

From: Demo Account
Subject: Welcome to CloudFilter
Date: April 24, 2026 at 13:56
To: Hildegard Clark



CloudFilter™

Great news! Your email is now protected from spam, viruses, and other threats by filtering into a cloud-based quarantine. Here's a quick guide to help show you how to make the most out of your new email protection.



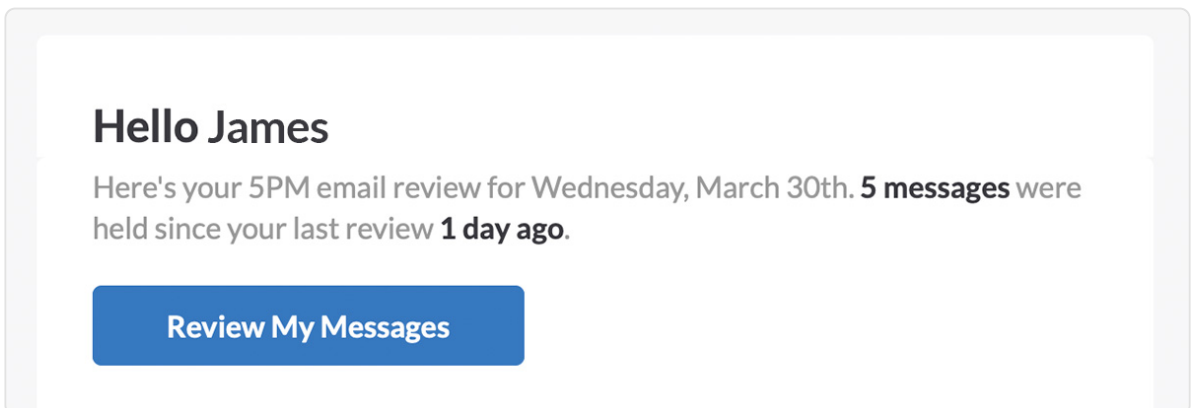
This email protection works whether you are on your computer in the office, checking messages from your smartphone, or catching up on email from a tablet. No setup or change is required on your part.

Keep reading to see how it works.

1 How to see email that's been held

Review notifications

A review notification will be sent to you when you have messages in the quarantine that might need your attention. By default, the email protection will check for new messages every few hours throughout the business day. You or your IT administrators can adjust the schedule.



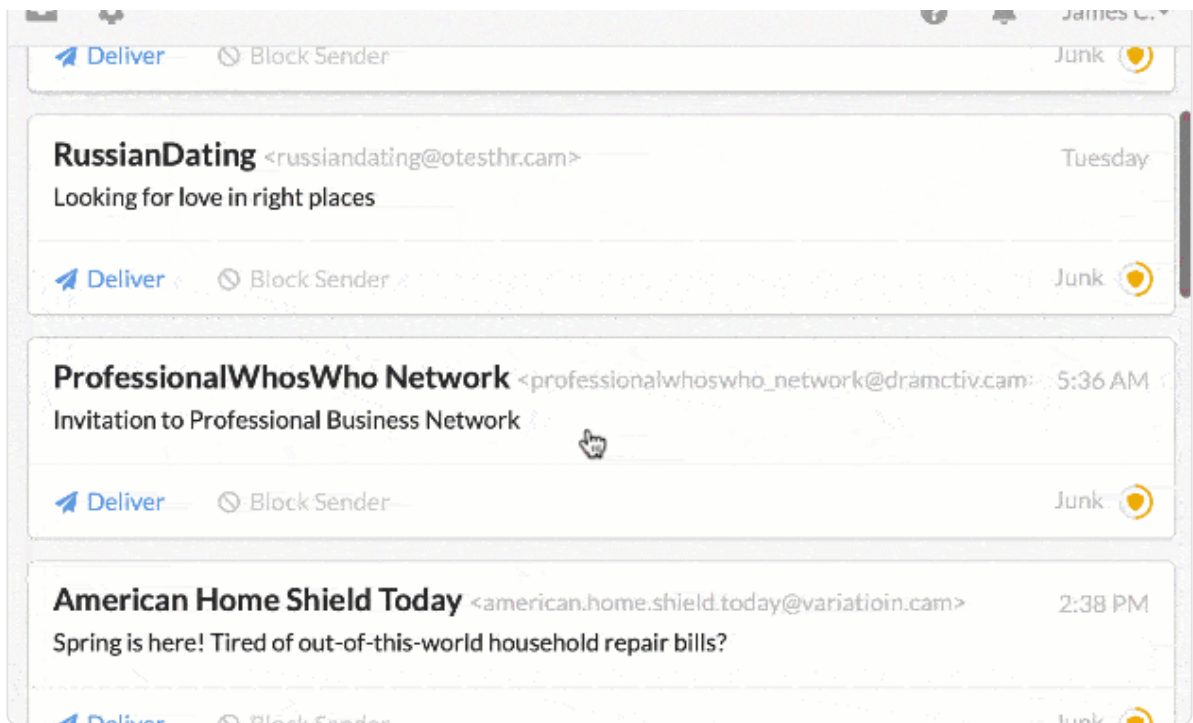
If you're on vacation or away from email for an extended time, you don't need to check each review notification. Open the latest notification and review everything that's been waiting since the last time you checked in.

