



REFLEXION END USER GUIDE

This guide is designed to help you understand the behavior of what happens to your email messages, why and how messages or recipients get blocked and how to make adjustments to your settings to suit your preferences.

For a basic overview of your email security system, please watch the instructional video located here:

<https://community.sophos.com/kb/en-us/124506>

To view a written version, please click here:

[https://sophserv.sophos.com/repo_kb/124506/file/end%20user%20guide%20-%20reflexion%20total%20control%20\(rtc\).pdf](https://sophserv.sophos.com/repo_kb/124506/file/end%20user%20guide%20-%20reflexion%20total%20control%20(rtc).pdf)

Keep in mind:

- Outlook's Junk Email folder and behavior is in no way tied to how the external Reflexion Spam Filter manages messages or senders. Generally we recommend users **NOT** try and use the Junk Email feature within the Outlook program, to avoid having to manage two separate spam filters.
- When users are part of a Shared Mailbox, the shared mailbox has its own separate quarantine and login, which would need to be accessed by a "gatekeeper" user to manage the messages and preferences within the shared mailboxes separate home screen.
- Generally, you can quickly decipher what has happened to a message(s) you have sent to a recipient(s) or were expecting from a sender and never received in your Inbox by reviewing **list my recent messages**, which can be accessed from your Reflexion Home Screen. This is a great way to troubleshoot a sent message that a user claims to have never received. In that case, you can look at the SMTP result and determine if it was actually handed off to their email server or their own spam filter service. If so, then the message delivery is their responsibility at that point.
- If a message is expected and not received, log in to your quarantine to check for the expected message and release it for delivery to your Inbox rather than wait for your Quarantine Summary.