

AVANAN EMAIL SECURITY

Frequently Asked Questions

More questions?

Contact: support@networksplus.com

Q WHERE IS MY JUNK FOLDER LOCATED?

A: Your Junk folder can be found in your Microsoft Outlook application.

Q WHY DO I NEED TO CHECK MY JUNK FOLDER?

A: Messages that may be considered "spam", such as newsletters, advertising, or emails from vendors, may land in your Junk folder. We recommend you check your Junk folder regularly and delete any unwanted messages.

Q HOW DO I MARK SOMETHING AS NOT JUNK?

A: In the Junk folder, simply right-click on the message, go to the Junk "Option" and mark the message as "Not Junk". You can also select "Never Block Sender" if you so choose.

Q I JUST GOT A MESSAGE MARKED AS "SPAM". WHAT DOES THIS MEAN?

A: Avanan has added this warning to alert you the message may be spam. Treat the message as you would any other message in your Junk folder.

Q I JUST GOT AN ALERT THAT AN EMAIL HAS BEEN QUARANTINED. WHAT DO I DO?

A: The Avanan Email Security Service uses key indicators to identify malicious emails and blocks them from delivery to your inbox. If you believe the message may be legitimate, you can click the "request release" option. This will then send the message to your IT team or the Networks Plus team (depending on your company's settings) to review the message and release if it is safe to do so.

Q HOW DO I REPORT PHISHING OR SUSPICIOUS EMAILS?

A: Simply right-click on the message and mark it as "Junk". You can also send an email to support@networksplus.com and include the original message as an attachment so our team can investigate.

Q HOW DO I WHITELIST A SENDER?

A: If emails continue to be sent to Junk that should not be, email support@networksplus.com and submit a request for the email to be reviewed. Please include the email as an attachment to expedite the process.

Q HOW DO I ENCRYPT EMAILS?

A: Encryption requires appropriate Microsoft 365 licensing. You can manually encrypt by using the toolbar option in Microsoft Outlook. For automatic or keyword encryption features, you must have the Avanan Complete subscription. With this subscription, emails will be automatically encrypted if "Data Loss Prevention" criteria is met or if your specified keyword is used in the email subject line.