IMPORTANT TIP: Check your message quarantine at least once a week. The messages are available for two weeks, and then they are permanently deleted from the quarantine.

Message review

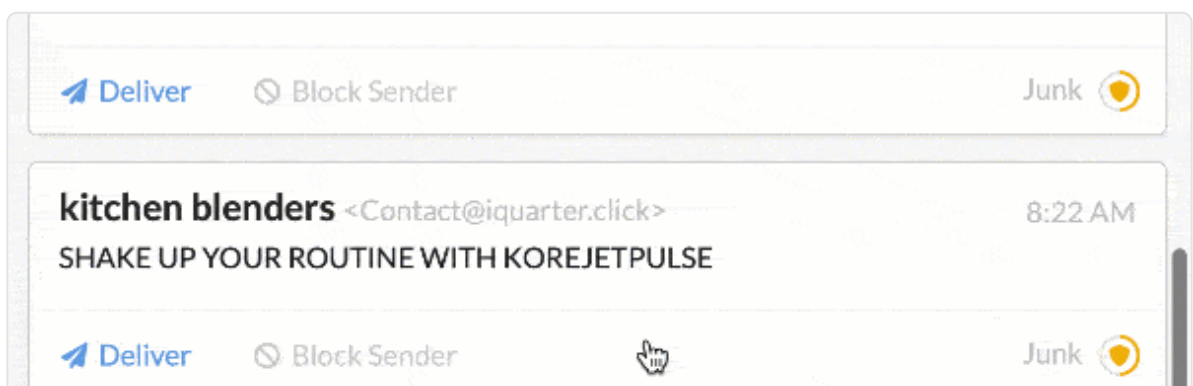
The message review page helps you quickly scan through filtered emails and decide which ones you need to be delivered to your inbox.





The lower right corner of each message indicates the quality and possible spoofing. A spoofed email appears to be coming from someone other than the visible sender. Spoofing is not always bad, such as a newsletter sending you an email from an automated system. But, it's a good idea to be careful when deciding to deliver spoofed emails.

In the lower-left corner is the deliver button to send the message to your inbox. If you're not sure about delivering an email from the review page, click on any subject line to see a preview of the message. The email protection will prevent anything malicious from opening or loading images without your consent. You can safely take a peek to decide if you need the message or not.



After clicking to deliver an email, you will be asked if you always want to receive messages from the sender. The email address will be added to your Allow list by choosing yes.

CAUTION: We recommend you only add senders you trust and always need to receive their emails. Otherwise, let email protection do its job.

2 If a bad email leaks into your inbox

What to do

A perfect email protection solution doesn't exist, unfortunately. As excellent as the protection is, you should still be mindful of the emails you open from your inbox, especially if it doesn't look familiar or expected.

