Inky FAQ

INKY Email Assistant – Frequently Asked Questions

This article explains how the **INKY Email Assistant** works and what the security banners at the top of your emails mean. Understanding these banners helps you identify phishing, spam, and other email-based threats.

> **Need help?**
> If you have questions not covered here, please contact your IT support team.

What is INKY?

INKY is an email protection product that uses advanced machine learning and artificial intelligence to analyze incoming messages for phishing attempts, spam, and other email-based threats.

Why am I seeing banners at the top of my email?

INKY inserts color-coded banners to alert you to potential risks in your

emails. These banners display the sender's address and indicate whether the message is **internal** (from your organization) or **external**.

Seeing these banners means your IT team has deployed INKY and you are part of the protected user group.

What do the different banner colors mean?

Yellow banner

Something about the email is unusual. It may not be dangerous, but it deserves extra scrutiny. Requests for sensitive information or messages that feel out of the ordinary often receive this banner.

Red banner

The message is likely phishing or otherwise dangerous. This can include brand impersonation, spoofed internal emails, or links to known malicious websites.

What should I do if I receive an email with a yellow banner?

Review the sender carefully and confirm it is from someone you trust. Avoid clicking links or opening attachments unless you are confident

the message is legitimate.

What should I do if I receive an email with a red banner?

In most cases, you should delete the message. Many organizations configure INKY to quarantine or remove red-flagged emails automatically. If you do receive one, the banner is a warning to proceed with extreme caution.

What does the “Report This Email” link do?

If you believe an email was misclassified, or you want to confirm INKY’s assessment, click **“Report This Email”** in the bottom-right corner of the banner.

You can mark the message as **Safe**, **Spam**, or **Phishing** and leave a comment. This feedback helps improve INKY’s detection accuracy over time and is also reviewed by security teams.

Why do I see an INKY Phish Fence page when clicking a link?

INKY can perform real-time safety checks on links. If a link is considered suspicious or dangerous, you may be redirected to a warning page instead of the destination.

This can happen even if the email originally had a gray banner, as links can be identified as malicious after delivery.

Online URL: https://kb.naturalnetworks.com/article.php?id=975