



VerisendPro Delivers a "Worry-Free Inbox"

Verisend highlights the good mail, mail you can trust, mail you can act on, so users can safely navigate their Inbox.

Good Mail Identification

Your Inbox is your home at work.

Verisend identifies verified good mail from valid senders **right in the MS365 Inbox**

Works with Outlook, Outlook on the Web, and mobile Outlook apps on iPhone and Android.

You can stop "studying" an email to know if it is good or not. Verisend will show you if it is good, right in your Inbox, allowing you to safely click links and act on the mail we mark as Verified.

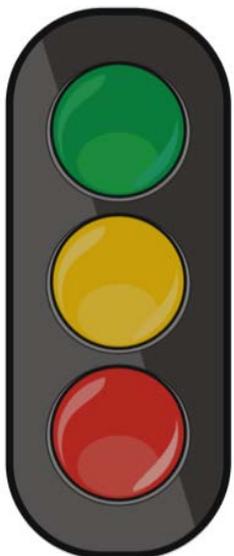
Verisend Good Mail Identification

Email users want trusted, good mail to work with. Verisend identifies the good mail, mail you care about, mail you can act on.

Identifying actual customer email as well as internal email is critical to isolating fakes, spoofed emails and spear phishing attacks. The point of attack is in the Inbox, where employees "live", so that is where our technology "lives" as well.

How it Works

Verisend is a MS365 addin for Outlook that reads hidden message header information and exposes the true senders (or fake senders) to the recipient in a user-friendly way, using a simple Green=Valid, Yellow=Caution and Red=Fake metaphor.



Complements User Training

User training is very important to help users identify the bad mail.

Verisend complements this training by showing users good mail, right in the Inbox.

They no longer need to send a message to the Help Desk and ask "is this message good???"

Verisend shows the good messages, immediately, right in the Inbox, so the can get back to work.

Business Email Compromise

"We used to frequently get 'requests' from our Chairman and other Senior staff, asking users to buy gift cards etc. The solution has 100% eliminated these, along with a surety that other 'high risk' users won't be compromised."

A 700 Seat Customer in Australia:

"Phishing was a very hit and miss approach - hoping our existing filter would trap it and relying on end users to identify Phishing emails. Not ideal!"



Verified Internal Mail Identification

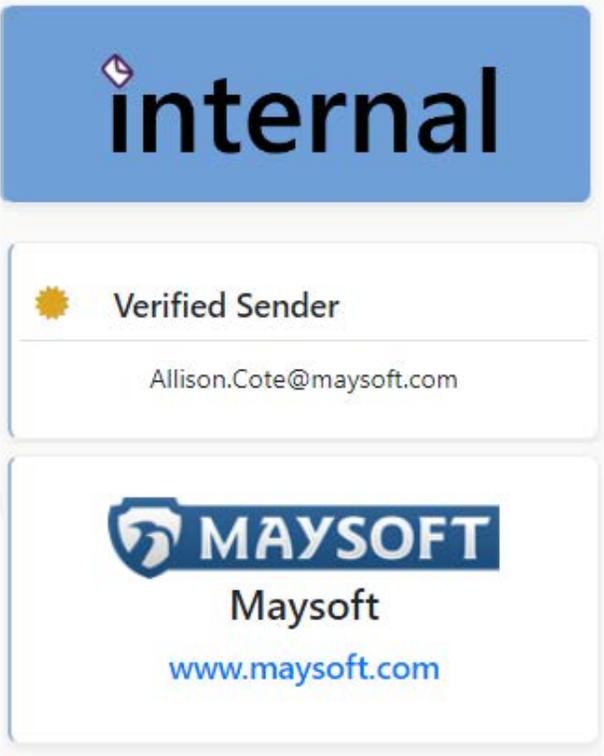
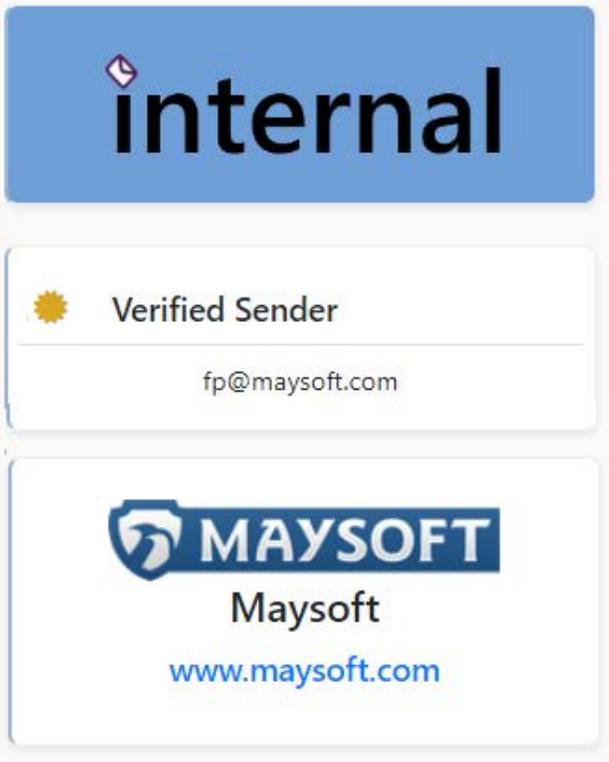
Internal MS365 Mail and related Organizations

