

# Sophos Reflexion Total Control Portal Guide

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## Sophos Reflexion Portal User Guide

The following guide outlines how to use the Sophos Reflexion portal to control spam settings or view your quarantine. From within this interface, you can accomplish the following general tasks:

- View Quarantined Messages
- Change spam threshold settings
- Change suspected spam behaviors
- Setup personal whitelists and blacklists

## Account Setup and Management

### Setting Up An Account

You will receive an email from [rfx-noreply@asp.reflexion.net](mailto:rfx-noreply@asp.reflexion.net). This will have a link you need to click to setup your password to access the web portal. When you click the link, follow the instructions to set your password and login to the interface.

The email looks like the below:



To: formcatch;

• You forwarded this message on 12/14/2016 9:59 AM.

Action Items

+ Get more apps



Welcome to Total Control, a powerful email security solution that eliminates spam, viruses and phishing exploits while providing an added layer of security against email-borne threats!

Your primary email address [formcatch@rts.edu](mailto:formcatch@rts.edu) has been signed up for protection by Total Control.

You will begin to notice a Total Control Panel at the bottom of each email message that you receive.

Your username is: [formcatch@rts.edu](mailto:formcatch@rts.edu)

Please click on the following link to create a new password for your account:

<https://asp.reflexion.net/emp/password/set?hash=7746d481c50454a968936313c292e0d2eb9e22199cf068ef63abd3ab091effdc&domain=rts.edu>

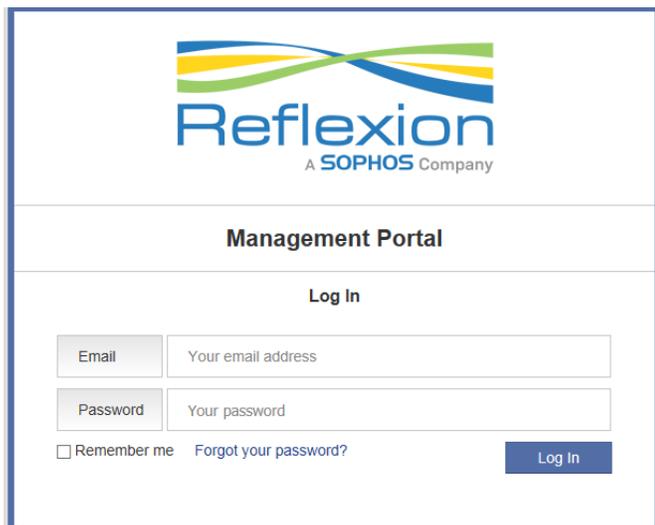
Contact your email administrator for more information.

Sophos Cloud: Cloud Secure Email Gateway -- <http://www.reflexion.net>

## Logging In

The site: <https://asp.reflexion.net>

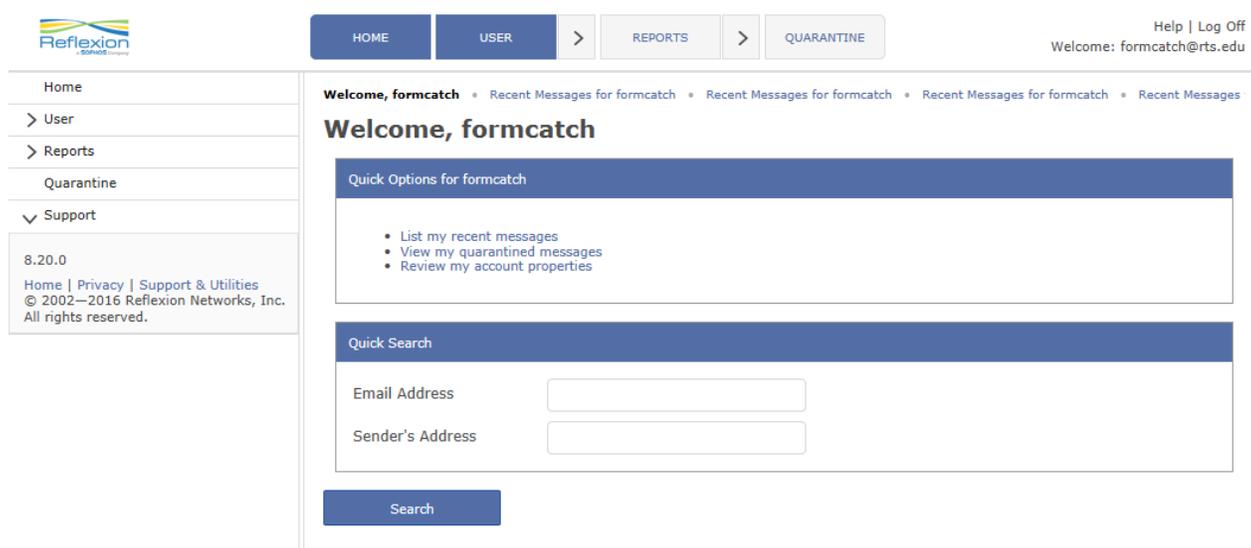
Supply your username and password. This is not the same as your RTS network login and is unique to Reflexion's portal. The username is typically your email address.



