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Getting Started with GTS Email Security

Jason Molaison - 2025-10-29 - [General Support](#)

This article will give you a basic overview of the GTS Email Security service.

Once the service is enabled you will notice security banners added to the top of your Email messages. These banners will only be visible in your mail client, and will not be seen by other individuals included on your messages.

Banners:

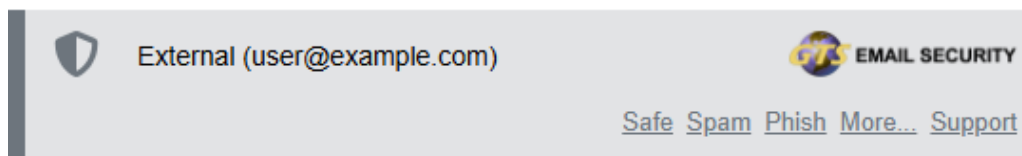
The banners are broken up into three types: Neutral, Caution, Danger

On the right side of each banner, you can click the appropriate link if the message was incorrectly categorized.

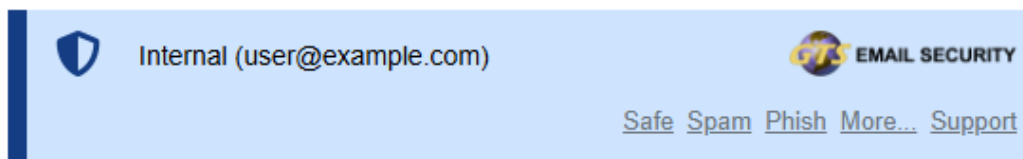
- Safe - If a message is incorrectly marked as Spam or Phishing, this will add the sender to your Safe Sender's list.
- Spam - If a message was not marked as Spam, this will mark any future messages from this sender as Spam.
- Phish - If a message was not marked as Phishing, this will mark any future messages from this sender as Phishing.
- More - Will display advanced options about the message.

Neutral - This banner may be presented in either Gray or Blue, and signifies awareness, but little or no risk.

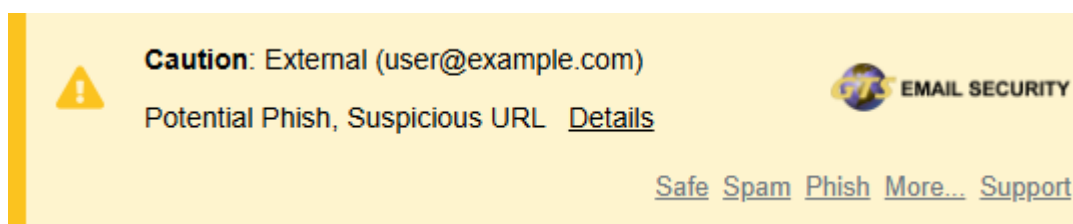
- When you receive a message from an external sender for the first time you will see the below Grey banner.



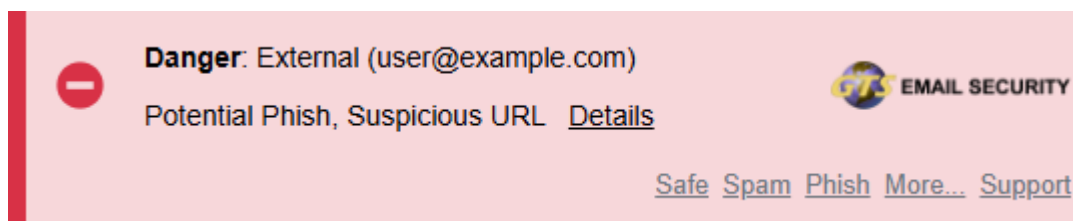
- Once a sender is established as someone you have communicated with, the banner will change to Blue.
- Internal sender's within your organization will display the below Blue banner.



Caution - This banner will display in Yellow, with a reason as to why the message should be reviewed. You can click on the "Details" within the banner to get more information about the message.



Danger - The Red banner will provide a reason, and indicates the message should be carefully reviewed. With this message type, you should use extreme caution when opening attachments, or clicking any links. You can click on the "Details" within the banner to get more information about the message.



Graymail

You will also notice a new mail folder in your mail client named Graymail. Here, the system will automatically route messages like advertisements and bulk mailers that are not dangerous, but can clutter your inbox. If a message is incorrectly categorized as Graymail, you can click on the "Not Graymail" link in the banner.

Junk Email

The standard Junk Email folder provided by Microsoft will remain active. Here you will find any messages that were classified as containing Spam or Malware. You will notice that in this folder, for safety reasons, all formatting and links have been disabled. Because of this, the above mentioned banners will not be displayed. If you need to change the classification of a message within this folder, first move the message to the Inbox, then click the "Safe" link in the banner.

User Dashboard

You can use the following link to access the [User Dashboard](#). The login details are the same as your Microsoft account. Here you can manage aspects of your account, including your personal Allow List, Block List, and Graymail detection details.

If have any issues, we are here to help. Simply send an email to helpdesk@gtscomp.com