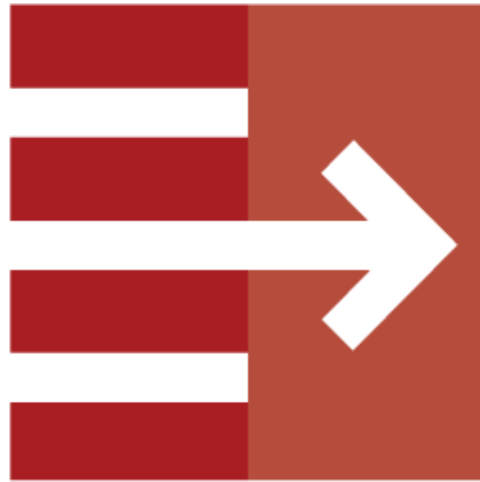




**BeckTek**  
I.T. Uncomplicated



**CloudFilter**<sup>TM</sup>  
Total Email Security

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**User Guide**

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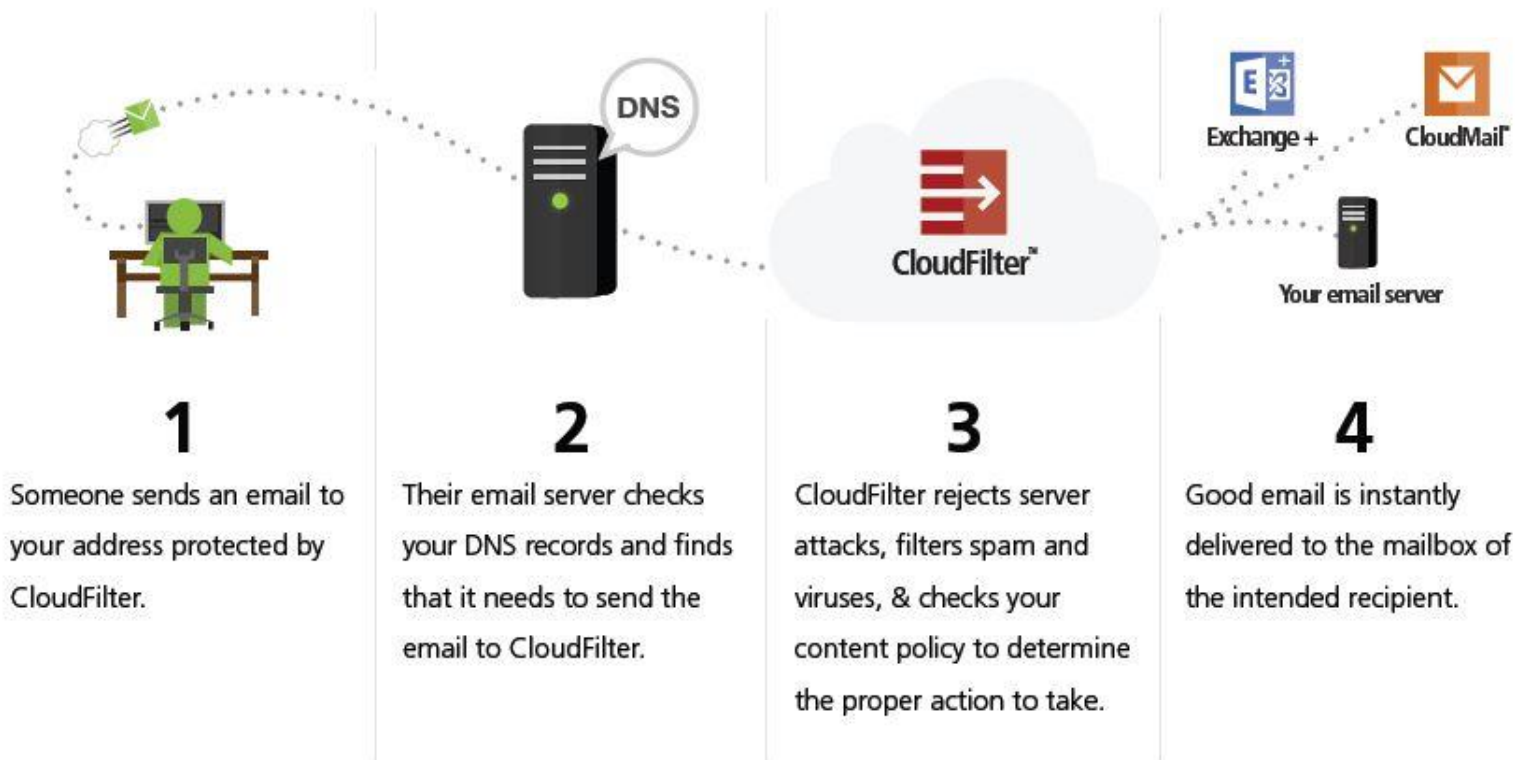
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## Getting Started

