

Your EveryCloud Quarantine Report

An EveryCloud Tech Quarantine Report is a summary email from quarantine-report@everycloudtech.com that you receive daily at 9:00 AM and 4:00 PM. It contains a list of the suspected spam that has been filtered since the last report was sent. Opening the Tech Quarantine Report displays an email listing of the suspected spam messages. After 28 days, quarantined emails will be permanently deleted from the system.



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Hello skrasinski@thiel.edu
This is your EveryCloud Technologies Quarantine Report, delivered on 30/07/2019 09:00 AM

From:	Subject:	Date:	Reason:	Actions:
cmp@conservativenewsroom.com		BREAKING: Mass Shooting at Garlic Festival - Here's What We Know	29/07-04:00 PM Spam	Deliver Whitelist
bluesky@flypittsburgh.com		Blue Sky: How Long Does it Take to Get Through Security at PIT?	30/07-06:06 AM Spam	Deliver Whitelist

Message Commands

- To release an email from quarantine, click **"Deliver"** next to the desired message. *(Note: if you have a Junk E-mail or spam filter enabled on your desktop mail client such as Outlook, the filter may also place the released email into a Junk folder. Consequently, if you do not see the released email in your inbox, check your mail client's Junk folder.)*
- To release an email from quarantine and add the sender to your Whitelist, click **"Whitelist"** next to the desired message.

Not Spam?

While EveryCloud filtering is accurate, no automated system is perfect. We receive an astounding amount of email, and there will be times when a legitimate email message is quarantined as spam. We recommend that you review your quarantined messages periodically, either in your End User Quarantine Report or by logging on to your [Web Console](#).

You can log into the Web Console by using your Email Address and Network Password.

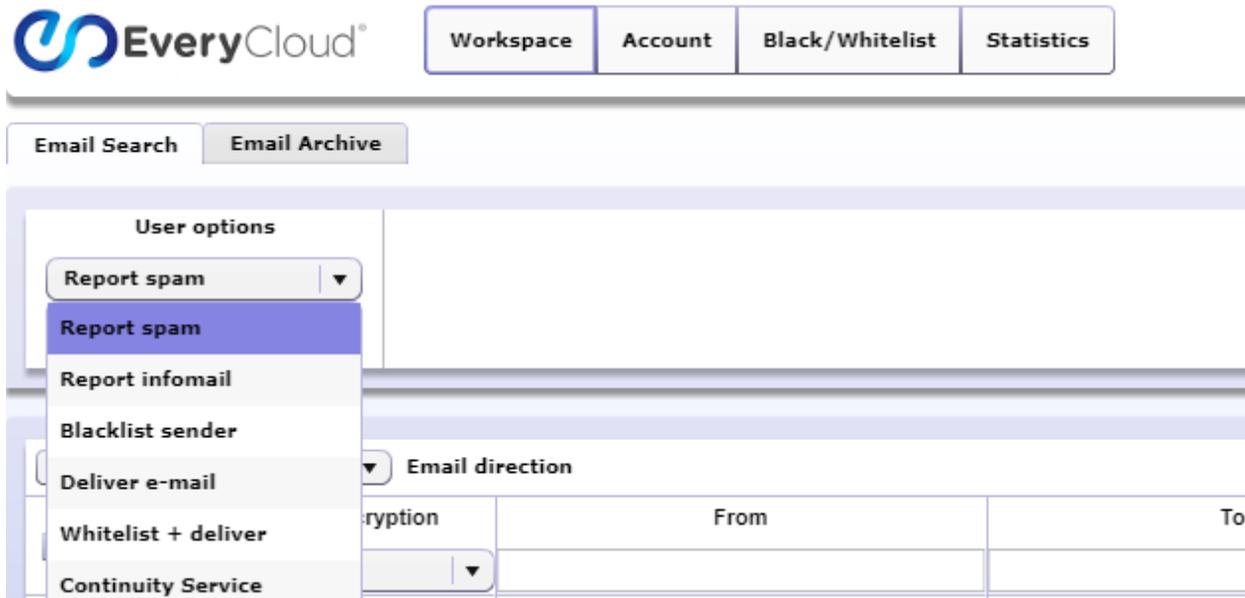
1. Log onto the Control Panel and navigate to the **WORKSPACE** section.
2. Select the email(s) to be marked as spam and tick the box at the extreme left of that row.
3. Move up to the **USER OPTIONS** tab and using the drop-down menu select the SPAM option.
4. Once selected, click on the **PERFORM ACTION** tab.

The screenshot shows the EveryCloud control panel interface. At the top, the 'Workspace' tab is selected, indicated by a red '1'. Below the navigation bar, there are tabs for 'Email Search', 'Email Archive', 'Web filter', and 'Auditing'. The 'User options' section is highlighted with a red '3' and contains a 'Report spam' dropdown menu and a 'Perform action' button, with a red '4' next to the button. The 'Admin options' section contains a 'Blacklist' dropdown menu and a 'Perform action' button. The 'everycloud Options' section contains a dropdown menu with 'everycloudtech.com' selected. Below these options, there is a 'Reset' button, an 'Incoming' dropdown menu, and an 'Email direction' section with a left arrow icon. The page number 'Page 1 of 1 pa' is visible in the top right corner. The main email list table has columns for 'Date', 'From', 'To', and 'Subject'. The first row is highlighted in blue and has a checkmark in the leftmost column, circled with a red '2'. The email details are: Date: Yesterday, From: accounts@everycloudtech.com, To: info@everycloudtech.com, Subject: RE: COPY INVOICE.

5. A pop up box will then appear confirming that the specified email(s) has been successfully reported as being spam. Click on the X tab in the corner of this box to remove it from view.

The screenshot shows a pop-up message box with a white background and a grey border. The message text reads: '18.06.2014 14:46:22 - Email (First call for Horizon 2020 - Phase 2 funding) has been successfully declared as spam'. The box has a close button (X) in the top right corner. In the background, a table is partially visible with columns for 'Messages', 'From', 'Status', and 'To'. The 'From' column contains 'First call for Horizon 2020 - Phase 2', the 'Status' column contains 'Clean', and the 'To' column contains 'scorew12'. The 'Messages' column contains '18.06.2014 14:46:22 - Email (First call for Horizon 2020 - Phase 2 funding) has been successfully declared as spam'.

You can change the drop-down menu under user options to report spam, whitelist, or blacklist an email.



Blacklist: Deny List (a list of senders, you consider to be spam senders). If you add a sender's email address or sending domain to your black-list, all future emails that our system receives from the sender, will be automatically classified as spam.

Whitelist: Allow Lists (a list of senders, you consider to be safe senders). If you add a sender's email address or sending domain to your Whitelist, all future emails that our system receives from the sender, will be automatically classified as clean and delivered.

Messages stopped as spam that aren't are called "false-positives", and EveryCloud takes these very seriously. Every time you release a message from your quarantine, this is reported directly to EveryCloud, so their engineers can analyze what went wrong and use that information to continually improve detection accuracy.

You can also download the Outlook Plug-in from [here](#). Blacklist, Whitelist, report spam, report info-mail, navigate personal email archive and request an 'On demand spam report' directly from Outlook.

Having issues releasing or white listing emails?

Clearing your Browsing history and Flash cache will help: Flash cache instructions can be found [here](#)