

Your New *Email Experience* with Shield

We have chosen Shield to protect your email. Shield takes a "zero trust" approach to email security—think of it like an exclusive social network where you control the guest list. No more unwanted communication wasting your time! This new tool ensures none of the bad stuff ever makes it into your mailbox AND gives you the power to control which emails reach you (and which don't). **Here's how your new email experience will look:**

YOU'LL NO LONGER NEED TO:

Guess whether an email is safe or dangerous

Hunt through a quarantine for important emails that get trapped and delayed

Manually filter through irrelevant noise to find the emails you want

Keep telling your email system who you want to hear from because it doesn't listen

Wonder if you've missed important emails or if your inbox is secure



INSTEAD, YOU'LL:

Recognize safe emails by their color-coded security banner

See important emails arrive in your inbox with no delay

Receive only the emails that matter to you, with the rest filtered out automatically

Make one-time decisions that Shield remembers for the future

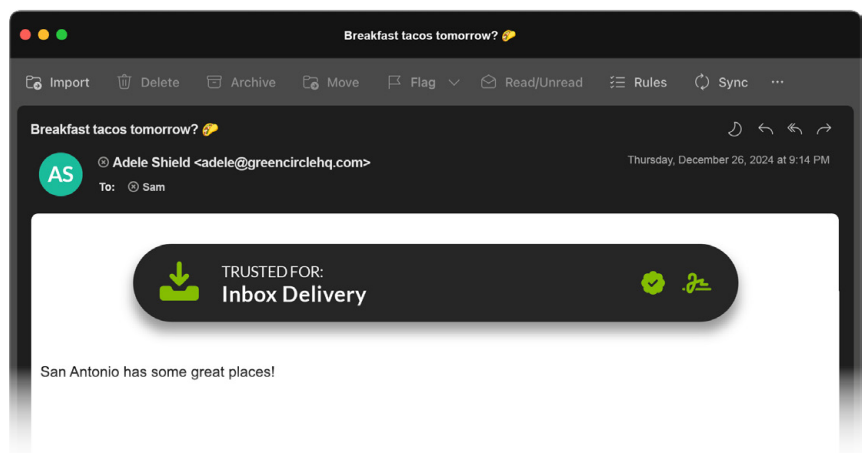
Receive regular updates that keep you informed about your email security



Six Ways Shield Makes Your Email Life *Better*

#1 | **COLOR SIGNALS SHOW YOU WHAT'S SAFE**

Once Shield is turned on, every email will include a visual security summary at the top, called your **Heads-Up Display** (or **HUD** for short). Using clear color signals, these risk insights help you feel more confident with good messages and more careful with suspicious ones.





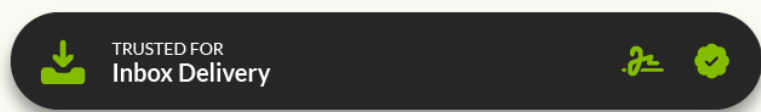
Yellow means a low risk factor, like a bulk email, was detected and the message will be delivered to the junk folder if the sender is unknown. In this example, there's also an indication that the message was sent from an untrusted region.



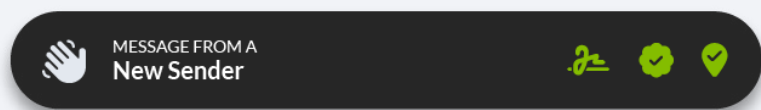
Orange means a moderate risk factor, like spam, was detected and the message will be delivered to the junk folder (even if the sender is known).



Red means a high-risk factor, like impersonation, was detected. Typically, these messages will be held outside the mailbox entirely as they should be treated with extreme caution. This message also shows that the message was sent from a known dangerous region.



Green is a positive indicator that a message is safe. Typically, these are emails from trusted contacts delivered immediately to your inbox.



Shield will also alert you when someone new emails you for the first time. This HUD provides additional information, like the fact that the message was sent from a trusted region, so you can quickly identify safe or harmful messages from people you haven't heard from before.