These days it's vital to have a reliable email security solution in place. Spam, viruses, malware, and other email-based attacks can really cause a lot of problems. Getting email you don't want can be annoying and even dangerous.

All Inbound and Outbound email flows through CloudFilter before being sent or delivered to better protect against hackers, scammers and Phishing email.

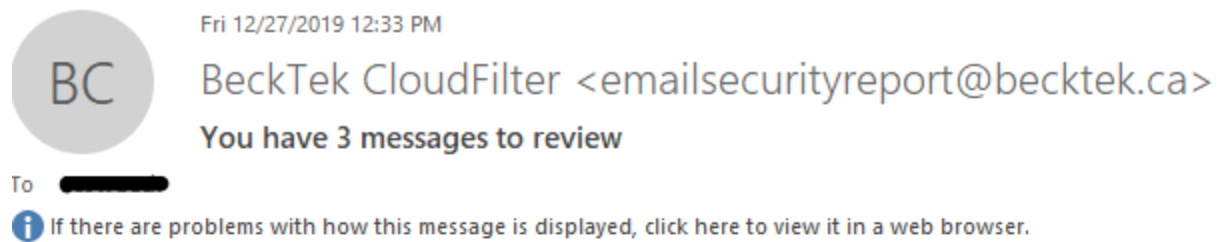
### How CloudFilter works



## Message Review Notification Email

The Message Review Notification email provides a single-click path to your quarantine that shows you the relevant messages awaiting your review since you last checked.


The number of messages will continue to increase if you do not review the messages and more are quarantined between notification emails.

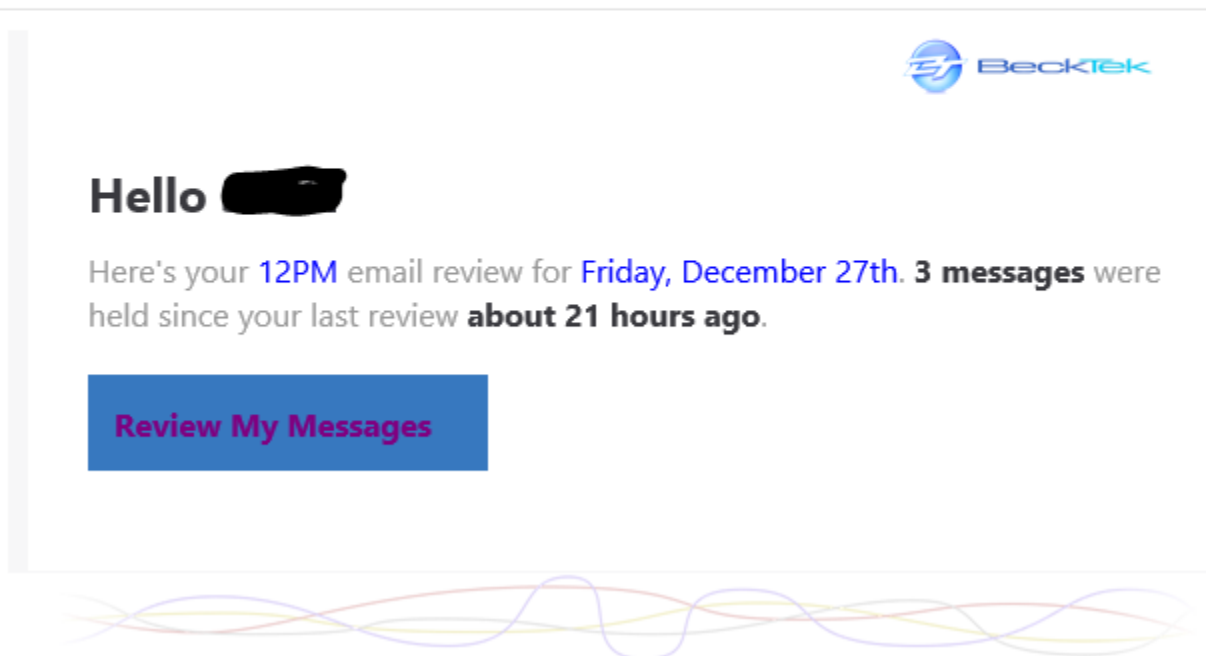



BC Fri 12/27/2019 12:33 PM

BeckTek CloudFilter <emailsecurityreport@becktek.ca>  
You have 3 messages to review