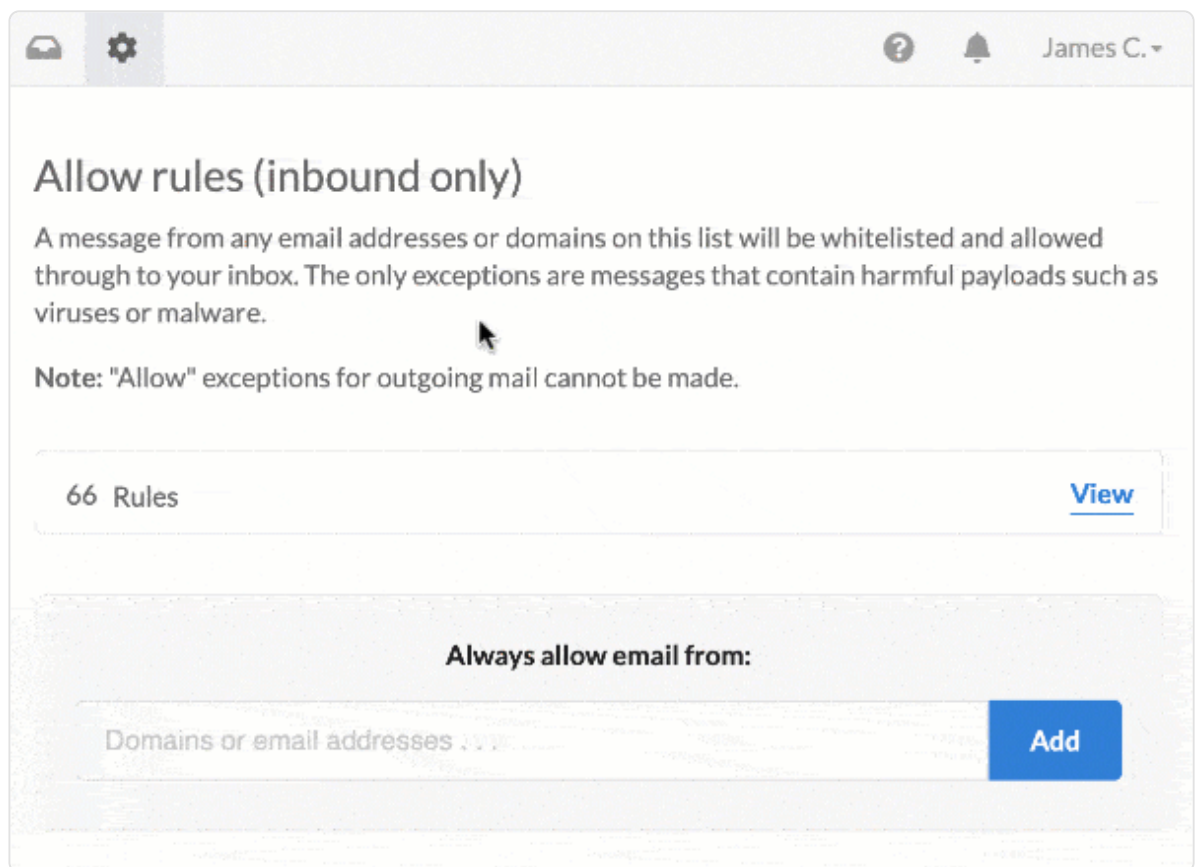
If you receive an email that appears to be spam or another malicious message type, you have a few options:

- a. In most cases, delete the bad message and move on. Email protection constantly adjusts to the new ways bad actors try to get emails to you. The security will likely automatically stop that kind of message in a day or two.
- b. If you have received similar bad emails for several days in a row, you may want to attach the bad message and send it to spam@emailservice.io. Attaching the bad email and sending it to the spam bucket helps "train" the email protection to stop the messages in the future. If you use Microsoft Outlook for Windows, ask your IT administrator to help you set up a Quick Step in Outlook. You can send bad emails to the spam bucket in one click.
- c. Sometimes there are email notifications, newsletters, or updates that we subscribe to that are legitimate, but we are no longer interested in. Those types of emails are not necessarily considered spam by the system even

though you no longer want them. If unsubscribing from these emails hasn't worked or your email address has been signed up for a service you do not want, your final option is to add the sender's email address or entire domain to your block list.

Block an address or domain

Sign in to your email protection account (or open a message review) and use the gear icon to access your filtering settings. From here you can add the sender's email or domain to your Block list. The emails will end up in your message quarantine and will not be included in the review notifications. There is no need to review the emails if you're blocking them, right?



If you have questions about an email or behavior, contact your IT administrator.

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