The screenshot shows the Reflexion Management Portal login interface. At the top is the Reflexion logo, a stylized wave in blue, yellow, and green, with the text "Reflexion A SOPHOS Company". Below the logo is the heading "Management Portal" and "Log In". There are two input fields: "Email" with the placeholder "Your email address" and "Password" with the placeholder "Your password". Below the password field is a checkbox for "Remember me" and a link for "Forgot your password?". A blue "Log In" button is positioned to the right of the password field.

## The Welcome Screen

Once you are logged in, you will land on the welcome screen. Primary navigation exists on the left and top and will generally get you to the same places.



The screenshot displays the Reflexion Welcome Screen for a user named "formcatch". The top navigation bar includes "HOME", "USER", "REPORTS", and "QUARANTINE". The user's email "formcatch@rts.edu" is visible in the top right corner. The main content area features a "Welcome, formcatch" heading, a "Quick Options for formcatch" section with links to "List my recent messages", "View my quarantined messages", and "Review my account properties", and a "Quick Search" section with input fields for "Email Address" and "Sender's Address", and a "Search" button. A left sidebar contains navigation links for "Home", "User", "Reports", "Quarantine", and "Support", along with version information "8.20.0" and copyright details.

## Explanation of Top Level Menus

**Home:** The screen above.

**User:** This is where you can adjust your settings for only your account. See the user preferences section of this guide for full explanations.

**Reports:** This will let you see logs of inbound and outbound messages. Anything in quarantine is also able to be reviewed in these logs. Blatant spam is not included.

**Quarantine:** This is where you can review any messages still in quarantine. You can perform actions on the messages.

## General Interface Notes

### In Page Help

Often throughout the Sophos Reflexion portal, you will see (?) next to headings or fields. Click this to reveal their explanation about something. You can click the “x” or “Ok” on the pop up window to close it.

**SpamShredder Threshold** ✕

Messages with spam scores at or above this number will be vaporized entirely.

Each message is scored based on several factors. The higher the score, the more likely it is that the message is spam.

For example, when the SpamShredder threshold value is 90 and the content filtering threshold value is 75:

- A message with a spam score of 74 or lower will be delivered to your inbox
- A message with a spam score of 75 to 89 will be quarantined for review
- A message with a spam score of 90 or higher will be permanently vaporized

Note that it's impossible for the SpamShredder threshold value to be less than the content filtering threshold value.

Ok

### Breadcrumb Navigation

At the top, they present a breadcrumb navigation. This is essentially a history of the pages you visited. So it isn't a hierarchical breadcrumb, but a history breadcrumb.

HOME
USER
>
REPORTS
>
QUARANTINE

Welcome: formcatch@rts.edu

User Properties • Inbound Subject Filtering for formcatch • Subject Filtering for formcatch • Welcome, formcatch • Recent Messages for fo

## User Properties

### Search

A lot of areas allow you to search for records. This is especially helpful when the list displays over 25 records. The search is typically at the top right of the page and is limited to the page's context.

Inbound Subject Filtering for formcatch
Permitted Countries

1 - 1 of 1

### User Preferences

There are various submenu options under users. The thing to note is that these are settings that will reflect only on your personal email address. So if you add something to a blacklist, for example, that will blacklist it for you and no one else. At the enterprise level, system admins can set these settings for everyone or override your personal settings when necessary.

**Properties:** This lets you set up things related to spam thresholds, quarantine behaviors, etc.

**Addresses:** You should not adjust settings here. Administrators will make adjustments if you have alias or other needs. Adjusting these settings could cause problems.