NOTE: More information on the new sender experience can be found below in item #3.

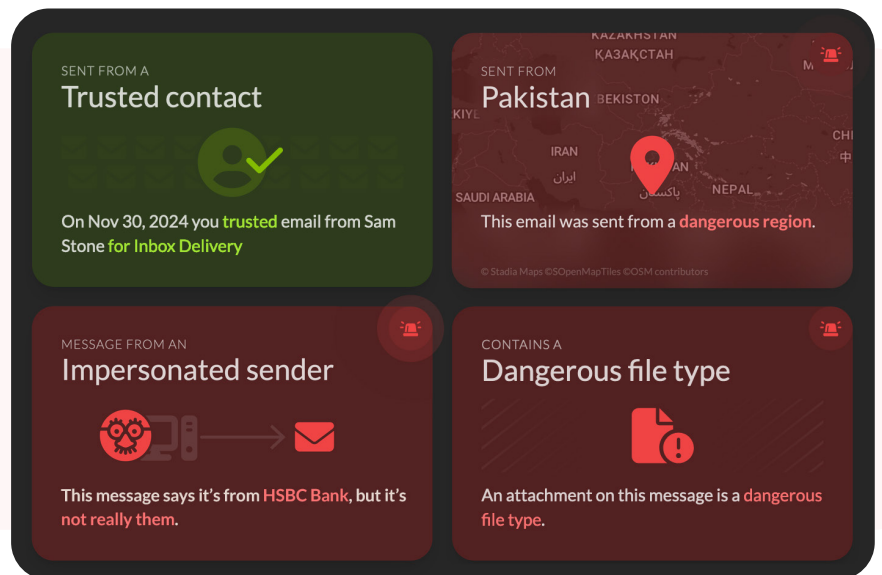
#2 | LOOK INSIDE ANY EMAIL

Clicking on the Heads-Up-Display will take you to Shield's email inspector called **X-ray**, where you can learn more about a message before acting. This safe preview environment shows you what's good or bad about a message, what's inside it, and where it came from. Each insight is explained in everyday language (not complicated, technical terms) so you can make confident, informed decisions.

IMPORTANT: The first time you navigate to the Shield portal, you will have to authenticate using your Microsoft login credentials. You only have to do this once.

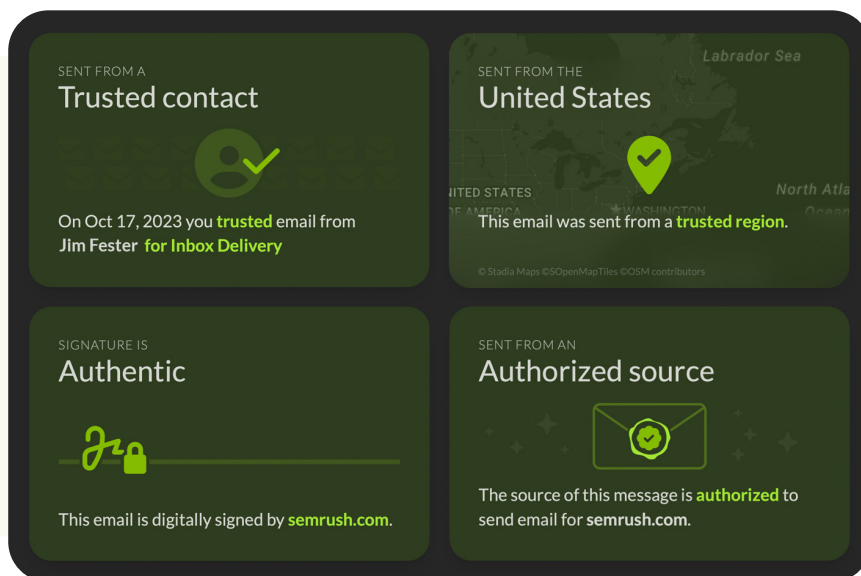
EXAMPLE ONE: Insights from a Bad Message

While this message looks like it came from a trusted contact, it contains three high-risk factors (in red) that indicate the sender's mailbox has likely been compromised. These insights tell us we should exercise extreme caution before replying or clicking on an attachment or link.