To [REDACTED]

 If there are problems with how this message is displayed, click here to view it in a web browser.






**Hello** [REDACTED]

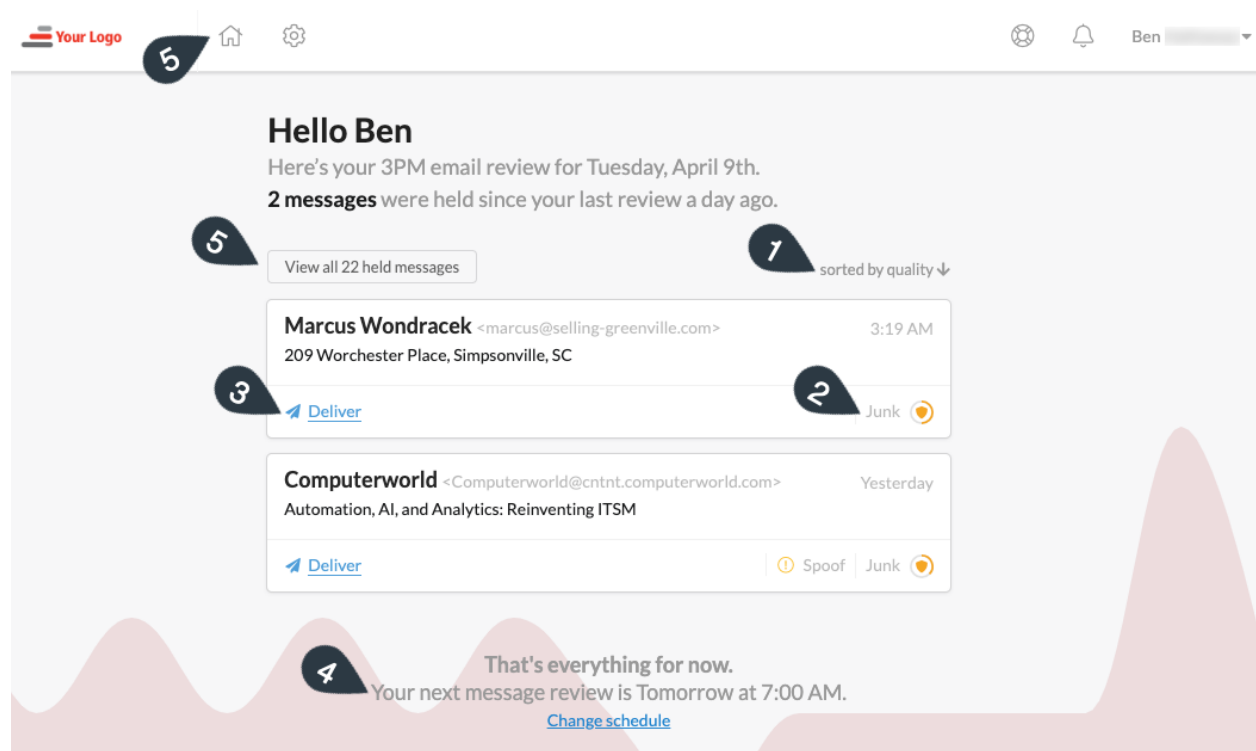
Here's your **12PM** email review for **Friday, December 27th**. **3 messages** were held since your last review **about 21 hours ago**.