38%
of Messages

Verified Internal Mail

Verified Internal mail is identified with a blue internal banner. This includes all messages from your MS365 Tenant as well as messages originating from external sources that are authorized by you.*

If Verisend marks a message as Internal, you can be 100% sure that it originated from an Internal Sender.



Best Practices

Only use official organization mail for official business, including requests to disburse money or share data with anyone else. All requests from external sources (where the Internal logo is NOT present) should NOT be acted on and also be reported to the appropriate internal department

*You must have your organization's SPF correctly configured





Verified Brand Sender Mail Identification

Famous and Often Spoofed Senders

12%
of Messages

Verified Brand Senders Mail

Brand Senders mail are identified with a green verified banner. Brand senders are often spoofed with look-alike names and logos placed inside of mail messages. These are meant to make you believe they came from a trusted source.

If Verisend marks a message as Verified and displays the Brand Logo, you can be 100% sure that it originated from that Brand Sender.

 DocuSign www.docusign.net	 Automatic Data Processing www.adp.com	 Microsoft Microsoft www.microsoft.com
 LinkedIn www.linkedin.com	 PayPal paypal.com www.paypal.com	 amazon.com Amazon.com www.amazon.com

Best Practices

Always LOOK FOR THE LOGO for Brand Emails. If you do NOT see the Brand Logo for a known brand, it is a fake, 100% of the time. Do NOT act on mails **without** the brand logo and report it to the appropriate internal department.





Verified Known Senders Identification

Business Contacts, Customers and Suppliers

28%

of Messages

Verified Known Senders Mail

Verified Known Senders are identified with a green verified banner with the addition of the words "Known Sender". We identify Known Senders in two ways: They pass our mail checks and you have them in your contact list.

We also show you the message count for sent and received messages.

If Verisend marks a message as Verified and displays the words "Known Sender", you can be 100% sure that it originated from that Sender.

1. Look for Known Sender
2. Check Number of Messages sent to this sender

Sender	Message Count
Dominic Paolino (Dom@dominicpaolino.com)	50+
Steve Sereboff (SSereboff@socalip.com)	29

Best Practices

If you do NOT see the Green Verified Banner for a sender that you have sent emails or is in your contact list, it is a fake, 100% of the time.





Unverified Senders

Messages that Should Not be Trusted

19%
of Messages

Unverified Senders Mail

Unverified External senders are identified with a yellow caution banner. We also show you the message count for sent and received messages.

Based on your email history (messages sent = 0), you do not have a relationship with either of these two senders and they should not be trusted.

TYPE I: Verisend can verify the identity of this sender, but they do not have a previous email relationship to you.

TYPE II: Verisend shows External mail from Possibly Forged email addresses. (#1 Caution triangle means identity of sender cannot be verified)

Type I

The image shows an email preview for a Type I unverified sender. At the top is a yellow banner with the word "unverified" in black, where the "v" is purple and has a small white checkmark icon above it. Below the banner is a white box containing a green checkmark icon and the text "External Sender". Underneath, the name "Martin Roger" and email "martin@industry-techmagazine.com" are listed. A blue link "More Information" is below. At the bottom, an envelope icon is followed by "From: martin@industry-techmagazine.com". Below that, two lines of text are shown: "← E-mails received from this sender: 4" and "→ E-mails sent to this sender: 0". The second line is enclosed in a red rectangular box.

Type II

The image shows an email preview for a Type II unverified sender. It features the same yellow "unverified" banner as Type I. Below the banner is a white box with a red circle containing the number "1" at the top left. To the left of the text "External Sender" is a yellow warning triangle icon inside a red square box. Below this, the name "Scott Styborski" and email "scott@marion-square.com" are listed. A blue link "More Information" is below. At the bottom, an envelope icon is followed by "From: scott@marion-square.com". Below that, two lines of text are shown: "← E-mails received from this sender: 2" and "→ E-mails sent to this sender: 0". The second line is enclosed in a red rectangular box, and a red circle containing the number "2" is positioned to its right.

Best Practices

Treat these messages with suspicion. Do NOT click on any links, do not launch any attachments, do not send any money or organizational data to these senders. Do not reply to a private email account.





Phishing

Messages that are *Definitely Fake*

3%

of Messages

Phishing Mail

Messages that pretend to come from your organization or from a Brand Sender but are forged will show a red phishing banner.