**Permitted Languages:** An area that lets you decide whether to only allow emails that contain certain languages.

**Permitted Countries:** An area that lets you decide whether to only allow emails sent from certain countries.

**Subject Filtering:** If you get emails with consistent subjects or words that you consider spam, you can setup filters on the subject to block those subjects or words.

**Allow List:** This lets you setup any whitelisted addresses. The system is presently set to add anyone you've sent an email to in the whitelist. So you will likely see email addresses here already.

**Block List:** This lets you setup any blacklisted addresses. Specific email addresses or entire domains can be blacklisted.

**Password:** Lets you change your password to the Reflexion portal.

## Properties

The properties link has a lot of options. Some of these you should not change, but by virtue of having access to the panel, we cannot lock you out of some of the features. Changing these settings only impacts your email address. It will not impact the email addresses of others. If you make changes, be sure to click the "Save" button.

### Basic User Information

#### User Properties

Save Cancel

Basic User Information

Name: formcatch

Address: formcatch@rts.edu (View primary address properties)

**Basic User Information:** Do not change this information.

### Account Security

Account Security

Activate Security

**Account Security:** This should be checked. Do not uncheck it.

## Security Settings

Security Settings

**Security Mode: (?)**

Allow-Listing

Content Filtering

Each message is analyzed and given a spam score. The higher the score, the more likely the message is spam.

Content Filtering Threshold: (?) 75      SpamShredder Threshold: (?) 100

**Spam Handling:**

Send a challenge/response or change-of-address request to the sender

Flag the subject line

Flag the subject line and deliver to delegate:

Vaporize

Quarantine the message and send a challenge/response or change-of-address request to the sender

Quarantine only

**Quarantine Settings:**

Send a quarantine summary

Blatant Spam Threshold for Quarantine Summaries: (?) 100

Note that if you're using the above SpamShredder feature, it's impossible for the blatant spam threshold to be greater than the SpamShredder threshold.

Always send a quarantine summary (even if there are no new messages in the quarantine)

Partially block quarantine message subject lines

**Additional Settings:**

Spoofing Prevention: This will block all messages that originate outside the enterprise but appear to be both **from** and **to** domains inside the enterprise.

Vaporize messages from senders on the block list instead of quarantining them

Block incoming newsletters and bulk mailings

**Security Mode:** In general, everyone should have this set to content filtering. The “allow-listing” assumes that you are blocking everyone except approved email addresses.

The colored bar indicates the content filtering thresholds. The first slider indicates the minimum level that will quarantine a message. You can slide this left to be more aggressive or right to be less restrictive. Everyone starts at the default of optimized (75). A number appears next to the content filtering threshold above the bar that corresponds to where you move the first slider. The second slider is the SpamShredder threshold. This is essentially blatant spam that is automatically deleted. While you could make this more aggressive, it is recommend you leave it at the far right (100). The numbers mentioned correspond to a spam score every message receives when coming into our system. When you look at logs, you can see the score of a message.

**Spam Handling:** If a message is flagged as suspected spam, you have options for how to handle it. By default, everyone has it sent to quarantine and you get a quarantine email at midnight and noon. You can choose to deliver with a flagged subject line, delete entirely, and other options. We recommend the default of having it to go the quarantine. Known blatant spam is deleted, never quarantined.

**Quarantine Summary:** If you don't want a quarantine summary email, you can uncheck the box "Send a quarantine summary". You may miss legitimate emails if you do this and don't check the Reflexion portal regularly, so we recommend you leave it on.

A slider exists that allows you to exclude certain spam scores from the quarantine summary emails. If the threshold is at or above your SpamShredder setting though, the message will have already been deleted and not quarantined. If it sits below the SpamShredder setting, it will exist in the quarantine, you just will not see it in the summary email.

The other two checkboxes give you some additional control. First, it can allow you to always receive quarantine emails, even if there are no items. Second, decide whether not include full email subject lines in the quarantine summary email.

**Additional Settings:** You can block emails that appear as from @rts.edu but were not sent from our server. You may not want to do this, since sometimes forwarding messages from news sources or 3<sup>rd</sup> party apps may want to appear as from you to give legitimacy.

If you don't want to quarantine blacklisted people's emails, you can check the box to vaporize (delete) them instead.

