

# Spam Titan Training Manual

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## Purpose of SpamTitan

To keep Malware, Spam, Malicious Links and Phishing Attacks out of employee's inboxes

## Lesson 1: Get Your SpamTitan Credentials

1. Go to <https://spamtitan1.foundationbts.com>
2. Enter your email address
3. Press Forgot Password
4. Wait for your SpamTitan password to be mailed to you
5. Save your SpamTitan password in a FBTS endorsed Password Manager

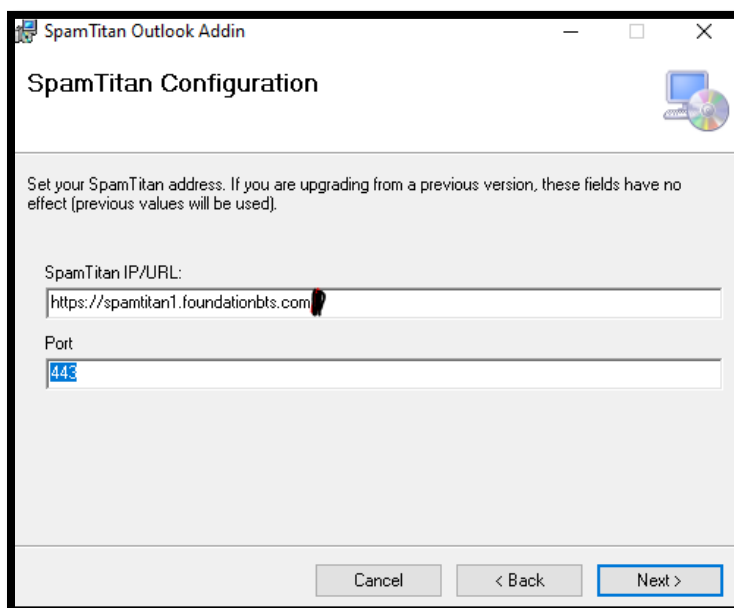
Lesson 1 Complete

## Lesson 2: Configure the SpamTitan Plugin for Outlook

**Note:** you need your SpamTitan Credentials (see lesson 1)

1. Request the SpamTitan Plugin from FBTS (by emailing [helpdesk@foundationbts.com](mailto:helpdesk@foundationbts.com)) or download it here: <https://stdownload.titanhq.com/stoa/stoa.msi> - You need admin access to your own computer for this task
2. **CLOSE OUTLOOK BEFORE INSTALLING**
3. When installing, on the screen below enter the following information:

Field	Data
SpamTitan IP/URL:	<a href="https://spamtitan1.foundationbts.com">https://spamtitan1.foundationbts.com</a>
Port:	443



4. When the install finishes. Open Outlook.

5. You'll see the following dialogue box. Please fill in settings as below:

STOA Options

SPAM TITAN  
OUTLOOK ADDIN V3.4.2

My SpamTitan

URL or IP address  
spamtitan1.foundationbts.com

Port Number 443    Timeout (seconds) 10     use HTTPS

User Authentication

Email  
[Empty field]

Password  
[Masked field]

Test

Other Settings

Send mail marked as spam to...

Show success and report notifications

[www.spamtitan.com](http://www.spamtitan.com)    OK    Cancel

6. You are done this lesson and the SpamTitan Plugin has been added to your Microsoft Outlook Application in Windows.

## Lesson 3 – Using the SpamTitan Plugin for Outlook

Requirements: You must have completed Lessons 1 and 2 above.