[Review My Messages](#)



# Message Review Page

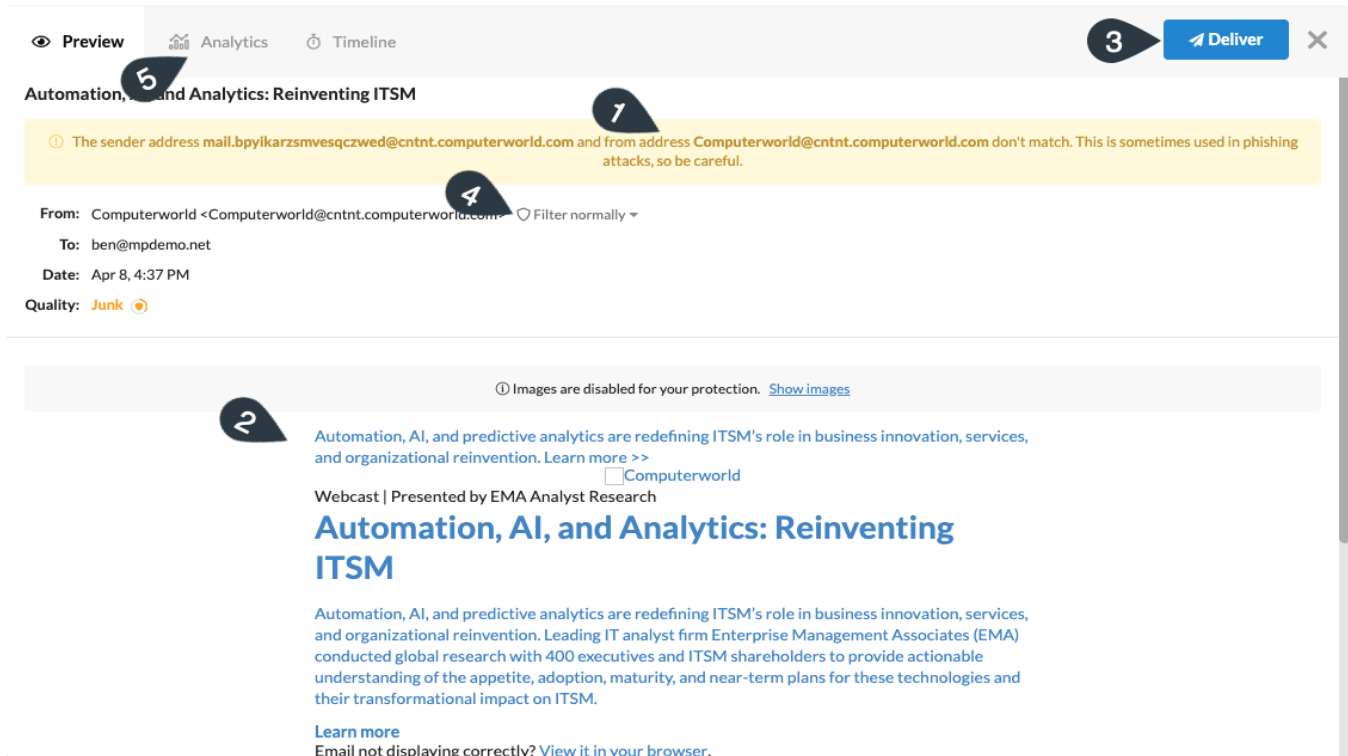
The Message Review page lists the emails in your quarantine that you haven't looked at before. The emails are sorted by quality, putting the emails you might want to deliver at the top. Look at the image below and explanation of each "Stamp number" for more information



- **Stamp 1** - A reminder that the emails are sorted by quality. Higher quality messages are at the top of the list. These are more likely to be a message you want to deliver.
- **Stamp 2** - The message quality indicator. Junk email scored high enough in the filtering process to end up in your quarantine. Putting your mouse cursor over the "shield icon" will show the numeric score.
- **Stamp 3** - If you know you want to deliver the email to your Inbox, click on this link. It will release the email from the quarantine and ask if you always want emails from this person to be delivered, regardless of the filtering score.
- **Stamp 4** - At the bottom of your message list, a reminder will show when your next scheduled Message Review Notification will be sent. It assumes you will receive some spam between now and then. If you don't, there will not be a Message Review Notification until new spam arrives. **You can also adjust the schedule of the notification by clicking "Change schedule" link.**
- **Stamp 5** - If you'd like to see all the quarantined emails you have, clicking either the "View all # held messages" button above the message list or the "Home icon" at the top of the page.