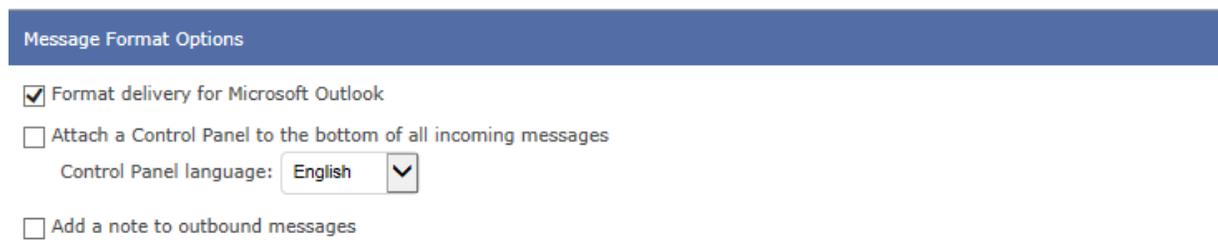
The last checkbox should probably not be used, but it will attempt to block incoming newsletters and bulk mailings from known bulk mailing engines.

### Address Settings



We do not recommend changing these settings. If you used an alias for outbound emails, it would change the appearance of the sender on your emails.

### Message Format Options



In general, almost everyone should be using Outlook. So leave this first box checked to format delivery for Outlook.

If you want to attach a control panel to your emails that lets you whitelist, blacklist, and review delivery explanations, please enable the "attach a control panel" setting. The control panel looks like the below image.

You should not use the "add a note to outbound messages" feature. This would function similarly to a signature, but lacks the same depth and features our signatures typically have. Some organizations would use this for confidentially clauses.

Control Panel On Email

**Total Control Panel**

[Login](#)

To: [formcatch@rts.edu](mailto:formcatch@rts.edu)

Message Score: 1

High (60): Pass

From: [mike.copening@gmail.com](mailto:mike.copening@gmail.com)

My Spam Blocking Level: Medium

Medium (75): Pass

Low (90): Pass

[Block](#) this sender

[Block](#) gmail.com

*This message was delivered because the content filter score did not exceed your filter level.*

In general you can see details about an email received from outside RTS. This includes who the message was sent to, who it was sent from, the spam score, your blocking levels, and options for blocking the sender or domain. Any of the action links will require you to login to the Reflexion portal. A sentence at the bottom explains why the message was delivered.

Addresses

In general, we ask that you ignore this area. The administrators for RTS will manage this on your behalf. Most users do not and should not have aliases. However, some employees have them, mostly for historical purposes. An example of a person with an alias is below. An alias is just a secondary address that delivers to the primary address.

**Aliases for Stephanie Hartley**

Aliases | AOTF

1 - 2 of 2

Edit	Local Address	Contact Address	Type	Last Used	Comm	Security	Enforce	Used
	rts.jackson@rts.edu	rts.jackson@rts.edu	ALIAS	10:48:13 AM		Protected	User	38
	shartley@rts.edu	shartley@rts.edu	PRI	10:32:05 AM		Protected	User	283

Aliases | AOTF

1 - 2 of 2

Permitted Languages

You can adjust what languages are allowed in your mailbox. We presently do not do anything to block or restrict languages at the enterprise level.

How to Handle **Inbound** Spam Caught by Permitted Languages

Apply user spam setting  
 Vaporize

---

Settings

Receive **inbound** mail only in permitted languages  
 Allow **outbound** mail only in permitted languages (prevents spam from compromised systems)

Enterprise	Permitted Languages	Available Languages
		<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">--&gt;</div> <div style="margin-right: 5px;">&lt;--</div> <div style="font-size: 0.9em;">                     Arabic                      Arabic Supplement                      Armenian                      Burmese                      CJK - Combined Phonetics &amp; Symbols                      CJK Unified Ideographs                      CJK Unified Ideographs Ext A                      CJK Unified Ideographs Ext B                      Canadian Syllabics                      Cherokee                      Combining Diacritical Marks                      Cyrillic                 </div> <div style="margin-left: 5px; text-align: right;">                     ^ v                 </div> </div>

NOTE: Western European includes all Latin-based languages, including English, French, Spanish, German, Italian, and derivatives.

