



INSTALLATION GUIDE

Installing the Trustwave Spam Reporter Add-in for Your Organization (Office 365)

About the Add-in

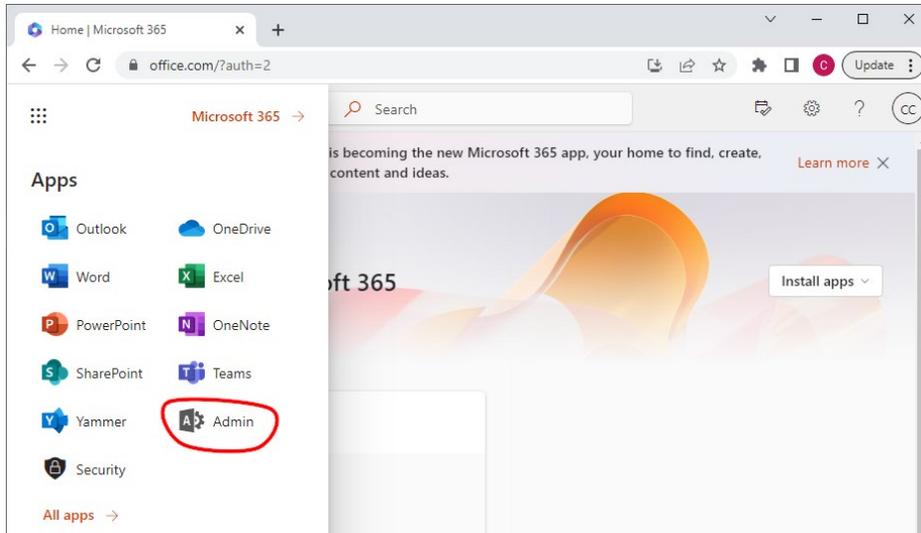
Trustwave Spam Reporter is an Outlook add-in that allows email users to report a message as spam to Trustwave with one click. Trustwave uses this information to update spam and malware detection for the MailMarshal (Secure Email Gateway) product.

As an organization administrator, you can install this add-in for all users in your organization.

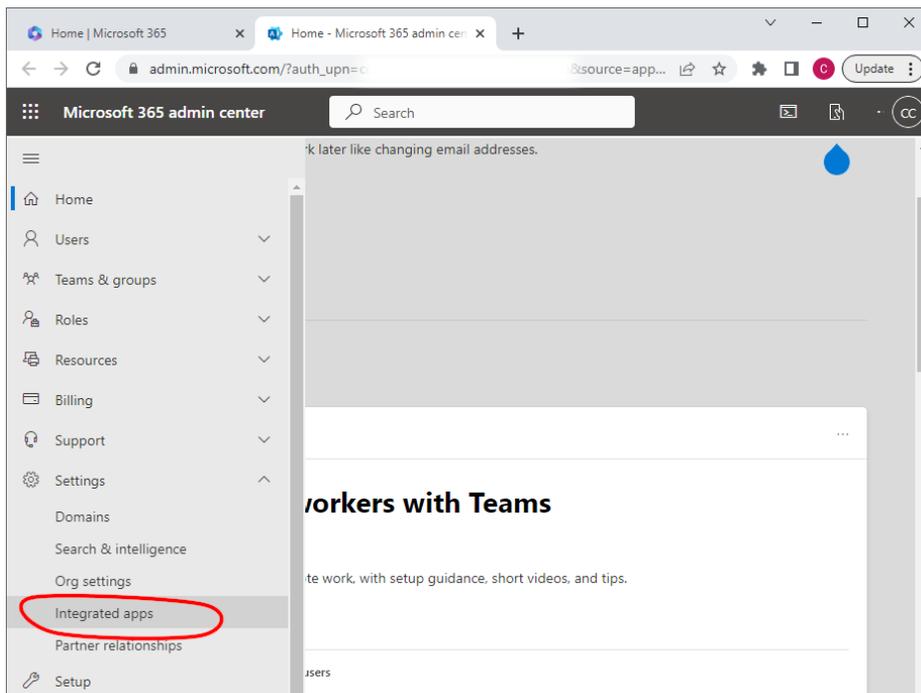
- August 2024: This document is updated with a new URL for the Application Manifest:
<https://outlookplugin.mailmarshal.cloud/TrustwaveSpamReporterManifest.xml>

