



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

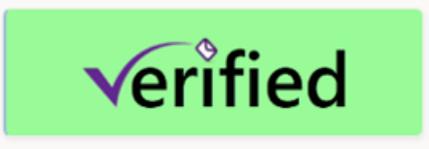
12%

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.



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

The image shows two email examples side-by-side. Both have a green 'verified' banner at the top. Below the banner, the sender's name and email address are listed, with 'Known Sender' highlighted in a red box. Below the sender information, there is a 'More Information' section. In the first example, the sender is Dominic Paolino (Dom@dominicpaolino.com) and the 'E-mails sent to this sender' count is 50+. In the second example, the sender is Steve Sereboff (SSereboff@socalip.com) and the 'E-mails sent to this sender' count is 29. Red circles with the numbers 1 and 2 are placed between the two examples to indicate the steps: 1. Look for Known Sender, and 2. Check Number of Messages sent to this sender.

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 screenshot shows an email header 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 "More Information" link is visible below. At the bottom, the "From" field is "martin@industry-techmagazine.com". Below that, it shows "E-mails received from this sender: 4" and "E-mails sent to this sender: 0", with the latter highlighted by a red box.

Type II

The screenshot shows an email header for a Type II unverified sender. It features the same yellow "unverified" banner as Type I. Below the banner is a white box containing a red circle with the number "1" and a yellow warning triangle icon, followed by the text "External Sender". The name "Scott Styborski" and email "scott@marion-square.com" are listed below. A "More Information" link is visible. At the bottom, the "From" field is "scott@marion-square.com". Below that, it shows "E-mails received from this sender: 2" and "E-mails sent to this sender: 0", with the latter highlighted by a red box and a red circle with the number "2" next to it.

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.



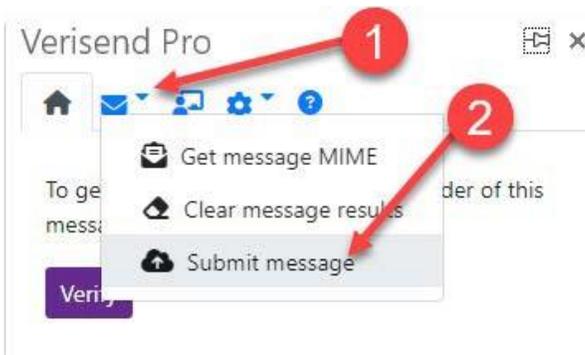


Submitting a Message for Review

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"

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.

The screenshot shows the Verisend Pro application interface. On the left, the 'Training' tab is selected, indicated by a red circle with the number '1'. Below the navigation bar, a list of training categories is shown, with 'Internal Email' highlighted by a red circle with the number '2' and a red arrow pointing to the right. The 'Internal Email' entry shows 'Good Internal Email (38% of all email is Internal)'. Other categories include 'Brand Senders', 'Known Senders', 'External Mail - Type I', 'External Senders Type II', and 'Phishing Mail'. On the right, a detailed view of the 'Internal Email' banner is shown. It includes the title 'Internal Email', a description stating that Verisend shows all good internal email and that a blue banner indicates 100% real and internal email. It also provides 'What to Look For' (the blue Internal Banner) and 'Best Practices' (never act on any email asking for money or internal information if you do not see the blue Internal banner). Below the text is a blue banner with the word 'internal' in white lowercase letters. Underneath the banner is an 'Internal Sender' card showing a green person icon and the email address 'support@maysoft.com'. At the bottom of the detailed view is a 'Close' button.

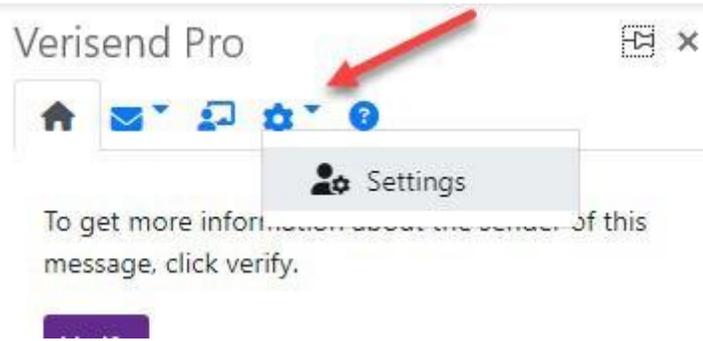


Verisend User Settings

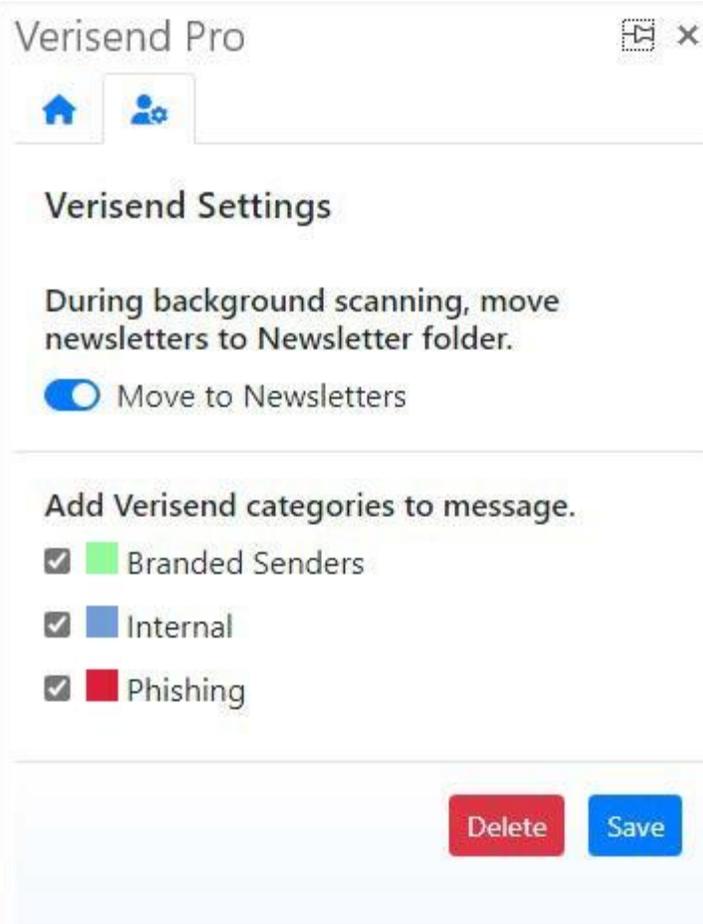
Cool Additional Features

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.