If Verisend marks a message as Phishing, you should not trust the identity of the sender and use extreme caution.



Best Practices

Do NOT click on any links, do not launch any attachments, do not send any money or organizational data to these senders. Do NOT contact them via a cell phone, or reply to a private email account. Report the message to your Help Desk.



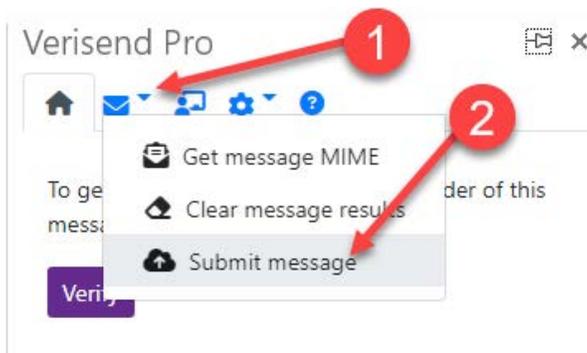


Submitting a Message for Review

Advanced Options

Why Submit a Message?

Your submission help us improve the Verisend app, which in turn makes it easier for you to use. We welcome your feedback!



1. Click on the Mail icon in the Verisend app.
2. Then click "Submit message"

Verisend Pro ✕

Home Mail

Submit Message

You can submit this message to Verisend support for further evaluation.

Submit message as:

A branded sender
 A false positive
 Undetected phishing
 Not scanning, and causes an error.

Brief comment

optional comment

[Submit](#)

We review the submissions to confirm your opinion. We perform an in-depth analysis of the message before making a decision to add it to our database of known senders or to our list of bad senders.

Select the reason for submission.

1. A branded sender: Select if you want Maysoft to add this sender to our database of Known Good Senders
2. A False Positive: The message was flagged as phishing when you believe it is not
3. Undetected phishing: You believe the message is phishing
4. Not scanning: Message results not displaying

Add a brief comment to help us understand why you are submitting this message.

Click Submit when finished.