To install the Add-in

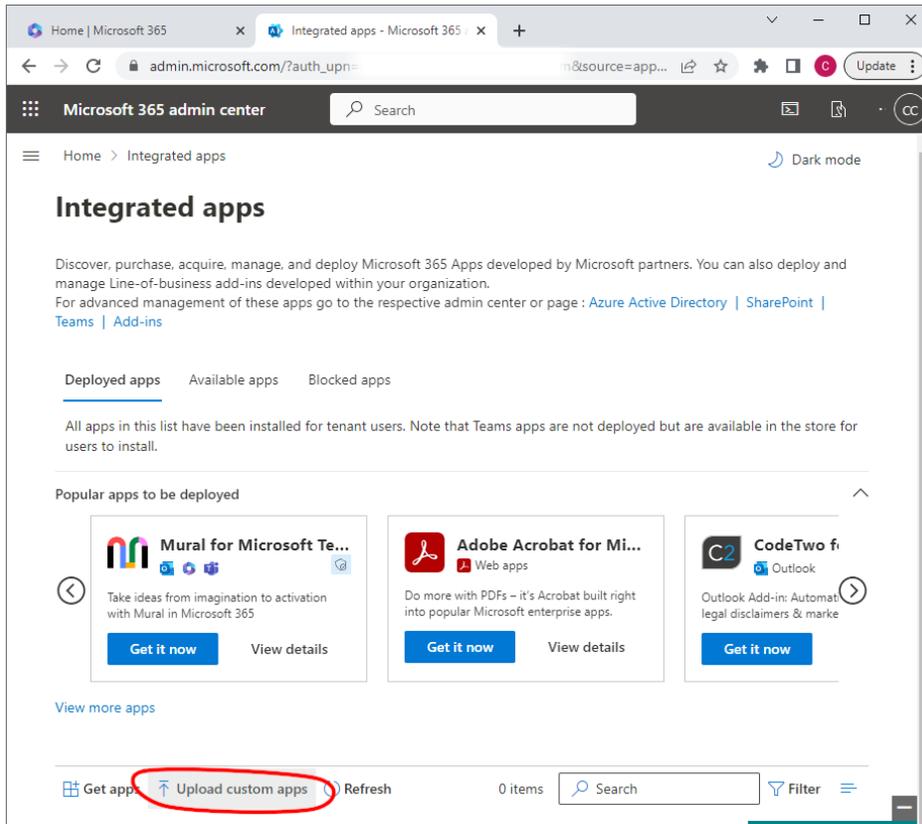
1. Log in to office.com as an administrator. From the left menu, click **Admin**.



2. From the left of the Admin Center, expand **Settings** and then click **Integrated Apps**.



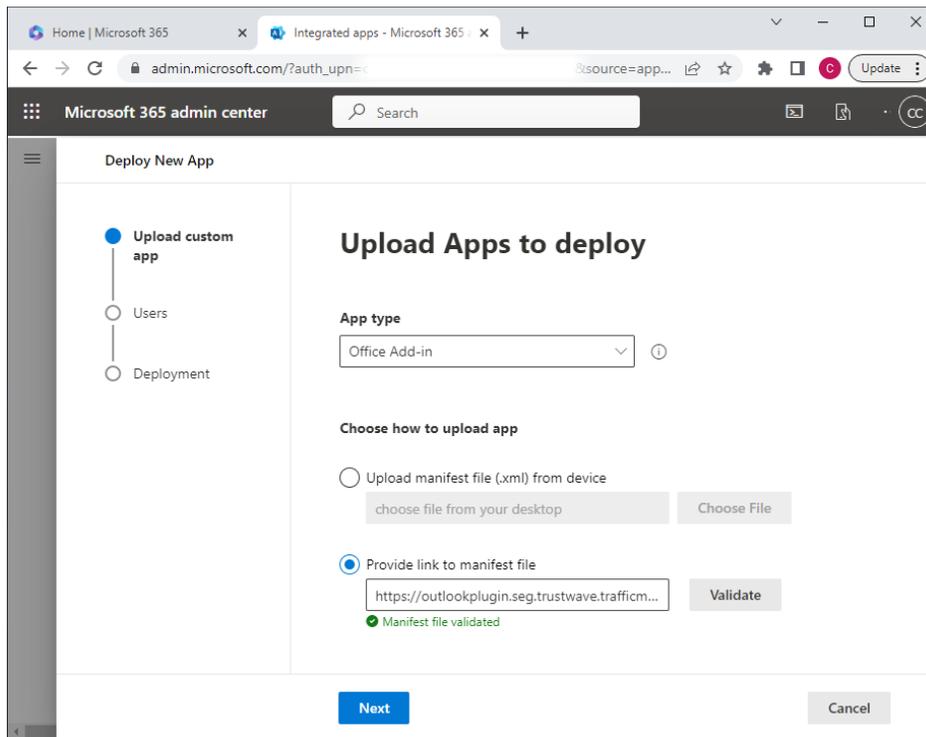
3. On the Integrated Apps page, click **Upload custom apps**.



