

MSSP Onboarding & Deployment Guide

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Create Accounts:

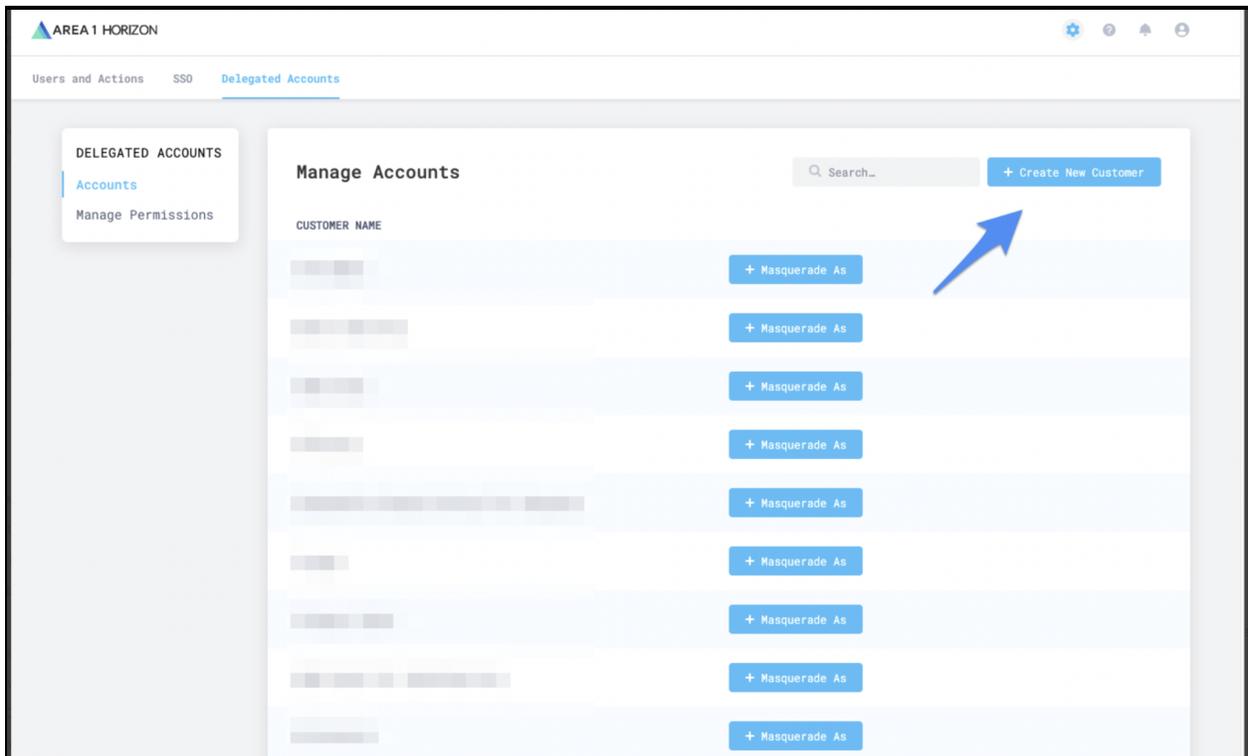
Create a Parent Account:

Parent accounts are treated as containers with no services provisioned.

User accounts created at the parent level will allow them to access any child account.

Note: This is only required for administrators that manage multiple accounts. For ex: MSSP managing multiple customer accounts.

Parent Creation Process



- Login to a Parent Horizon account and visit the **Delegated Accounts** tab.
- Click **Create New Customer** button

Add New Customer ✕

Asterick (*) denotes a required field

CUSTOMER NAME (*)

ACCOUNT TYPE (*) Parent ▾ 

Admin User Information

FIRST NAME

LAST NAME

PHONE NUMBER

PRIMARY EMAIL CONTACT

+ Save

- Select Account Type: **Parent**
- Fill in fields for the **Customer Name**. This will be the name used for the parent and could be a sub-team or other useful name. Names are unique in the system, best practice is to use a descriptive name that includes your Company and organization purpose. E.g. "Area 1 Security - Parent", "Area 1 Security - Customers".
- Click **Save**
- **If the newly created account does not show up in the list of accounts, you can refresh the page.**

Child Account Creation:

- Search for a Parent Account from the below link and select the corresponding Parent
<https://horizon.area1security.com/settings/account-delegation/accounts>
- Click **Create New Customer** button
- Account Type: **Advantage**
- Fill in the rest of the details for the fields shown in the screenshot below

Add New Customer ✕

Asterick (*) denotes a required field

CUSTOMER NAME (*)

ACCOUNT TYPE (*) Advantage ▾

Admin User Information

FIRST NAME

LAST NAME

PHONE NUMBER

PRIMARY EMAIL CONTACT

DNS Related Information

ⓘ CUSTOMER DNS SERVER IPS

- At the bottom of the configuration panel enter the email traffic related information.
- Most importantly, please correctly identify and mention the number of email users (users protected by the service).