EXAMPLE TWO: Insights from a Good Message

This message is from a trusted contact in a trusted region. It has an authentic signature that tells us it hasn't been tampered with, and the message's sender is authorized to send mail from the domain. These insights tell us this message is safe to interact with.



#3 | YOU DECIDE WHO GETS THROUGH

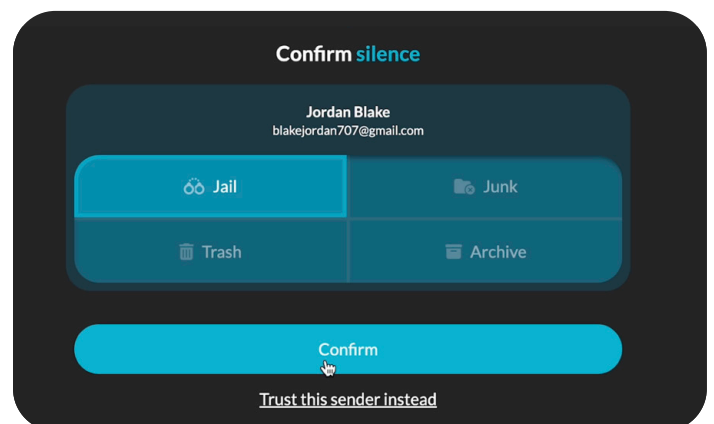
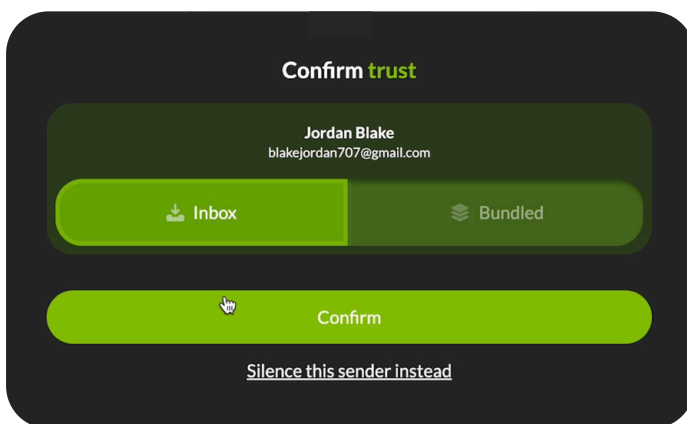
When someone new emails you for the first time, Shield puts you in control of who reaches you and who doesn't—just like accepting or declining friend requests on social media.

New sender. Do you want to Trust or Silence them?

Trust

Silence

The new sender banner is found at the top of the message, above the new sender HUD. It is a clickable image that opens the Shield app in your browser. "Trust" sends to allow future emails or "Silence" sends to keep them out of your inbox. These one-time decisions train Shield on what messages you want and don't want in the future.



Prefer to stay in your email client instead of using the app? No problem. Shield learns from that too.

For example, if a message from a new sender lands in your junk folder:

- Move it to Inbox to trust the sender and allow future messages.
- Permanently delete it from Junk to silence the sender for good.