You can choose whether to only allow emails in certain languages, for receiving or sending. In general, you can choose to use your generic spam settings or just delete messages if they are from a permitted language and determined to be spam by Reflexion. If you got a lot of spam in Arabic, for example, you could permit all languages except Arabic and have it refuse delivery. Unless you have issues that are simply not remediated by other means (subject filter, blacklists, etc.) we'd recommend not changing these settings.

## Permitted Countries

You can choose to only allow email from certain countries. If you do this, you can also choose for messages in the selected countries to adhere to your spam settings or simply delete them if they are classified as spam by Reflexion. Given the amount of missionaries we communicate with around the world, we probably don't want to enable these settings.

How to Handle Spam Caught by Permitted Countries

Apply user spam setting  
 Vaporize

---

Settings

Receive inbound mail only from permitted countries

Enterprise

Permitted Countries

Available Countries

-->
<--

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba

## Subject Filtering

Subject filtering can be helpful to block consistently bad emails with the same key subjects or words in the subject. Using blacklists may not stop this if a certain subject keeps coming through from different senders. We've done this rarely in the past solutions, for things like "Dr. Oz" that were flooding inboxes several times a day. The caveat here is that if no message triggers the subject after a month, it will delete. That helps prevent stale subjects from being blocked in the future should they actually be legitimate down the road.

**Please note: Entries not triggered within one month will automatically be removed from this list.**

### How would you like to handle filtered messages?

- Apply user spam setting (Quarantine only)  
 Vaporize

User | Enterprise | All 1 - 1 of 1 (Page 1 of 1)

	Subject Filter	Number of Hits	Date of Last Hit	Created By
<input type="checkbox"/>	Dr. Oz	0	-	USER

1 - 1 of 1 (Page 1 of 1)

Save Settings
Add Filter
Delete Selected Filter(s)

To add a new filter, simply click "Add Filter" and type the text into the page and save. You can delete filters as well. You can also have it quarantine the message matching the filter or delete it entirely. I'd recommend quarantine in case there are false positives.

Add Subject Filter

Inbound email subjects containing one or more subject filters will be flagged as spam (examples).

Enter any part of a subject you want to flag (case-insensitive).

Add Filter
Cancel

## Allow List

The allow list is the whitelist. Each user has their own whitelist. The enterprise also has a whitelist, which I believe overrides any personal whitelist and blacklist settings. People you have sent an email to will automatically be added to the allow list. You can choose to add single email addresses or entire domains to your whitelist.

Add Allow-List Entry
Delete

Address | Domain | All User
1 - 1 of 1

Select	Owner	Type	Address	Timestamp
<input type="checkbox"/>	formcatch	Address	mike.copening@gmail.com	11:44:18 AM

Address | Domain | All User
1 - 1 of 1

To add an address, click the “Add Allow-List Entry” button. To delete addresses, use the select box and then click the delete button.

Add New Entry

Please note: At this time, our system does not support wildcard entries. When adding entries, simply add domainname.com and/or the full email address.

spammer@thisdomainspamsalot.com

Create
Cancel

## Bulk Import

If you need to bulk import people, you can paste a list of domains or emails into a textbox. Just click the “Import” submenu item to bring up this page.

### Add Allow List Entries for formcatch

Addresses to Add to the Allow List

Please note: At this time, our system does not support wildcard entries. When adding entries, simply add domainname.com and/or the full email address.

Enter each address or domain on a new line.

Import
Cancel

## Block List

The block list is the blacklist. This will prevent delivery of any messages from these senders to your inbox. Depending on other settings, the messages from blacklisted addresses or domains will either go into quarantine or be deleted entirely. The enterprise can also block email addresses or domains at the global level, which may override any settings you may have setup in whitelists or elsewhere.

Add Block-List Entry
Delete

Address | Domain | All User
1 - 3 of 3

Select	Owner	Type	Address	Timestamp
<input type="checkbox"/>	formcatch	Domain	reallybaddomainthatspams.com	11:54:03 AM
<input type="checkbox"/>	formcatch	Address	iliketospamy@gmail.com	11:53:51 AM
<input type="checkbox"/>	formcatch	Address	someguy@reallybaddomain.com	11:53:40 AM

Address | Domain | All User
1 - 3 of 3

To add a new block-list entry, click the “Add Block-List entry button and type the email or domain to block.