Email Traffic Related Information

i PRIMARY EMAIL DOMAIN (*)	<input type="text"/>
i LOOKBACK HOPS (*)	<input type="text" value="1"/>
DELIVERY HOST (*)	<input type="text"/>
DAILY EMAIL VOLUME (*)	<input type="text" value="100"/>
i NUMBER OF EMAIL USERS (*)	<input type="text" value="1"/>

[+ Save](#)

Creating users and Assigning permissions:

Users can be created at both the Parent and Child account level. Users created at Parent level will have access to all its child accounts. Users created at Child level will only have access to the assigned Child Account. Child Accounts can limit or disable delegated access from the parent. If you modify the Delegated Access controls, ensure you create an Admin account in the Child first.

Creating User at parent level:

- Login to a Parent Horizon account and visit the **Users and Actions** tab.
<https://horizon.area1security.com/settings/users/permissions>
- Click on **Add user** button to add a new user and select appropriate permissions
- Click the **+Send Invitation** button. This will generate an email to the user to establish their credential and login to the portal.

The screenshot shows a modal window titled "Add User" with a close button (X) in the top right corner. The form contains the following fields and options:

- EMAIL:** user@domain.com
- FULL NAME:** First name (input field) and Last name (input field)
- PERMISSION:** Read & Write (dropdown menu)
- DELEGATED ACCOUNTS PERMISSION:** Read Only, Read & Write, Admin (dropdown menu)
- + Send Invitation:** A blue button at the bottom of the form.

Creating User at Child Level:

- Log into the corresponding Child Account and follow the same steps as above

Permissions and Delegated Permissions:

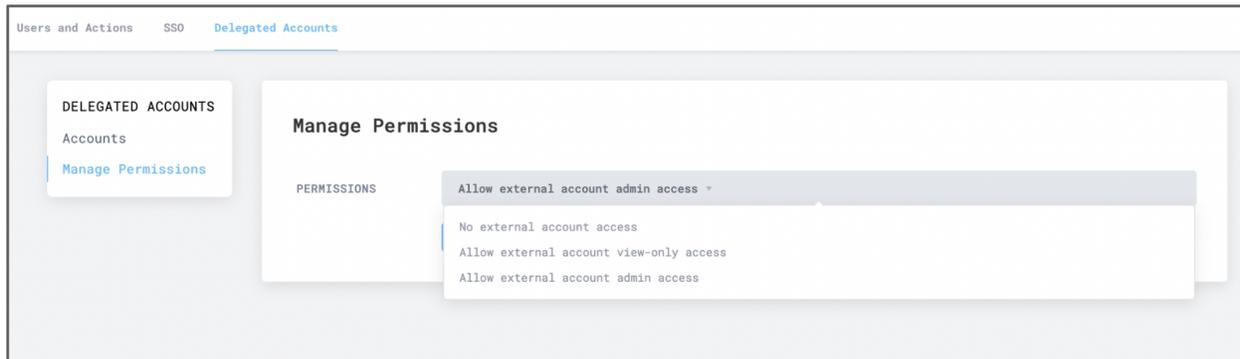
For users of **parent accounts**, they can be designated to have one of following Delegated Account Permission:

- Read-only - > Can enter child accounts but is prevented from making any settings changes, regardless of the customer account settings
- Read-write → Can enter child accounts and make changes on behalf of the customer

For users of **child accounts**, they can be designated to have one of the roles outlined [here](#).

Controlling Parent Access:

<https://horizon.area1security.com/settings/account-delegation/permissions>



Each child account can set the level of access allowed to their account from the parent.

- No external account access - Shuts off all access from the parent account (including Area 1)
- Allow external account view-only access (Default) - Allows a parent user to view the customer's portal, including settings
- Allow external account admin access - Allows a parent user to administer the customer account on their behalf. By selecting this option the customer is acknowledging consent for outside administration of their account.

