

## ALTRICITY EMAIL FAQ

**Q.** What does Altricity Email Filtering do and why do I need it?

**A.** As of 2014 80% of email is Spam and much of this Spam contains Viruses and Phishing attempts. With Altricity Email Filtering, all email messages to your domain will flow through the Email Filtering server which will remove spam and virus bearing email before it even reaches your network. If your email server(s) goes down Altricity will step in, queuing your mail and providing a handy web interface so you can continue working seamlessly. In addition, the optional Archival service can be configured to keep a copy of every message for up to 10 years, potentially helping you comply with industry standards such as Sarbanes-Oxley, HIPPA, and the Freedom of Information Act.

**Q.** What is Spam?

**A.** Spam is unsolicited commercial email messages sent in bulk.

**Q.** Will the Email Filter quarantine legitimate messages?

**A.** VERY rarely a legitimate message will be blocked. In this case the effected user can simply log into the web portal ([mail.altricity.com](http://mail.altricity.com)) using their standard email address and password to release the quarantined message. In addition each user will be periodically emailed a digest (configurable from once a week up to three times daily) of messages Altricity has blocked allowing them to release any legitimate messages.

**Q.** Will the Email Filter let any Spam through?

**A.** Just as with the question above, this may happen on rare occasions. It is important to educate your users not to click on suspicious links or attachments even if they appear to be from a friend or co-worker.

**Q.** Does Altricity Support Whitelists/Blacklists?

**A.** Absolutely! You can create lists of domains and email addresses that you want to always pass through the filter (whitelist) and conversely you can make lists to always block (blacklist).

**Q.** Will Altricity prevent me from sending or receiving attachments?

**A.** The Email Filter does scan attachments for viruses but has a very low false positive rate (we have never had a reported case of this) so for general purposes Altricity will not block your legitimate message attachments.

**Q.** Do I have to buy a server to run Altricity Email Filtering?

**A.** No, the Filtering server lives in the cloud and you never have to worry about any hardware.

**A.** How does Altricity Email Filtering work with my existing Anti-Virus solution?

**Q.** The two independent systems eliminate a single point of failure. Altricity Email Filtering will come in contact with email first, filtering out the majority of harmful messages. If anything slips through and ends up in a user's inbox, then the desktop antivirus solution has a chance to block it as well. It is important to remember that no Antivirus is perfect because virus developers are always creating new strains that will not be detected by any antivirus program (0 day exploits). Software will never completely replace informed users.

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