#4 | GETS SMARTER AS YOU USE IT

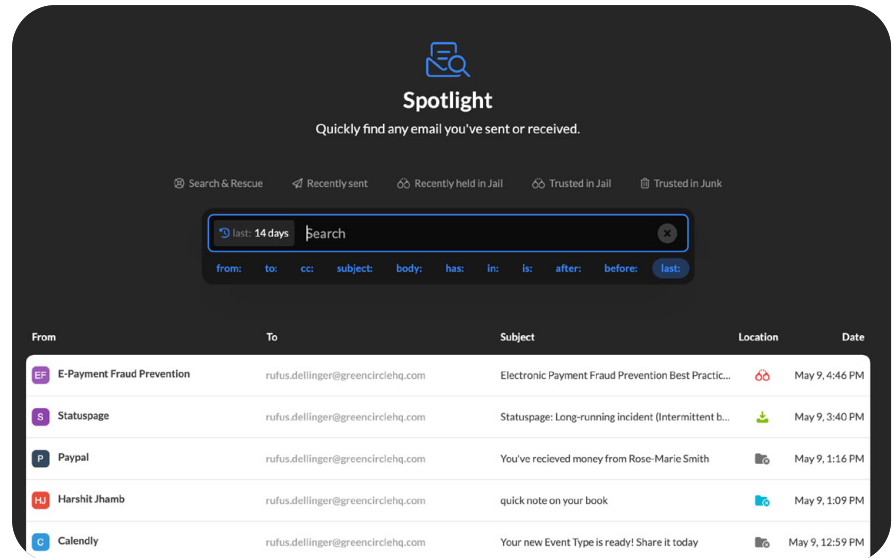
Shield starts learning on day one. As you reply to important messages, delete unwanted ones, and trust or silence new senders, Shield will gradually fill your inbox with only what's important to you.

Like a good assistant, Shield needs a little time to learn your preferences, so be patient during the first week as it gets to know you better.

#5 | FIND ANY EMAIL, ANYWHERE

Sometimes emails end up in unexpected places and Outlook search isn't the best at helping you locate them. **Spotlight** fixes this problem with powerful search to find any message, anywhere, fast.

Once you've located a missing message, click the search result to safely preview the email in X-ray and move it to a different location if desired.



#6 | KEEPING YOU IN THE LOOP

You'll receive a daily **Email Security Briefing** to ensure you never miss anything important and help you understand how Shield is working to keep your mailbox safe and calm. It shows you:

- New senders awaiting your review
- Stats on how Shield is protecting you

It's like getting the highlights without having to watch the whole game.

What to Expect in Your *First Week*

Think of Shield like a new personal assistant who needs time to learn your preferences. Here's what to expect as you both get acquainted:

FIRST DAY

Familiarize yourself with the Heads-Up-Display:

- These color-coded banners at the top of your emails provide a glanceable summary to help you decide if an email is safe to interact with or needs a closer look.
- In your inbox, you'll start to see green banners from trusted contacts, like those inside your organization or people you've sent mail to before.

Check your junk folder and take a few actions to begin training Shield:

- Shield will place messages with potential risk factors in your junk folder until it learns your preferences.
- If you want a message, simply drag it from junk to your inbox. If you never want to hear from a particular sender again, delete the message from junk.
- Take these actions once, and Shield remembers your choice for the future.

Respond to new sender banners:

- When someone emails you for the first time, use the new sender banner to open the Shield app to trust and silence senders. If you prefer to remain in your email client, you can train Shield there too.
- These actions tell Shield who you want to hear from and who you don't.

NEXT FEW DAYS

Continue to move messages around your mailbox:

- Remember, Shield needs your guidance to fully understand what matters to you.
- Every action you take helps the system build your own personal profile.
- Don't worry! While you may see more junk email to start, it will lessen with time as Shield learns more about your preferences.

If you're missing an email:

- Check out Spotlight's powerful search functionality.
- Click on a search result to open X-ray and change the location if desired.

Review your Daily Security Briefing:

- This snapshot helps you catch anything important that might need attention.

BY THE END OF THE WEEK

Spend less time sorting through noise:

- The system will have learned enough to handle most filtering decisions.

Feel more confident about email security:

- You'll understand the visual cues and digestible insights that help you make confident, informed decisions about a message's safety.

Enjoy a more productive email experience:

- With less time managing emails, you can begin to shift your focus to what matters most.

The first week might feel a bit different as you adapt to this new way of handling email, but most people quickly appreciate the calm and control Shield brings to their inbox.

If you have questions or need assistance, we are here to help.