Escalation Contacts:

- Escalation contacts should be added in order for us to send notifications around Detection events and critical Service related issues. Area1 highly recommends that contacts have both phone and email registered.
<https://horizon.area1security.com/settings/subscriptions/escalations>
- Chose the type of event for which you would like to receive updates and click **+Save**

Add Contact ×

NAME

EMAIL

PHONE

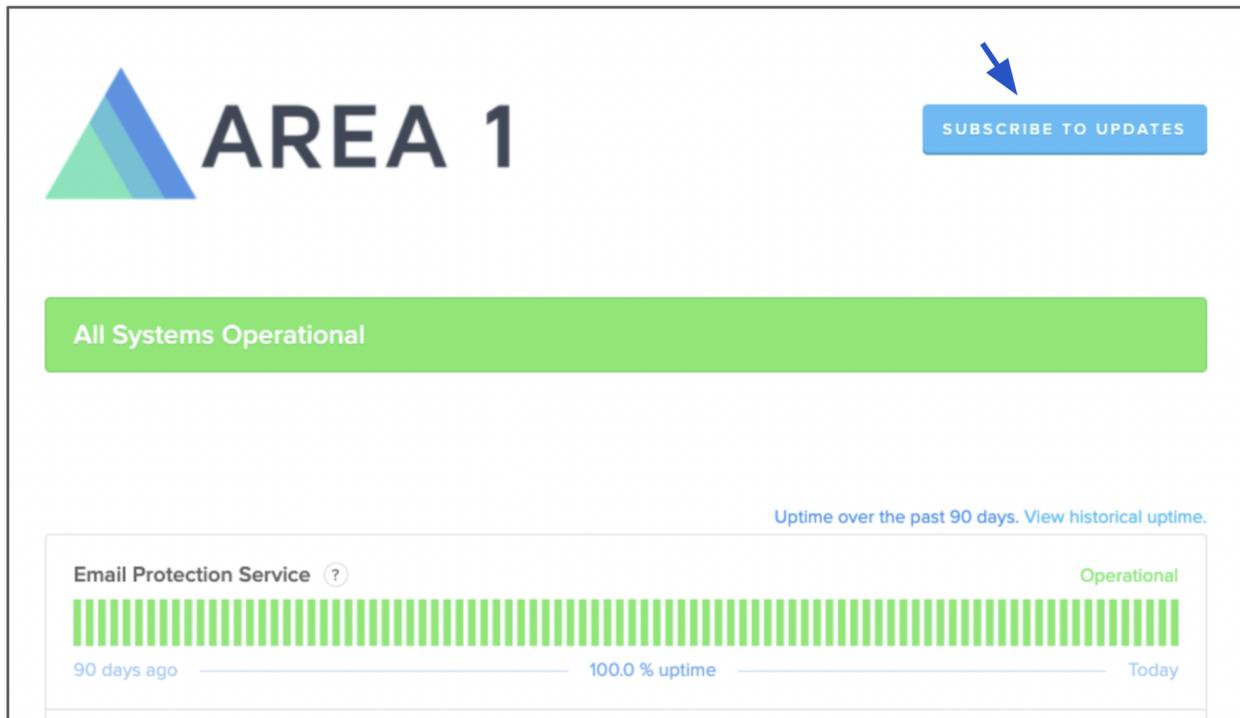
SUBSCRIBE TO Critical Detection Events
 Critical Service Events

PRIORITY

Status alerts:

Please subscribe to incident status alerts from the following page:

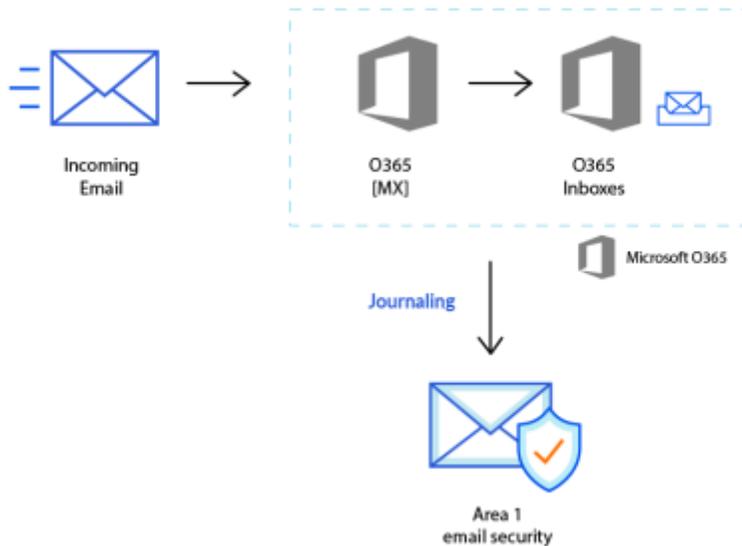
<https://status.area1security.com/>



The screenshot displays the AREA 1 status page. At the top left is the AREA 1 logo, consisting of a stylized triangle with green and blue segments. To the right of the logo is the text "AREA 1". In the top right corner, there is a blue button labeled "SUBSCRIBE TO UPDATES" with a blue arrow pointing to it. Below the logo and button is a large green horizontal bar with the text "All Systems Operational". Underneath this bar, there is a section for "Email Protection Service" with a question mark icon. This section includes a green bar chart representing 100% uptime over the past 90 days, with labels "90 days ago", "100.0 % uptime", and "Today". The word "Operational" is displayed in green text to the right of the chart. Above the chart, the text "Uptime over the past 90 days. View historical uptime." is visible.

