

WE ARE YOUR IT SOLUTIONS PROVIDER

QUESTIONS? CALL 320-441-7050

AVANAN
A Check Point Company

SPAM FILTER & EMAIL SECURITY

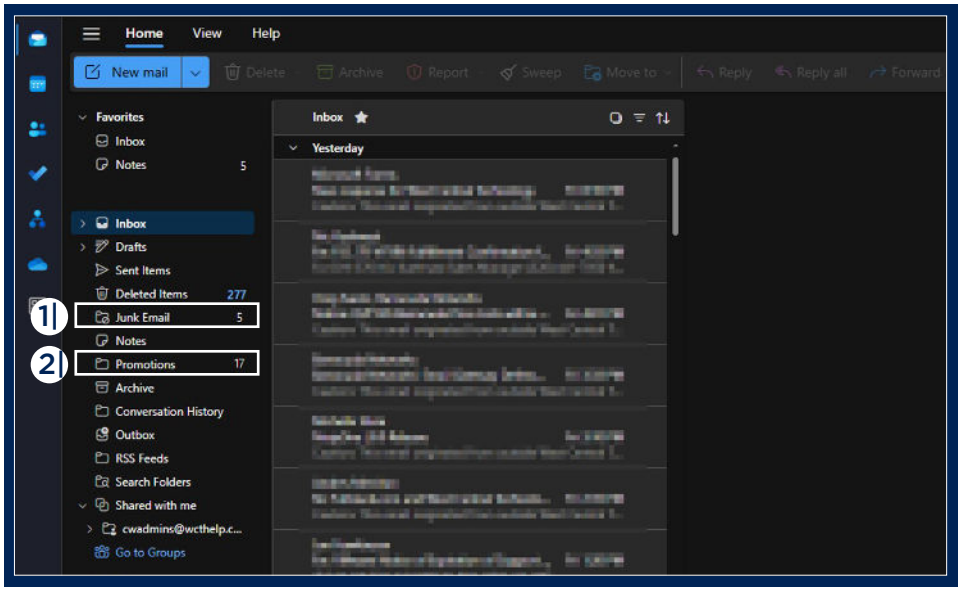
GENERAL OVERVIEW

Avanan leverages machine learning and artificial intelligence to detect and block cyber threats such as spam, targeted phishing, and malware. By analyzing user behavior, message content, and threat patterns, it identifies suspicious activity and stops attacks before they reach the user. This intelligent, adaptive approach enables **Avanan** to deliver advanced, real-time protection for cloud-based email and collaboration platforms.

SMART EMAIL ORGANIZATION WITH NATIVE OUTLOOK INTEGRATION

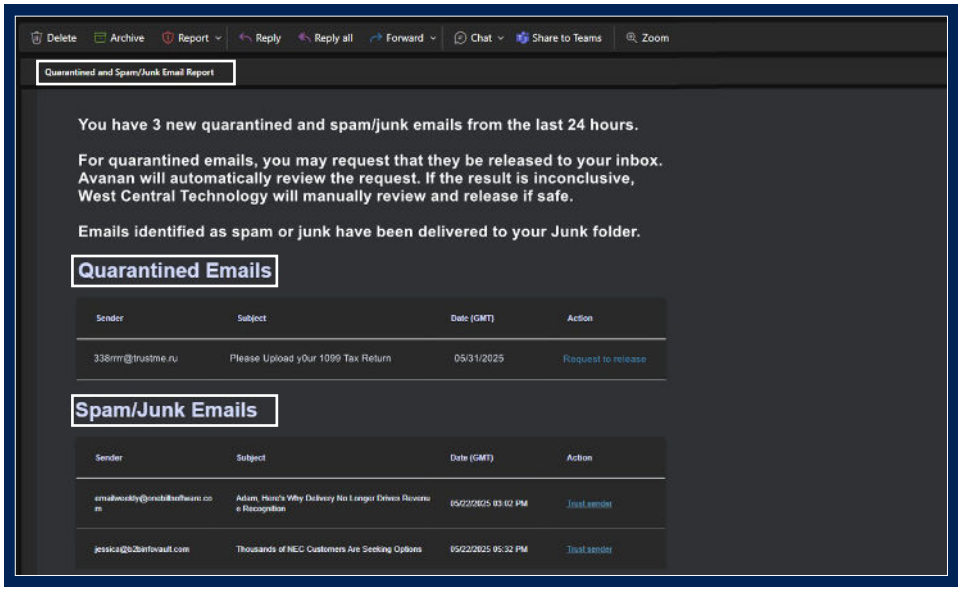
1| Using the traditional Junk folder for Spam.
Avanan integrates natively with Outlook and leverages the existing **Junk** folder to deliver suspected **spam, phishing attempts, and low-confidence threats**—keeping the user experience consistent and intuitive.