# Previewing Messages from Message Review

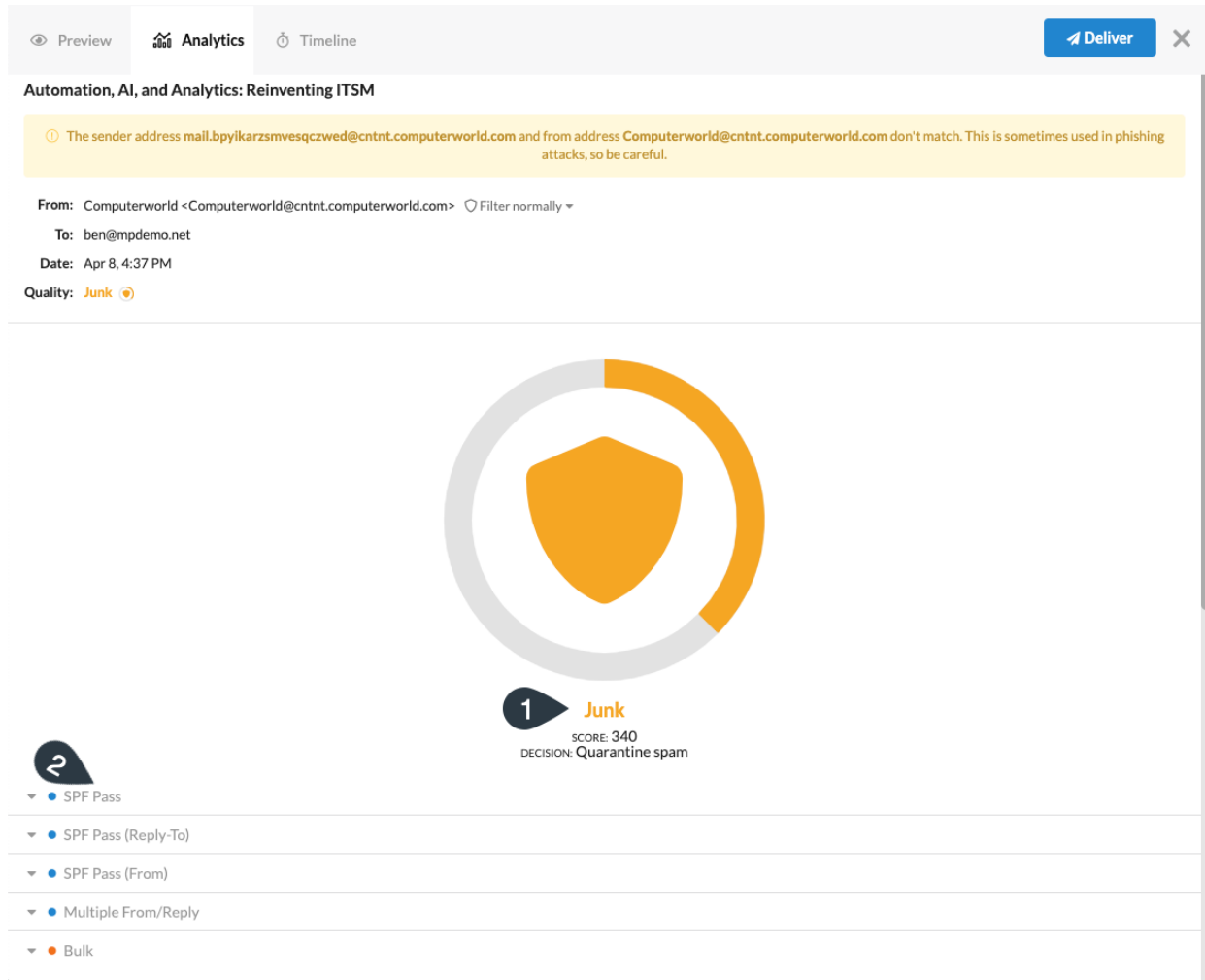
Sometimes you may be unsure if you want a message to be released to your Inbox. Deciding is much easier with a preview of the email in question. Clicking on a message opens a preview so you can see what the contents of the email are. Your computer is safe because the preview will not automatically load images or run programs. The message is still safely held in your quarantine in the cloud. Clicking on a message will open a preview that looks similar to the image below.



