Graymail User Experience

This guide will provide an overview of the INKY Graymail Product Feature along with helpful tips and information regarding settings.

THE BANNER
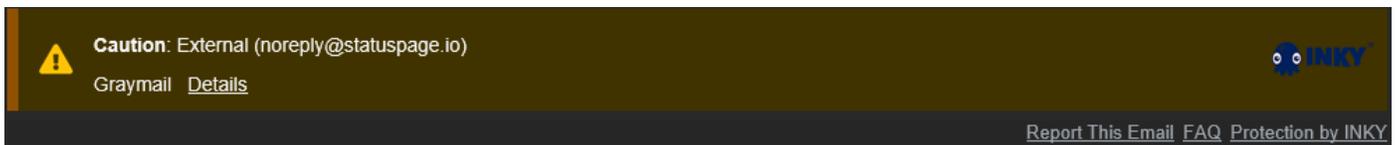
Once Graymail has been enabled, users will start seeing the INKY Graymail banner pictured above. Although your specific banner may contain slightly different alterations based on logo, placement of the reporting links, and level of detail, the verdict will remain the same: Graymail.

GRAYMAIL HANDLING

Users will click the Details link in the banner and taken to the INKY details page and click on User Dashboard.

This message was categorized as Graymail. Visit the **User Dashboard** to view and customize personal Graymail settings.

Once authenticated to the dashboard using their Microsoft or Google single sign on, users will be presented with their dashboard settings:

Polvo Capital Investments: User Dashboard

Powered by INKY

demo@polvocapital.com | **Sign out**

Blocked Sender Addresses | Blocked Sender Domains | Personal Allow List | Graymail Handling

Blocked Sender Addresses

No entries.

Blocked Sender Domains

No entries.

Personal Allow List

No entries.

Note: Blocking and personal allow list entries apply only to mail delivered to a single recipient at a time. In some cases, mail sent to a list of addresses reaches INKY one-recipient-at-a-time and can be handled in a per-user manner.

Graymail Handling

Your team policy will allow mail categorized as Graymail to be delivered to your Inbox.

☐ Automatically move Graymail into a folder.

Toggle the checkbox to control whether Graymail should be automatically moved to a folder of the same name. Note that this relies on Microsoft's server-side inbox rules, which you can learn more about **here**.   ✕

Graymail User Experience

Graymail settings will be located here:

Graymail Handling

Your team policy will allow mail categorized as Graymail to be delivered to your Inbox.

☑ Automatically move Graymail into a folder.

> Toggle the checkbox to control whether Graymail should be automatically moved to a folder of the same name. Note that this relies on Microsoft's server-side inbox rules, which you can learn more about **here**. ✕

By checking the Automatically Move Graymail into a folder option, users are instructing INKY to create a Graymail folder and to target the Graymail folder within Outlook for all Graymail delivery.

A popup will confirm this action and trigger the folder creation:

Confirm Change ✕

Are you sure you want to enable automatic filtering of Graymail into a folder?

[Yes] [Cancel]

RECATEGORIZING GRAYMAIL

There might be times when a user receives a piece of Graymail that they would like delivered to the inbox. In that case, use the Report This Email link in the Graymail banner to report the email as Safe and not warn about Graymail:

Choose the correct label for this message:　　　　　Need help deciding?

| Safe | Spam | Phishing |

Optional comment...

☐ Send raw message for analysis.
☐ I clicked a link.
☐ I opened an attachment.

Authenticated actions:

☐ **Do not** warn about **Graymail** for mail from email address
　　info@e.atlassian.com
☐ **Do not** warn about **Graymail** for mail from domain **e.atlassian.com**