



## Email Security Upgrade FAQ: Graphus to INKY March 2026

### What's changing?

Knox Technology has upgraded your email security from Graphus to INKY, a next-generation email protection platform designed to stop modern phishing, impersonation, and social-engineering attacks.

### Why are we switching to INKY?

Email remains the #1 entry point for cyberattacks. INKY uses advanced AI and machine learning to analyze emails in real time. And it's not just links and attachments, but the *intent* behind each message allowing it to catch threats traditional tools like Graphus often miss.

### What will I notice as a user?

You may see:

- Clear warning banners on suspicious emails
- Alerts when an email may be impersonating a trusted sender
- Plain-language explanations of why an email is flagged
- Most emails will look exactly the same as before.

### What do the warning banners look like?

- Possible Graymail or bulk email that you may not want. If you think it's safe, click "Not Graymail" if it's Spam, click "Spam" or "Phishing"



- When you click Not Graymail, you'll be sent to a page that verifies this email address was marked as safe



## Report This Email

Powered by INKY

This email was reported as a safe message. No further action is required at this time.

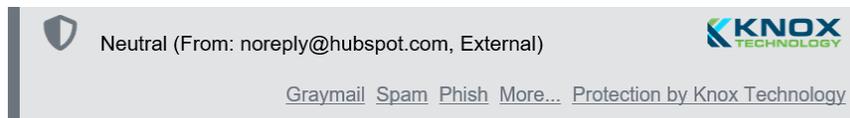
Thank you for helping improve INKY.

### Successful Actions:

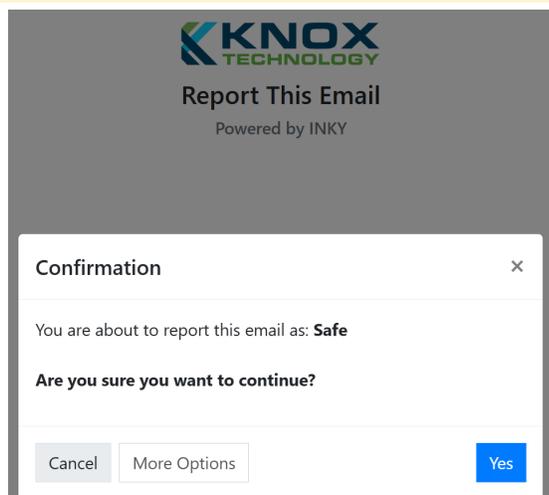
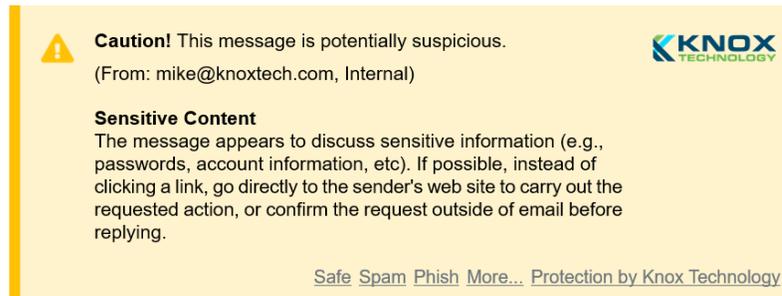
The request to update your personal allow list succeeded.  
Please allow up to an hour for the change to take effect.

Visit the [User Dashboard](#) to view all your personal settings.

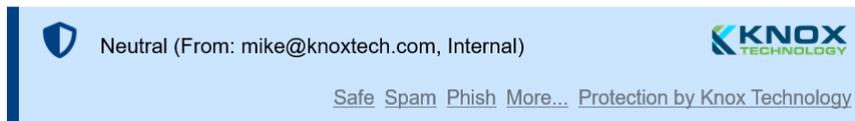
- Future safe emails will be marked as neutral in all banners. There is nothing further for you to do.



- Sensitive Content warning calls out if an email appears to have sensitive information like passwords, account info, etc based on the implied intent of the email. Be sure to take the precautions provided prior to carrying out the request and or mark as Safe.



- Internal and neutral or low threat warning, nothing you need to do.



- Red –Proceed with caution, email is extremely dangerous. Please report this email to Knox Technology.



### Will this affect how I send or receive email?

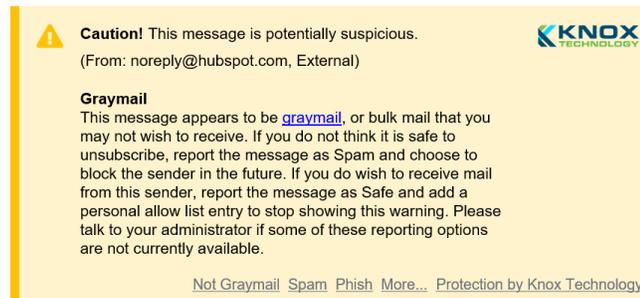
No. Your email will continue to work normally. INKY runs quietly in the background and does not change how you send, receive, or reply to messages.

### Do I need to install anything or change my password?

No. There's no software to install, no new passwords, and no setup required from you.

### What should I do if I see a warning on an email?

- Be cautious
- Avoid clicking links inside the email or opening attachments
- When in doubt, trust the warning.
- If you think something is Phishing or Spam, click either link in the yellow Caution! bar to report Spam or Phishing.



- That link will take you to your company INKY page to report Spam or Phishing or submit to Knox Technology team for further research.



## Report This Email

Powered by INKY

Sign in to enable enhanced reporting (e.g., sender blocking & automatic removal of reported spam/phish)

[Sign in with Microsoft](#)

or manually enter a contact address:

arly@knoxtech.com

(Pre-filled with the first recipient in your organization.)

Message details:

**From:** Growth Daily <max@marketingmax.io>  
**Subject:** ● Perplexity Thinks AI Search Ads Erode Trust  
**INKY Result:** Caution (Graymail) [Details](#)

This message was categorized as Graymail. Visit the [User Dashboard](#) to view and customize personal Graymail settings. If you do not want this to be considered Graymail in the future, use the controls below to label the message as Safe and choose a relevant action.

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.

[Submit](#)

### Is this going to slow me down?

No. INKY is designed to increase security without disrupting productivity or adding extra steps to your day.

### What's the bottom line?

INKY adds an extra layer of protection to help keep your organization safe from phishing, fraud, and email-based threats without getting in the way of your work.

### Where can I learn more?

Check out the Knox Technology customer training video or customer portal for more information. Contact Matthew Proulx [matt@knoxtech.com](mailto:matt@knoxtech.com) for any additional questions.