- **Stamp 1** - This email has been sent from a different address than the one shown in the From address field. Sometimes, this can be a sign of "spoofing" used by spammers to trick you into thinking someone you know sent the email. The yellow alert is a reminder to be careful and verify that the addresses are familiar to you.
- **Stamp 2** - The content of the message is displayed without images being loaded. This can protect you from confirming your email address with a spammer. If you want to see the images, click the "Show images" link above the content area.
- **Stamp 3** - If you decide you want to deliver the email to your inbox after seeing the preview, click on the "Deliver" button in the upper-right hand corner. No need to go back to the Message Review list.
- **Stamp 4** - Is the From address someone you completely trust? Maybe it is someone you never want to get emails from. Click on the "Filter normally" link to add the address to your Allow or Block list.
- **Stamp 5** - The preview has helped you learn more about the email but maybe you're still not sure why it was held from your inbox. Click on the "Analytics" link to learn more about the scoring and why the filters decided to hold the message.

# What does the Analytics page show me?

Analytics describe how the filtering system scored the email and what the various scoring elements mean. Some of this information can be a little complicated but if you see things about Scam, Get Rich, or Blacklists, it is usually a pretty good sign you don't want to deliver the message. See the image below for a little more detail.

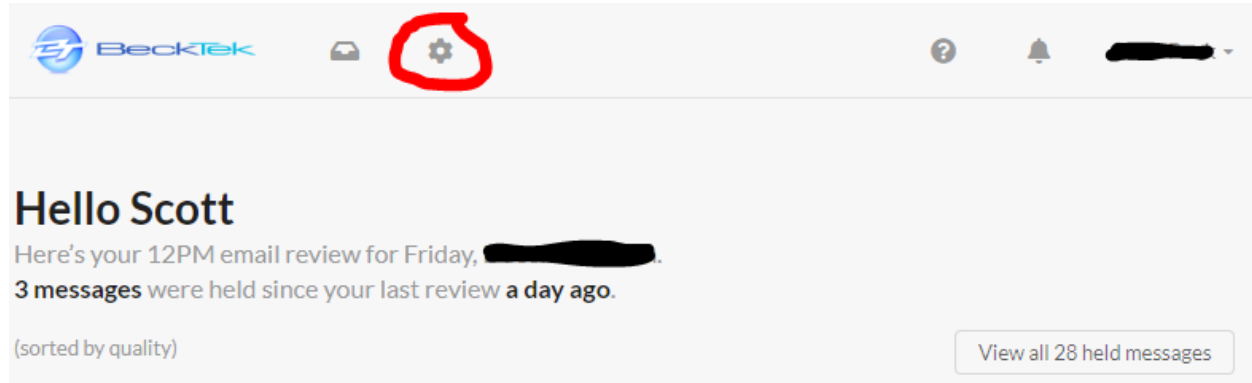


- **Stamp 1** - The score and message quality icon show you whether the message was considered Possible Junk, Obvious Junk, or something in between. The more the icon's circle is complete and the shield's color turns red, the more likely the message is obvious junk.
- **Stamp 2** - A list of filtering results are displayed below the message quality shield icon. You can click on these results to get more of an explanation. Blue dots are information and don't usually add to the message's score.

The ability to deliver the email from the Analytics view is still in the upper-right hand corner should you deem the email safe; If you still aren't sure, email BeckTek support for additional assistance – [help@becktek.ca](mailto:help@becktek.ca)