Add New Entry

Please note: At this time, our system does not support wildcard entries. When adding entries, simply add domainname.com and/or the full email address.

spammer@thisdomainspamsalot.com

Create
Cancel

## Bulk Import

Though you likely will not be bulk blocking addresses or domains, you have the ability to do so. Click the import option under the Block List menu and supply all the emails and domains, one on each line.

Addresses to Add to the Block List

Please note: At this time, our system does not support wildcard entries. When adding entries, simply add domainname.com and/or the full email address.

Enter each address or domain on a new line.

Import
Cancel

## Quarantine

In the old system, suspected spam email was delivered to everyone with an appended subject. The new system can do the same thing, however, we now quarantine suspected spam email instead. You are already receiving quarantine emails at midnight and noon eastern. The Reflexion portal lets you see your full quarantine.

### Email Notification

Quarantine email notifications go out at noon and midnight eastern time. The email looks like the below picture. There are multiple features and abilities within these emails.



We have quarantined **2 messages** since **December 14, 2016 12:00 AM** for [info.services@rts.edu](mailto:info.services@rts.edu).

We have included some of the messages below for your review. **We omitted 0 blatant spam messages** from this email. You can change your threshold in the "Quarantine Settings" section of your User Properties page.

[Enter Your Quarantine](#)

Subject	Address	Time	Actions
Love shopping at Kohl's? Then you'll love today's giveaway! Store Region 8124916	Elizabeth Peterson < <a href="mailto:elizabeth.peterson@showmyfees.com">elizabeth.peterson@showmyfees.com</a> >	10:25 AM	<a href="#">-View</a> <a href="#">-Release Message</a> <a href="#">-Allow From Sender</a>
Tell us how we can improve Macy's and we'll give you this Gift Card to spend the	Macy's Little Helpers < <a href="mailto:ryan.mercer@careingpacks.com">ryan.mercer@careingpacks.com</a> >	11:01 AM	<a href="#">-View</a> <a href="#">-Release Message</a> <a href="#">-Allow From Sender</a>
Subject	Address	Time	Actions

[Enter Your Quarantine](#)

Each message that is listed was received since the last quarantine email was sent. If you want to look at older quarantine lists, refer to older emails or log into Reflexion to see the full quarantine. Each message that is listed shows the subject, the sender, the time, and gives you three actions. Clicking any link within the email, except release by mail, will require you to log in to Reflexion.

**View:** This lets you view the email in Reflexion's portal. You don't have to download or interact with it in Outlook if you want to view it first from Reflexion for added safety.

**Release Message:** This does what it says, releases the message from quarantine and delivers to your inbox.

**Allow From Sender:** This will add the sender to your allow-list and whitelist their future mailings.

At the bottom of the email is a link to enter your quarantine.

## Quarantine Portal

Regardless if you entered the quarantine from the portal a quarantine summary email, the interface and options are the same. Here you can see what suspected spam has been held and either let it sit until it is purged, let mail deliver, or delete it outright.

## Quarantine List View

When you enter the quarantine, you are presented the list of messages in your quarantine. You can click column headings to sort or use the search box to limit results if you are looking for something specific. There are action buttons at the top, where if you have selected messages, may perform a release, delete, etc. in bulk.

## Quarantined Messages for David Ponter

0 messages selected

1 - 5 of 5

Select	Details	From	To	Subject	Received	Size	Score
<input type="checkbox"/>		Foxit Software <no-reply@foxitsoftware.com> bounces+3309868-4999-dponter@rts.edu@emailer.foxitsoftware.com	dponter@rts.edu	David, 35% off of PhantomPDF ends on December 31, 2016	6:10:13 AM EST	15K	90
<input type="checkbox"/>		PMAIL automatic digest system <listserv@listserv.ua.edu> owner-pmail@listserv.ua.edu	dponter@rts.edu	PMAIL Digest - 12 Dec 2016 to 13 Dec 2016 (#2016-217)	1:00:41 AM EST	9K	-
<input type="checkbox"/>		PMAIL automatic digest system <listserv@listserv.ua.edu> owner-pmail@listserv.ua.edu	dponter@rts.edu	PMAIL Digest - 9 Dec 2016 to 12 Dec 2016 (#2016-216)	Dec 13, 2016 1:01:09 AM EST	14K	-
<input type="checkbox"/>		Jonathan Harwell <jharwell@rollins.edu> collib-l-owner@lists.ala.org	dponter@rts.edu	[collib-l] librarian position in Winter Park, Florida (cross-posting)	Dec 12, 2016 8:32:43 AM EST	13K	99
<input type="checkbox"/>		PMAIL automatic digest system <listserv@listserv.ua.edu> owner-pmail@listserv.ua.edu	dponter@rts.edu	PMAIL Digest - 8 Dec 2016 to 9 Dec 2016 (#2016-215)	Dec 10, 2016 1:00:52 AM EST	6K	-
Select							