2| Using the Promotions folder for Gray Mail.
Avanan introduces a **Promotions** folder within Outlook to automatically filter and organize **non-malicious marketing emails, newsletters, and bulk senders.** This helps reduce inbox clutter while ensuring important messages remain visible and actionable.



QUARANTINE - HARMFUL CONTENT

Avanan securely stores suspicious or malicious emails in a cloud-based **Quarantine Emails**, keeping them out of the user's inbox and reducing the risk of accidental interaction. Users receive daily quarantine summaries and can easily review, release, or report messages directly from their inbox—without needing to log into a separate portal. In addition, emails flagged as low-risk threats are directed to the **Spam/Junk Emails**, allowing users to conveniently assess their legitimacy from within their regular email view.



Avanan securely stores suspicious or malicious emails out of your inbox, but may be accessed under the **Quarantine Emails** section, keeping them out of the user's inbox to reduce the risk of accidental interaction. Users receive daily quarantine summaries and can easily review, release, or report messages directly from their inbox—without needing to log into a separate portal. In addition, emails flagged as low-risk threats are directed to the **Spam/Junk Emails**, allowing users to conveniently assess their legitimacy from within their regular email view.

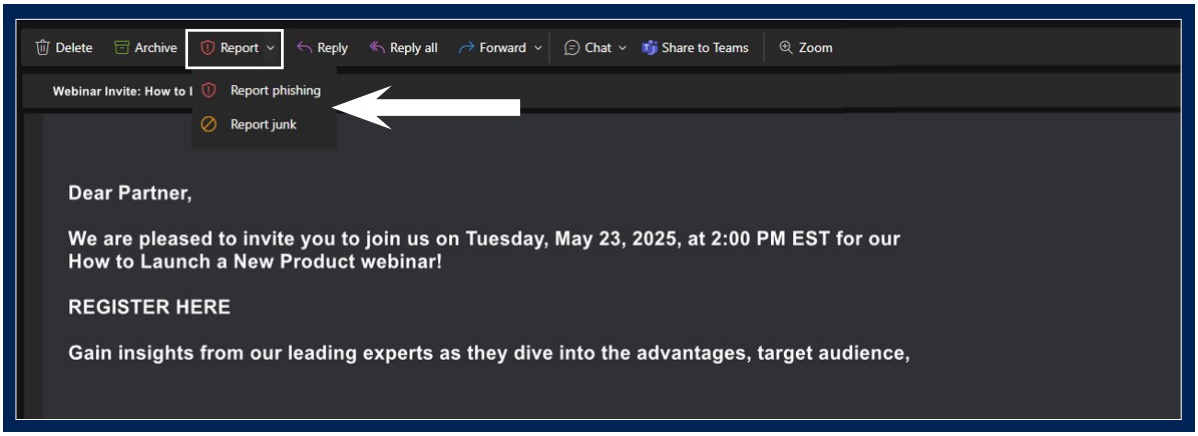
REPORTING SUSPICIOUS EMAILS WITH AVANAN

If you receive an email that seems suspicious—such as one asking for sensitive information, containing unexpected attachments or links, or pretending to be from someone you know—it could be a phishing attempt. To help keep our organization secure, do not click on any links or download attachments from these emails.

REPORTING SUSPICIOUS EMAILS WITH AVANAN CONT.

Why Use the "Report Phishing" Button?

- It instantly notifies the security team of the suspicious email.
- The message is analyzed by Avanan's threat detection system for malicious content.
- If the email is confirmed to be a phishing attempt, it can be automatically removed from other users' inboxes.
- It helps improve our organization's overall email filtering by training the system on real threats.



Not every unwanted email is a phishing attempt. Sometimes, you'll receive marketing messages, newsletters you never signed up for, or just general spam. These aren't necessarily malicious, but they can still clutter your inbox.

What Is the "Report Junk" Button For?

- It's used to report unwanted or unsolicited emails that aren't trying to steal your information.
- These emails might be from legitimate sources but are still irrelevant or annoying.
- Reporting junk helps your email system learn your preferences and improves spam filtering.

THE BASICS OF PHISHING/JUNK

Use **"Report Phishing"** if the email tries to:
• Trick you into clicking links or downloading attachments
• Ask for personal or financial information
• Pretend to be someone you know or a company you trust
When in doubt, **report phishing**—your security team can always reclassify it if it's safe.

Use **"Report Junk"** for basic spam, newsletters, or irrelevant ads.

NEED ADDITIONAL HELP?

If you are having issues locating a message you think might have been quarantined or have any other questions about the service, please visit our Knowledge Center at www.WestCentralTechnology.com/Knowledge-Center You can also create a support ticket by emailing us at support@wcthelp.com or by calling **320-441-7050.**