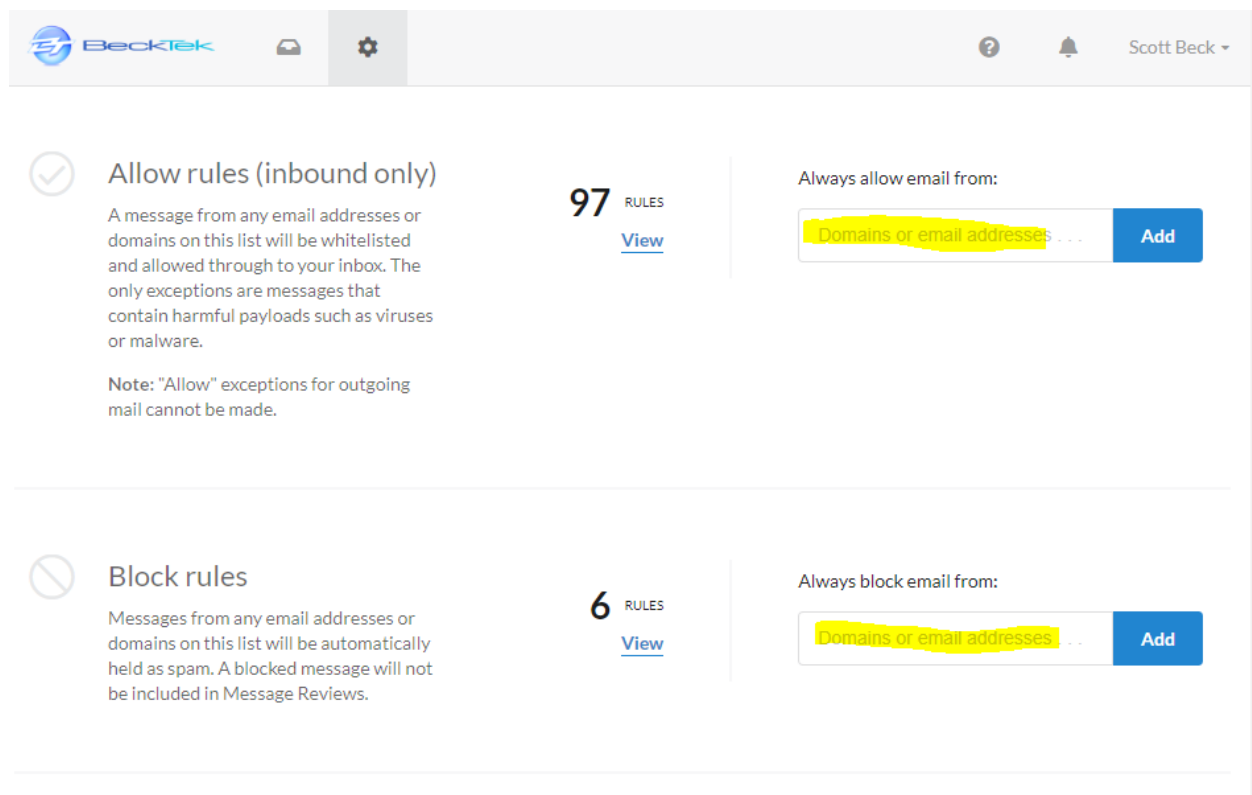
# Managing Allow/Block Lists

While logged in your Quarantine, click the Options icon



The screenshot shows the top navigation bar of the BeckTek email interface. The BeckTek logo is on the left, followed by a mail icon, a gear icon (Options) circled in red, a help icon, a notification bell, and a user profile icon. Below the navigation bar, the main content area displays a greeting "Hello Scott" and a summary of held messages: "Here's your 12PM email review for Friday, [redacted]. 3 messages were held since your last review a day ago." A button labeled "View all 28 held messages" is located in the bottom right corner of this section.

Enter email address or domain for the user/company you want to add to the Allow or Block rules. Schedule to modify when you get



The screenshot shows the "Options" page in the BeckTek email interface. The navigation bar includes the BeckTek logo, mail icon, gear icon, help icon, notification bell, and the user name "Scott Beck". The page is divided into two main sections: "Allow rules (inbound only)" and "Block rules".

- Allow rules (inbound only):** Indicated by a checkmark icon. It states that messages from any email addresses or domains on this list will be whitelisted and allowed through to the inbox. There are 97 rules, with a "View" link. A note specifies that "Allow" exceptions for outgoing mail cannot be made. To the right, there is a section titled "Always allow email from:" with a text input field containing "Domains or email addresses ..." and an "Add" button.
- Block rules:** Indicated by a slash-in-circle icon. It states that messages from any email addresses or domains on this list will be automatically held as spam. There are 6 rules, with a "View" link. To the right, there is a section titled "Always block email from:" with a text input field containing "Domains or email addresses ..." and an "Add" button.