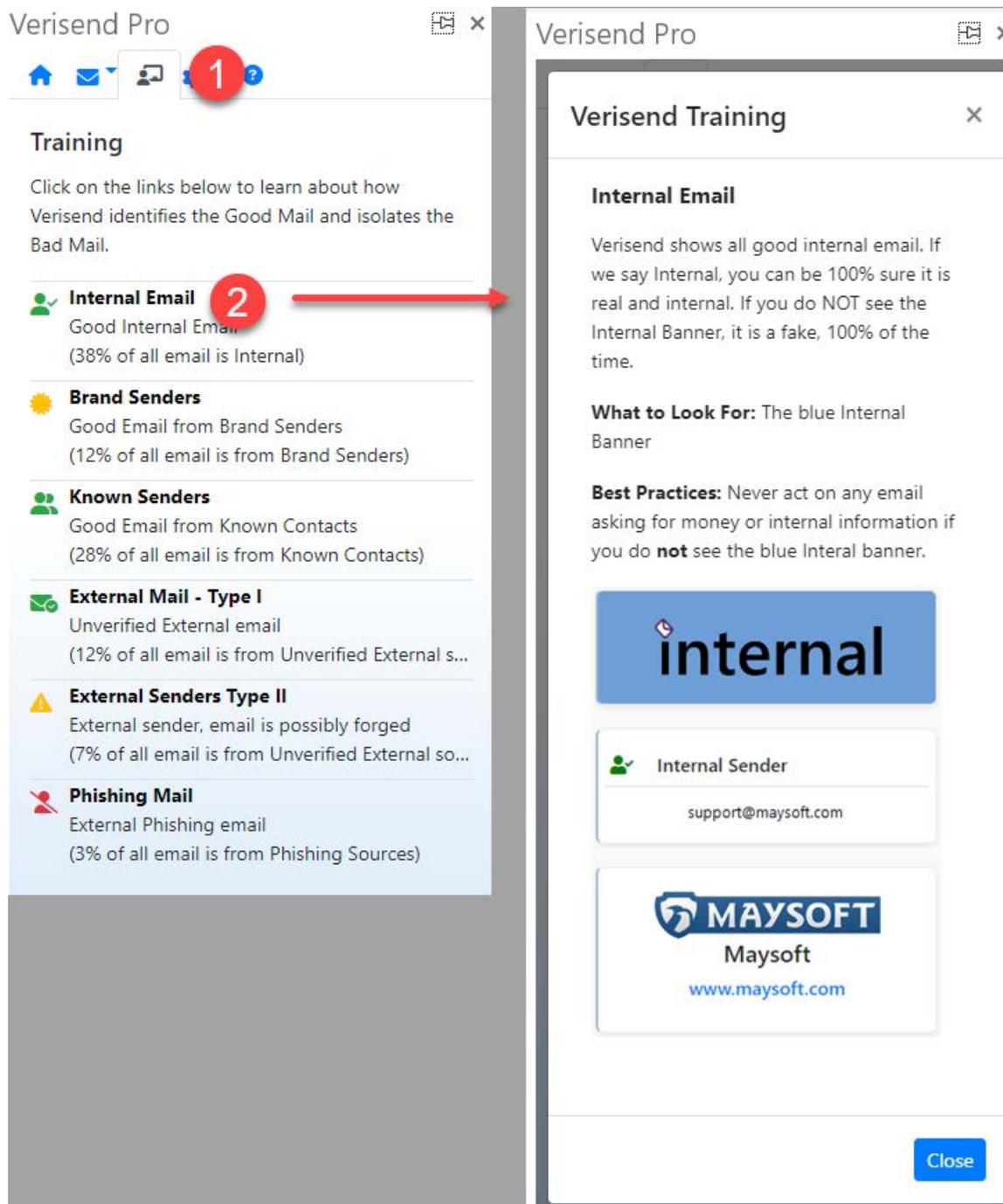


Training Tab

Much of this Guide is Built into the App for Real Time Help

Training Tab is the Third Tab

Each of the six different types of banners is explained to help you better understand the meaning of the results we present to you.



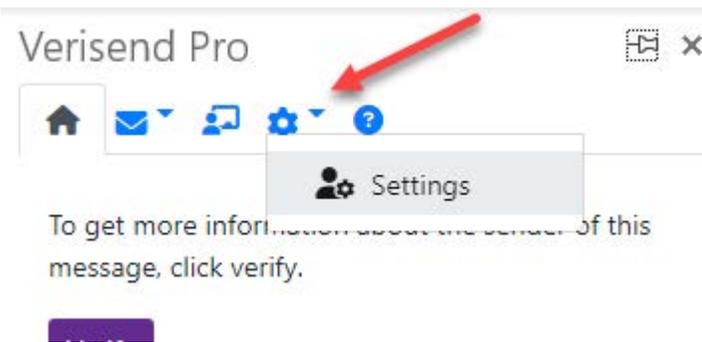


Verisend User Settings

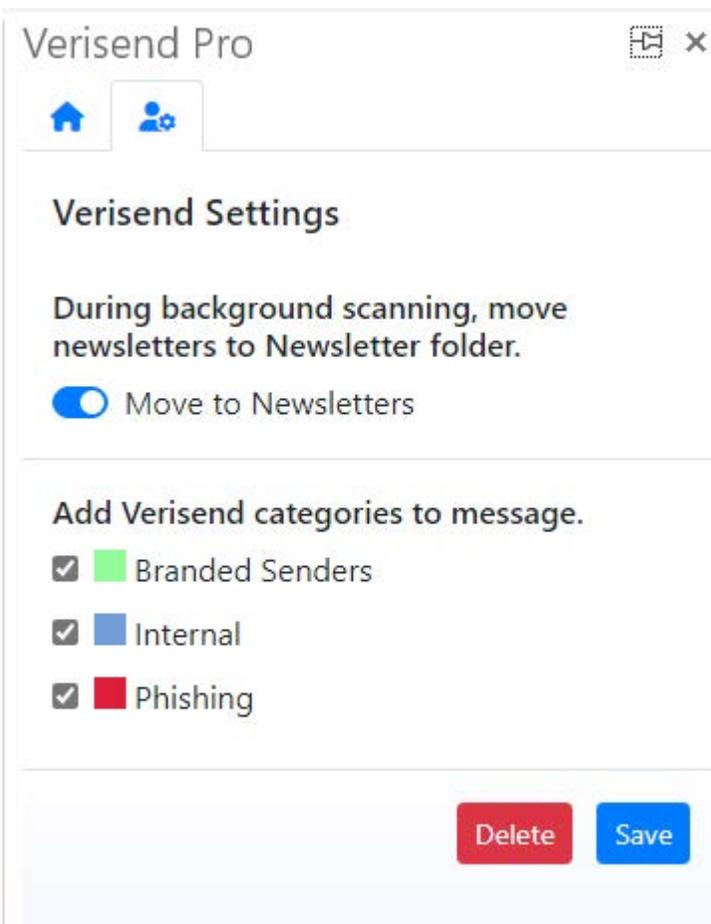
Cool Additional Features

Customize Verisend

You can customize Verisend to your preferences. Moving all Newsletters to their own folder is one of the more popular features, reducing email clutter in the Inbox.



Click on the Gear Icon in the Verisend app.



Move to Newsletters

This feature will move all Newsletters to their own folder.

This cleans up these "pseudo-spam" messages and puts them all in one place for reading later.

Add Verisend Categories to Message.

This feature adds categories to all folders which are visible even if a message is not open.

These categories provide a "quick summary" of the message sender status.