1 - 5 of 5

**Release:** Releases the message to your inbox.

**Release & Allow:** Releases the message to your inbox and puts the sender on your allow-list.

**Delete:** Deletes the message from quarantine.

**Delete & Block:** Deletes the message from quarantine and puts the sender on your block-list.

**Delete All Messages:** Easy way to purge the entire quarantine.

Within the grid, you can also click the blue circle with white "i" icon to view the technical details about the mailing or click the subject to preview the message.

## Message Details

**History Details**

**View Message**  
View message in quarantine

**Message Characteristics**

**The message was received on Wednesday, December 14, 2016 at 6:10:13 AM EST**

To	dponter@rts.edu
From	bounces+3309868-4999-dponter=rts.edu@emailer.foxitsoftware.com
	<a href="#">Allow Address</a> <a href="#">Block Address</a> <a href="#">Allow Domain</a> <a href="#">Block Domain</a>
Subject	David, 35% off of PhantomPDF ends on December 31, 2016
	<a href="#">Filter Subject</a>
Size	16188 bytes
IP Address	167.89.28.35
Flagged as	SPAM
Reason	Message exceeded the content filter threshold
Filter Score	90
Extra Flags	N/A
Status	The message was quarantined.

**Current User Settings**

User Spam Setting	Filter / MEDIUM (75), Quarantine only
Permitted Languages	OFF
Permitted Countries	OFF
Subject Filter	Apply user spam setting

**SMTP Delivery Result**  
No SMTP delivery replies available

Various action buttons exist, similar to the quarantine screen, which let you allow or block the address or domain. You can also add the subject to the filtered subjects list. The originating IP address, flag designation, spam score, and other details are shown. This is mostly a diagnostic page that admins may want to access about specific messages for troubleshooting purposes.

View Message

Quarantined Message Detail

Release and Allow Address Domain	Delete and Block Address Domain	Delete Delete	Release Release
--	---------------------------------------	------------------	--------------------

**Message Info**

From: ICON 2017 <sciencepark26@globalconferences.org>  
 To: mcoopening@rts.edu  
 Cc:  
 Date: Tue, 13 Dec 2016 22:18:29 +0200  
 Subject: CALL FOR PROPOSALS FOR INTERNATIONAL CONGRESS ON NURSING (Full Papers will be Indexed in Scopus and Web of Science)