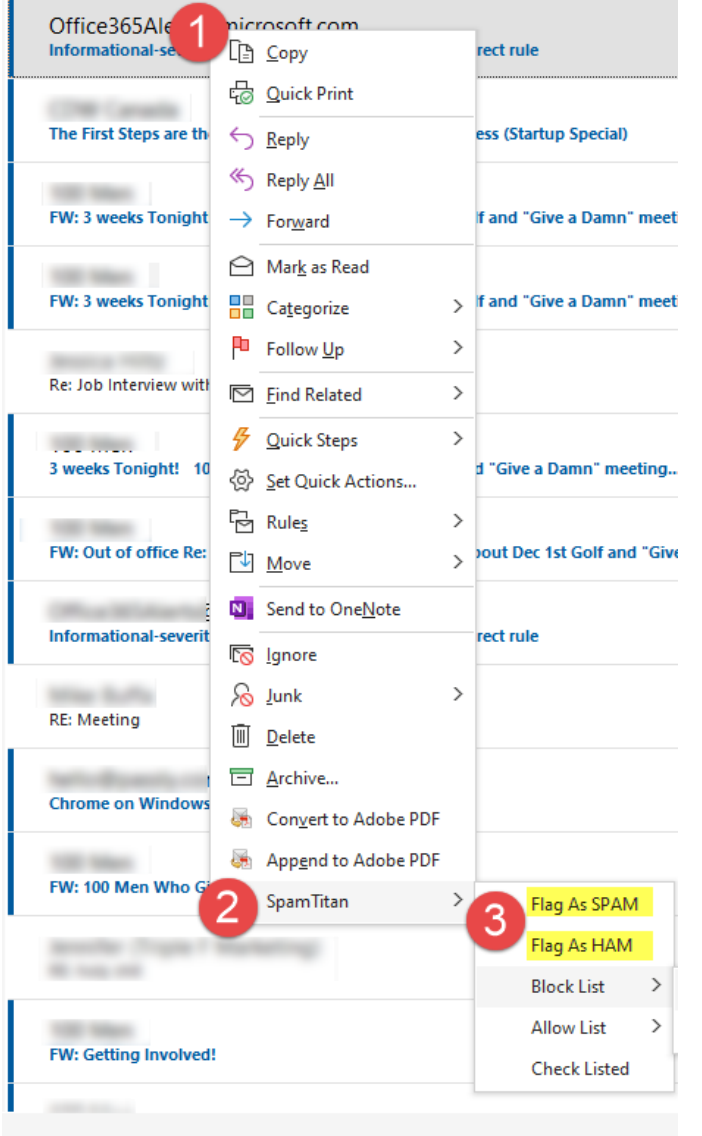
### Definitions

- **SPAM** – Undesired Email
- **HAM** – Wanted Email
- **Block List** – A list of email addresses you want to Block
- **Allow List** – A list of email addresses you want to Allow

**Note:** Lessons 3 A,B,C, and D include things you can do in SpamTitan by right-clicking an email.

### Lesson 3A – Mark an Email as SPAM (not wanted) or HAM (wanted)

Marking an email as SPAM or HAM sends the email to the “Bayesian” Filter – causing your email system to become smarter. To Mark an Email as SPAM or HAM take the following steps:

<p>In Outlook:</p> <ol style="list-style-type: none"><li>1. <u>Right-Click</u> an Email</li><li>2. In the dialog box that appears, click <u>SpamTitan</u></li></ol> <p>And then click <b>Flag as SPAM</b> or <b>Flag as HAM</b></p>	 <p>The screenshot shows an Outlook email list with a context menu open over an email. A red circle '1' is placed over the right-click action. A red circle '2' is placed over the 'SpamTitan' option in the menu. A red circle '3' is placed over the 'Flag As SPAM' and 'Flag As HAM' options in the sub-menu.</p>
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## Lesson 3B – Block or Unblock a Specific Email Sender

In Outlook:

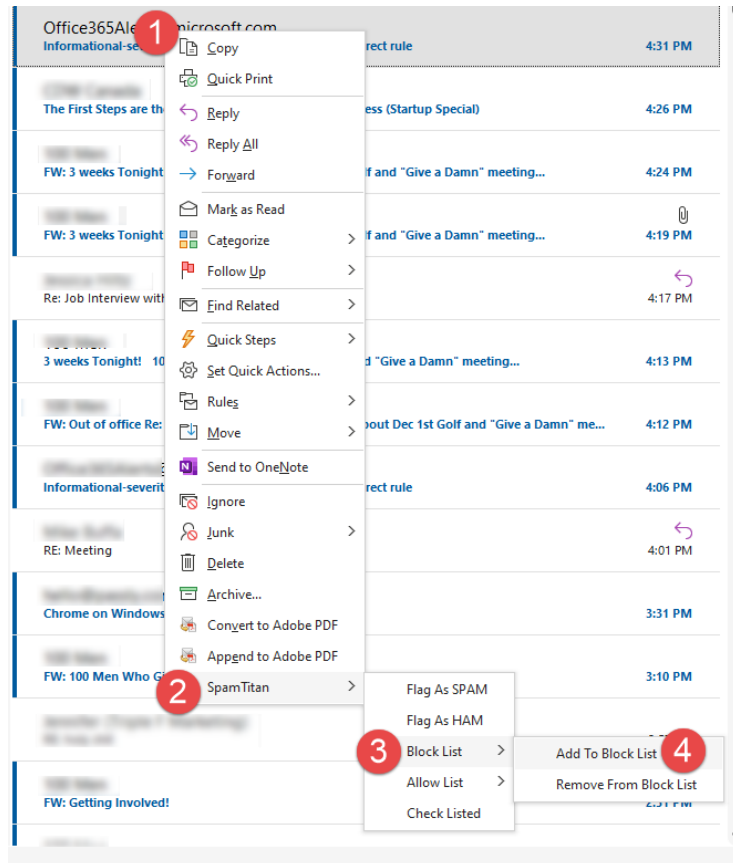
If you are trying to **Block** an email address