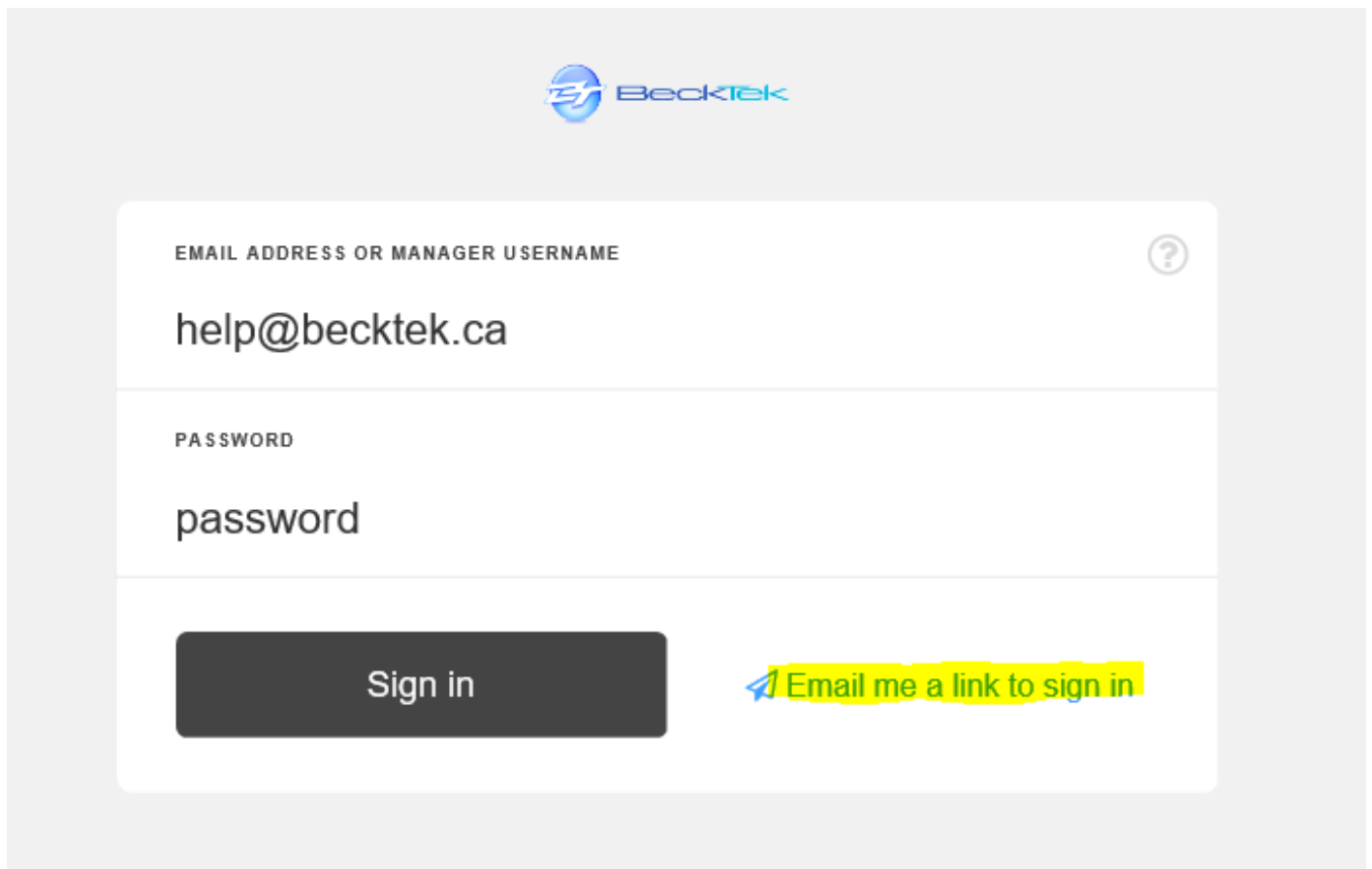
There are additional settings on the options page that can be adjusted as needed. These are more advanced features and Best practice is to leave them as defaults unless making a change will correct a specific problem being experienced.

## Logging into the Console

In addition to accessing your Quarantine through the **Message Review Notification**, you have access to a console through the **Web Portal**.

Web Portal Login: <https://becktek.emailservice.io>

Enter your email address and then click the link to send a secure login link to your email address



The screenshot shows the BeckTek login interface. At the top center is the BeckTek logo. Below it is a white login form with a light gray border. The form has three sections: 1. A text input field labeled "EMAIL ADDRESS OR MANAGER USERNAME" with a question mark icon on the right. The text "help@becktek.ca" is entered. 2. A text input field labeled "PASSWORD" with the text "password" entered. 3. A dark gray "Sign in" button on the left and a blue link "Email me a link to sign in" on the right, which is highlighted with a yellow background.