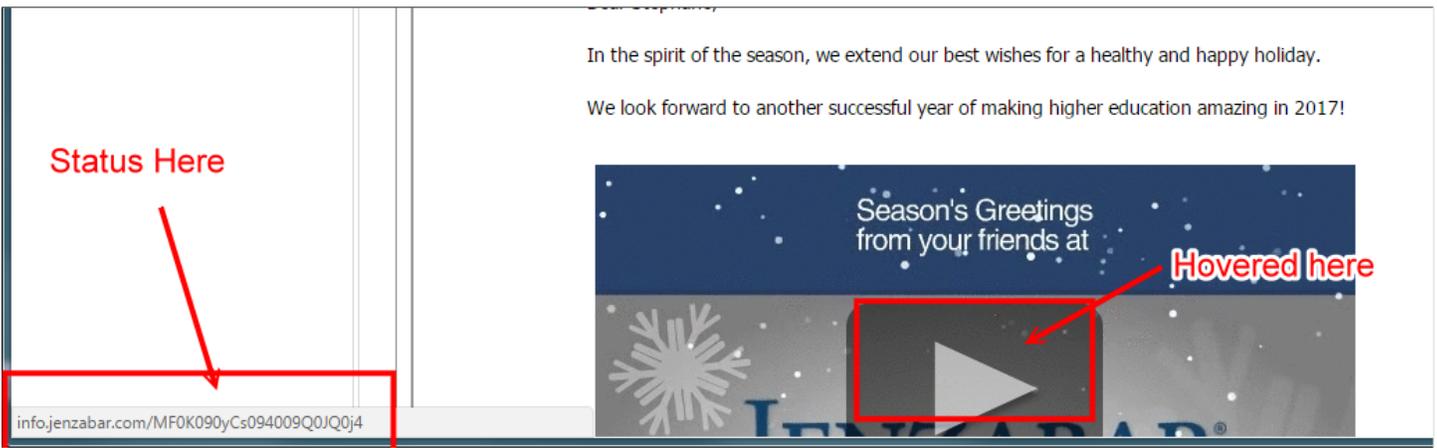
**CALL for PROPOSALS**

**INTERNATIONAL CONGRESS ON NURSING (ICON-2017)**  
 Grand Park Lara Convention Center, Lara – Antalya, Turkey  
 16 – 18 March 2017  
 www.ic-on.org

- Selected full papers will be published in Supporting Thomson Reuters **Web of Science(SSCI, SCI- SCI- Expanded or ESCI)** or **SCOPUS** indexed journals as Special Issues.
- The Remain accepted full papers will be published as proceedings by International Leading Publishers and also submitted to **SCOPUS**, **FBSCO** and **Thomson Reuters Conference Proceedings Citation Index –**

If you view the message within Reflexion, it will download images and load the email so that you can see it without having that email actually delivered to your inbox. This may be helpful if you are really curious about the email before letting it deliver. Action buttons are at the top that let you release, delete, block, or allow the message, sender, and domain.

**Caveat:** You do not want to click on actual links though when previewing in Reflexion, as they may be malicious. So be careful and hover over the link and view the status bar of the browser to see what the URL is similar to what you’d do in Outlook.



Reports

The reports interface will show you all inbound and outbound messages from non-RTS email address. Email sent to and from RTS.edu addresses does not leave the server. Everything else filters through Reflexion.

## Recent Messages for RTS Global Education

Start:  End:

[Inbound](#) | [Outbound](#) | [Spam](#) | [All](#)

1 - 62 of 62

Direction	SMTP Result	Sender	Recipient	Subject	Timestamp ▾	Result
Inbound	<b>Spam</b>	noreply101-15@globalco...	global.education@rts.edu	CALL FOR PROPOSALS FO...	1:34:07 PM EST	Spam
Inbound	<b>Success</b>	mundytyler@gmail.com	global.education@rts.edu	Re: RTS Global Education...	12:48:56 PM EST	Not Spam
Inbound	<b>Success</b>	adamonamission@gmail....	global.education@rts.edu	RE: An Online Application...	11:07:31 AM EST	Not Spam
Inbound	<b>Success</b>	jj@reconciliacion.org	global.education@rts.edu	mentor form	10:48:13 AM EST	Not Spam
Inbound	<b>Success</b>	acgitr@yahoo.com	global.education@rts.edu	Re: RTS NYC Student Email	10:22:29 AM EST	Not Spam
Inbound	<b>Success</b>	mchertt@gmail.com	global.education@rts.edu	Re: An Online Application...	Dec 13, 2016 5:38:20 P...	Not Spam
Outbound	<b>Success</b>	global.education@rts.edu	mundytyler@gmail.com	Re: RTS Global Education...	Dec 13, 2016 4:42:35 P...	Not Spam
Outbound	<b>Success</b>	global.education@rts.edu	masternoodle@hotmail.c...	Re: RTS Prospective Stud...	Dec 13, 2016 4:12:08 P...	Not Spam
Outbound	<b>Success</b>	global.education@rts.edu	ed.perkins@cru.org	Re: RTS Prospective Stud...	Dec 13, 2016 4:07:16 P...	Not Spam
Inbound	<b>Success</b>	mundvtyler@gmail.com	global.education@rts.edu	Re: RTS Global Education...	Dec 13, 2016 3:58:12 P...	Not Spam

At the top you can filter the reports by date and search for things, such as subjects, senders, recipient, etc. Above the grid (or on the menu), you can limit the results to specific types of email (inbound, outbound, spam, all). The grid will show you the direction, color-coded SMTP result, and list the sender, recipient, subject, timestamp, and summary result. Blatant spam is not included on this report. If you click an email, you will see the technical message details. Reference the section under quarantine to learn about that window, since it is the same window.