- *Right-Click* an email from an unwanted sender
- Click SpamTitan >
- Click Block List >
- and then Click Add To Block List

or if you are trying to **Unblock** an email address

- *Right-Click* the email from a wanted sender
- Click SpamTitan >
- Click Block List >
- and then Click Remove From Block List

**Note:** Removing from a block list is not the same as adding to Allow List



## Lesson 3C – Check the status of an Email Address

**In Outlook:**

1. *Right-Click* an Email
2. In the dialogue box that appears, **Click SpamTitan**
3. Then **Click Check Listed**

You will then see a dialogue box like this...

SpamTitan ×

i The following 1 addresses are in the allow list:  
1. joe@yourcompany.com

Showing you if an email address is allowed or blocked by SpamTitan

The screenshot shows the Outlook interface. On the left, a list of emails is visible. A context menu is open over an email from 'DAM | ...yers hockey Payment file'. The menu items are: Copy, Quick Print, Reply, Reply All, Forward, Mark as Unread, Categorize, Follow Up, Find Related, Quick Steps, Set Quick Actions..., Rules, Move, Send to OneNote, Ignore, Junk, Delete, Archive..., Convert to Adobe PDF, Append to Adobe PDF, SpamTitan, Flag As SPAM, Flag As HAM, Block List, Allow List, and Check Listed. Red circles with numbers 1, 2, and 3 highlight the 'SpamTitan', 'SpamTitan', and 'Check Listed' options respectively. On the right, an email list is shown with a 'SpamTitan' status alert for one of the emails.



## Lesson 3D – Add or Remove an Email Address from the Allowed List

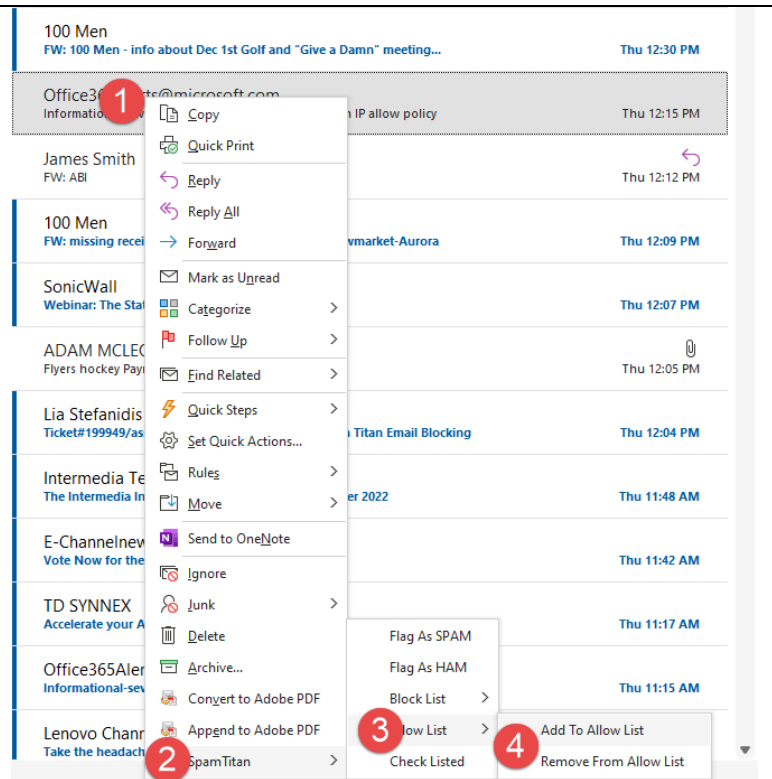
In Outlook:

1. *Right-Click* an Email
2. In the dialog box that appears, *Click **SpamTitan***
3. Then *Click **Allow List***
4. And then *Click **Add to Allow List*** or *Click **Remove From Allow List***.

