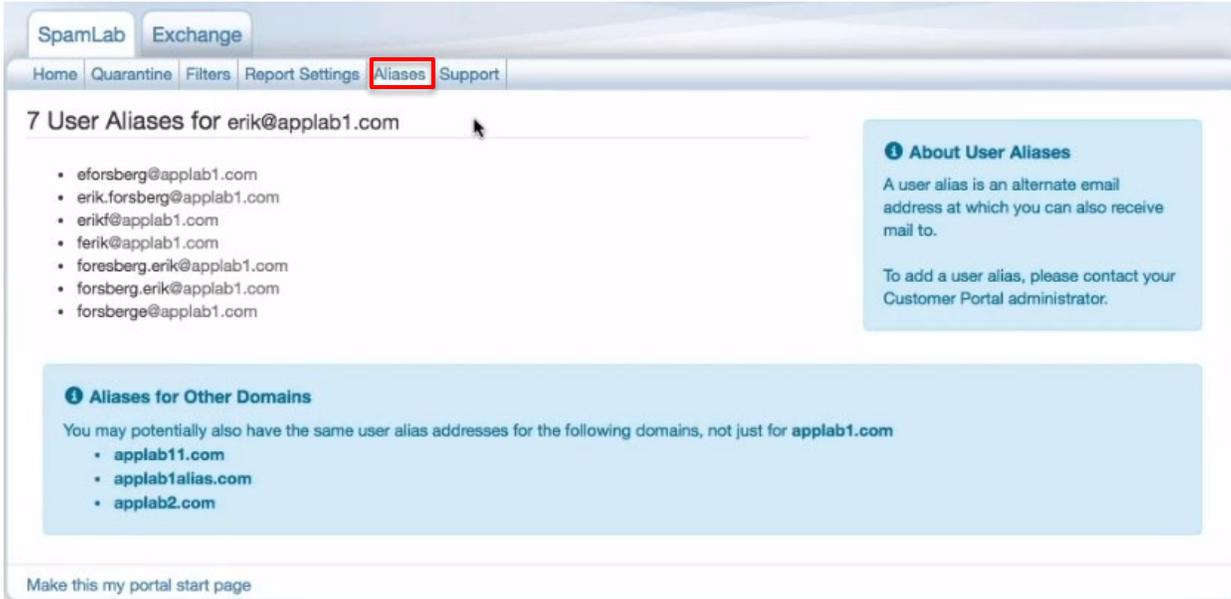
5. Report Settings

The Report Settings tab lets you change the frequency of your held spam reports. To change the frequency, click **Automatically send updated reports every 2-6 hours**. Here, you can change the delivery rate.



6. Aliases

If your admin has setup aliases for you, all the email addresses that you get held spam for will be listed here.



7. Support

Need help or have questions? DP Solutions is here for you!



Submit a Ticket

Send an email to help@dpsolutions.com to create a service ticket for tech support.



Phone Support

Call [410-720-1220](tel:410-720-1220) to reach our live Service Desk 24x7x365.