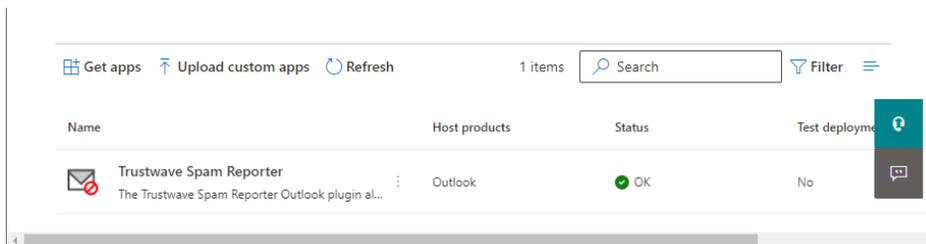
4. Select the App type **Office Add-in**, choose to provide a link, and enter the following URL:

`https://outlookplugin.mailmarshal.cloud/TrustwaveSpamReporterManifest.xml`

5. Click **Validate**. When validation is complete, click **Next**.



6. Choose users or groups that you want to have access to the add-in, and then click **Next**.
7. Continue and complete the deployment process. This item will be present in the list of apps.



Informing Users

You should inform users that the Trustwave Spam Reporter add-in is available to them, and what it does.

A suggested notification is provided below.

We use Trustwave MailMarshal (Secure Email Gateway) to protect ourselves from email threats.

We have recently deployed the Trustwave Spam Reporter Plug-in for Outlook to users in our organization.

Trustwave Spam Reporter allows you to report suspicious messages to Trustwave with one click. You can report suspect messages simply by clicking the Trustwave “Report Email” icon. It may take a few seconds for the message to be retrieved and reported. You will see a process notification in the message. You should only report unsolicited spam, suspected phishing messages, or messages with suspect malicious attachments.

- **Note:** Messages from services that you have previously subscribed to, but that you do not want now, are not considered spam

The add-in submits a copy of the messages to Trustwave for review, and moves the messages to your Deleted Items folder.

Trustwave processes the submitted messages through automated and human review. If a message is found to be spam or malware, Trustwave may add signatures to Trustwave’s proprietary spam or malware detection services.

The Trustwave Spam Reporter is a reporting system. Trustwave provides no guarantee that all submissions will result in signatures being generated. Owing to the volume received, users will not receive feedback on the status of submissions.

In Outlook, the Trustwave Spam Reporter icon displays in the Ribbon of the main window or pop-out message window. To report the selected message as spam, click the icon.



The Trustwave Spam Reporter is also available in Outlook Web Access.



Troubleshooting

The Trustwave Spam Report add-in is simple and reliable. Functionality is updated automatically as required.

You can raise any user issues with your usual support channels. For Trustwave to investigate an issue with a specific message, you must be able to forward a copy of the message directly to a Trustwave email address that will be provided.

About Trustwave

Trustwave helps businesses fight cybercrime, protect data and reduce security risk. With cloud and managed security services, integrated technologies and a team of security experts, ethical hackers and researchers, Trustwave enables businesses to transform the way they manage their information security and compliance programs. More than three million businesses are enrolled in the Trustwave TrustKeeper® cloud platform, through which Trustwave delivers automated, efficient and cost-effective threat, vulnerability and compliance management. Trustwave is headquartered in Chicago, with customers in 96 countries. For more information about Trustwave, visit <https://www.trustwave.com>.