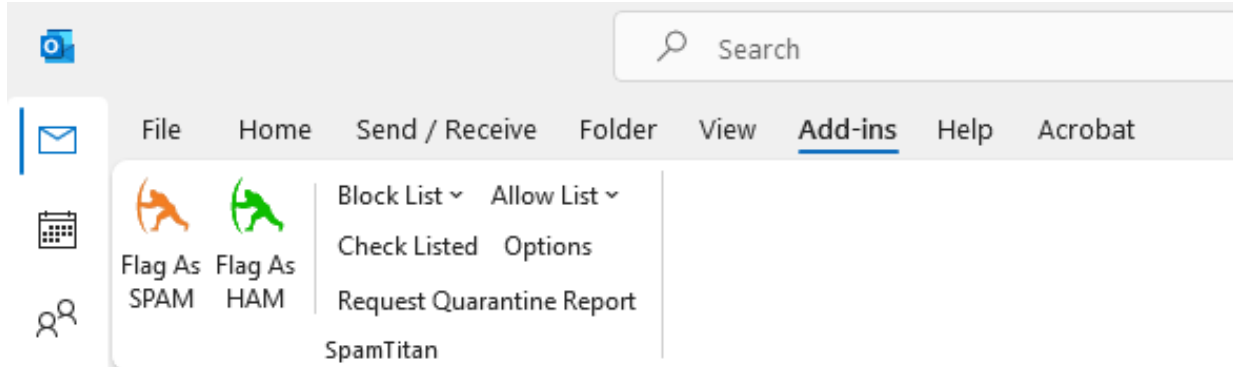
What this does:

**Add to Allow List** Whitelists a sender so it will be much less likely for them to be blocked in the future.

**Remove from Allow List** – Eliminates preferential treatment of a sender's email



Lesson 3E – Using SpamTitan on the Outlook Ribbon Menu ( the top menu in Outlook)  
In Outlook under the Add-ins menu SpamTitan provides several options:



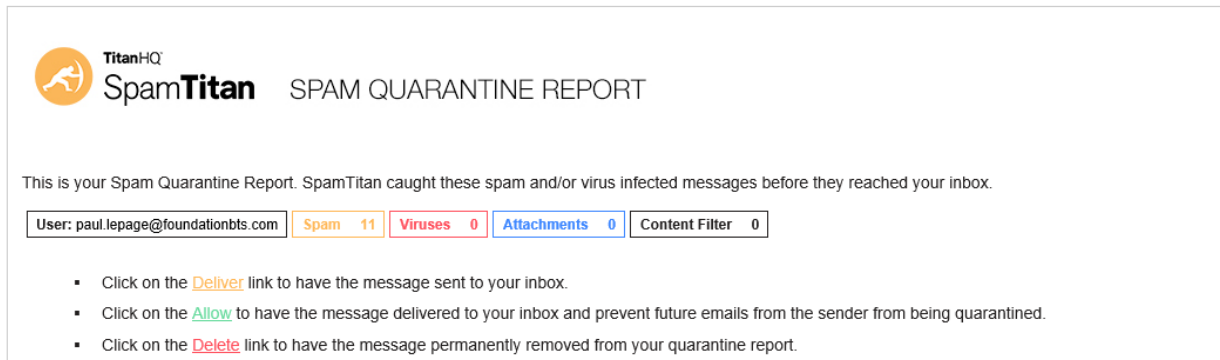
- **Flag as SPAM** – Submits email as spam – teaching your anti spam system what to look for and block
- **Flag as HAM** – Submits email as trusted – teaching your system what to allow
- **Block List**> - gives you options to block or stop blocking an email address
- **Allow List**> - gives you options add or remove an email from your allow list
- **Check Listed** – reports if an email address is on a block or allow list
- **Options** – allows you to change the configuration settings of your SpamTitan
- **Request Quarantine Report** – triggers spam titan to send you the latest Quarantine Report

## Lesson 4 – Your Quarantine Report

You receive a quarantine report from SpamTitan every day that you have new potential Spam to review:

Report Sections:

*Header Section*



The screenshot shows the header of a SpamTitan report. It includes the TitanHQ logo, the SpamTitan brand name, and the title 'SPAM QUARANTINE REPORT'. Below the title, there is a brief explanation: 'This is your Spam Quarantine Report. SpamTitan caught these spam and/or virus infected messages before they reached your inbox.' A summary bar displays statistics for the user 'paul.lepage@foundationbts.com': Spam (11), Viruses (0), Attachments (0), and Content Filter (0). Below the summary bar, there are three instructions: 'Click on the Deliver link to have the message sent to your inbox.', 'Click on the Allow to have the message delivered to your inbox and prevent future emails from the sender from being quarantined.', and 'Click on the Delete link to have the message permanently removed from your quarantine report.'

Shows you Spam, Viruses, Attachments, and Content filter Stats

- Instructions: What happens when you click Deliver, Allow or Delete

### Quarantine Detail Section:

#### SPAM MESSAGES (11)

Date <b>1</b>	From <b>2</b>	Subject <b>3</b>	Score <b>4</b>	Actions <b>5 6 7</b>
Wed 16 Nov 11:00	Sherweb <no-reply@sherweb.com>	Last chance! Don't miss the latest updates on Microsoft's NCE	6.25	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a>
Wed 16 Nov 15:10	[REDACTED]	You're invited to Newmarket's 1st ARC Summit!	6.25	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a>
Wed 16 Nov 12:00	Lenovo Expert Achievers Program <service@LenovoLEAP.com>	Become a LEAP Expert and earn 120 LEAP points!	6.70	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a>
Wed 16 Nov 14:41	[REDACTED]	Vendor News Articles from issue posted 'Nov. 14th' for Paul Lepage	7.07	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a>
Thu 17 Nov 09:16	Amazon Business <no-reply@amazonbusiness.ca>	Get invoicing help with Amazon Business	7.17	<a href="#">Deliver</a> <a href="#">Delete</a> <a href="#">Allow</a>

1. Date Sent
2. Email From
3. Subject
4. Spam Score (higher is worse)
5. Actions: Deliver (release this one email)
6. Actions: Delete (delete this email)
7. Actions: Allow (allow this email and others from this sender)

### Interaction Section

1. Deliver this report every: [day](#) | [weekday](#) | [Friday](#) | [month](#) | [never](#)
2. Include the following items in the report: [All quarantined items](#) | [New items since last report only](#)
3. To view your entire quarantine inbox or manage your preferences: [Click here](#)
4. Send me a new report now containing: [All quarantined items](#) | [New items since last report only](#)
5. To delete all of the messages: [Click here](#)
6. Messages will be automatically deleted from quarantine after 21 days.



Powered by TitanHQ

1. Provides options to **schedule quarantine reports**.
2. Provides options to **send all or only new** quarantine items
3. Has a link to sign into SpamTitan for more options ( <https://spamtitan1.foundationbts.com> )
4. **Fetch a new report** now
5. **Delete all the messages** in this quarantine report
6. A notice: The system will delete your quarantined messages after 21 days.

## Lesson 5 – The SpamTitan Dashboard

### Lesson 5a – Logging in to SpamTitan

- You can log into SpamTitan by going to <https://spamtitan1.foundationbts.com>
- Enter your email address
- If you don't know your password, click *forgot password* and it will be emailed to you.
- Save your password for easier access in the future

Lesson 5a Complete

## Lesson 5b – Using Your SpamTitan Dashboard

The menu for the SpamTitan Dashboard for normal users includes:

- Settings:
  - User Management
    - Update your password
    - Configure MFA
    - RestAPI keys (ignore)
  - Quarantine Report Settings (schedule your quarantine reports)
- Filter Rules
  - User Block List
    - Block Email Addresses
    - Block Entire Domains
  - User Allow List
    - Allow Email Addresses
    - Allow Entire Domains
  - GeoBlocking
    - Block Specific Countries
    - Exemptions from Blocking
- Quarantine

## Lesson 5c - Searching your Quarantine

Searching for email in your quarantine is easy and usually you can find what you want using:

1. Subject
2. Sender Email Address  
but don't forget to press
3. Apply!

The screenshot shows the 'Search Quarantine' interface. At the top, there are tabs for 'Settings', 'Filter Rules', and 'Quarantine'. Below the tabs is a 'Manage Quarantine' section. The main area is titled 'Search Quarantine' and contains a 'SEARCH FILTERS' dropdown menu. Under this menu, there are several search criteria: 'Message Type' (set to 'Spam'), 'Message Flow' (set to 'Inbound and Outbound'), 'Score' (set to 'is any'), and 'Subject' (with a search input field). To the right of these filters is a 'Sender email address' search box. At the bottom left, there is an 'Apply' button. Red circles with numbers 1, 2, and 3 are overlaid on the 'Subject' search field, the 'Sender email address' search box, and the 'Apply' button respectively.

Working in your Quarantine:

By default, SpamTitan will show all items and you can use the Search Filters (above) to find specific quarantined emails.

The Quarantine List looks like this:

Date range: All

Page: 1 Entries per page: 150 **2** Release Allow Delete Showing 1 - 150 of about 151 items

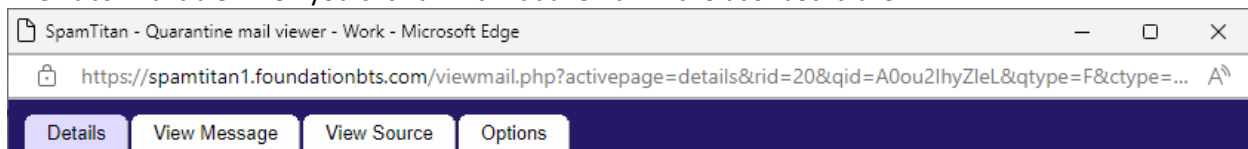
<input type="checkbox"/>	From	To	Subject	Date	Score	Flow
<input checked="" type="checkbox"/> <b>1</b>	788qo57x7mrhtu6lx79vwwk8uztlwn...	paul.lepage@foundationbts.com	Oh yes...it's another VNC® Connect feat...	2022-11-18 17:03:59	<b>3</b> 7.379	⏪
<input checked="" type="checkbox"/>	r313c3dc71113605e2c20aef420ada5e1...	paul.lepage@foundationbts.com	Are prospects answering the phone durin...	2022-11-18 16:34:57	6.481	⏪
<input type="checkbox"/>	<b>dash@dashplatform.com</b>	paul.lepage@foundationbts.com	2022 Spot-Ice Inventory Sale	2022-11-18 14:09:13	6.408	⏪
<input type="checkbox"/>	a44g5cbinqdsppvqbv1aqvia==_11017712...	paul.lepage@foundationbts.com	Register for New Member Orientation & ...	2022-11-18 13:45:56	6.901	⏪

Key elements of this dashboard are:

1. If you click the checkbox (label 1) then the “Release, Allow and Delete” Buttons are enabled so you can take action.
2. **Release:** Frees the email from Quarantine to your inbox  
**Allow:** Allows this email and future email from this sender  
**Delete:** Deletes the email from Quarantine
3. **Score:** a score greater than 6 is usually quarantined

Notice the email “dash@dashplatform.com” is highlighted. If you click this address then you can view details of the email before you decide to “Release, Allow, or Delete”

The Tabs Available when you click an individual email in the dashboard are:



- **Details:** Shows details of the email, such is where it originated.
- **View Message:** Shows the actual text of the email in a preview mode
- **View Source:** Shows header information that is useful for IT
- **Options:** Provides another way for you to “Release, Allow, or Delete” the message from Quarantine

## Wrap Up

Spam Titan is designed to allow you to have full visibility into your quarantine and keep you safe from cyber threats.

There is an **Advanced Spam Titan Manual for Domain Administrators**. If you are a Domain Administrator for your company, and you don't have our Advanced Manual, please inquire by asking [helpdesk@foundationbts.com](mailto:helpdesk@foundationbts.com)