Domains Setup (MX/Journaling):

Mail flow for MX deployment:



Please reference [MX Deployment Setup](#).

Journaling Setup:

Journaling allows copies of messages to be sent to Area 1 for inspections. This has the benefit to not disrupt your existing email flows. Phishing remediation is accomplished by retracting the offending messages.

Please reference our [Journaling Setup docs](#).

Classification actions:

Quarantine:

- We recommend that you quarantine **Malicious and SPAM** dispositions.
- Quarantine can be configured on either O365/GSuite or on Area 1 itself
- Configuring quarantine on Area 1:

<https://horizon.area1security.com/settings/email/routing/domains>

Add Domain ✕

DOMAIN

CONFIGURED AS MX Records Hops

FORWARDING TO

ⓘ IP RESTRICTIONS

OUTBOUND TLS Forward all messages over TLS (REQUIRED FOR GMAIL) Forward all messages using opportunistic TLS

QUARANTINE POLICY  Malicious ⓘ Spam ⓘ Bulk ⓘ Suspicious ⓘ Spoof ⓘ

Message Retraction:

Confidently claw messages out of employee mailboxes, as needed! With Message Retraction, you can take post-hoc action against mail that looks suspect. Please refer to our documentation on [manual retraction](#).

Auto Retraction: (Auto retraction can be enabled for **Journaling/BCC deployment**.)

<https://horizon.area1security.com/settings/email/retract-settings/automatic-retract>

Text Add Ons:

- For the dispositions that we do not quarantine (**suspicious, spoof**), we can add text add ons to let the recipients know to work carefully with the emails:
<https://horizon.area1security.com/settings/email/policies/text-add-ons>

DETECTION TYPE	ENABLED	CUSTOM LABEL
Malicious	<input type="checkbox"/>	MALICIOUS
SPAM	<input type="checkbox"/>	UCE
Bulk	<input type="checkbox"/>	
Suspicious	<input checked="" type="checkbox"/>	SUSPICIOUS
Spoof	<input checked="" type="checkbox"/>	SPOOF
Originated Outside of Company	<input checked="" type="checkbox"/>	[EXTERNAL]
Contains Encrypted Content	<input type="checkbox"/>	ENCRYPTED

Subject Prefix

Options ▾

We have a different verdict/disposition when we detect a phishing email. Such as Spam, Spoof, Malicious etc. You probably do not want to block all types of detection but want to add some kind of warnings to the email so that end users are aware that the particular email might not be safe.

For such use cases, we have a text add-on feature which will allow you to add warning messages as a prefix to the subject or body of the email.

More details about [text add ons](#).

TLS Enforcement for domains:

Inbound/Outbound TLS:

<https://horizon.area1security.com/settings/email/routing/domains>

Inbound TLS: Only available for non-MX record domains. This can be either enabled or disabled. If disabled opportunistic TLS is used.

Outbound TLS: We recommend that this is enabled to communicate with the next hop (O365/Gmail)

Add Domain [Close]

DOMAIN:

CONFIGURED AS: MX Records Hops

FORWARDING TO:

IP RESTRICTIONS: [Empty area]

INBOUND TLS:

OUTBOUND TLS: Forward all messages over TLS (REQUIRED FOR GMAIL) Forward all messages using opportunistic TLS

QUARANTINE POLICY: Malicious Spam Bulk Suspicious Spoof

Partner domain TLS:

As a security control, administrators can enforce TLS for a specific sender domain. When a connection is established, if TLS is required and the sender does not initiate the STARTTLS SMTP verb, the connection will be rejected. This can be defined at the domain and subdomain level.

<https://horizon.area1security.com/settings/email/routing/tls-partners>

The screenshot shows the 'Partner Domains TLS' configuration page in the AREA 1 HORIZON interface. The page title is 'Partner Domains TLS' and it includes a search bar and a '+ New Partner Domain' button. Below the title, there is a descriptive text: 'This page shows TLS requirements for partner domains. If TLS is required, mail without TLS from the specified domain will be dropped. TLS can be required for a domain and not be required for a subdomain.' A table lists the configured domains with their creation dates and TLS requirements.

DATE CREATED	DOMAIN	TLS REQUIRED
Jun 17, 2021	192.168.3.4	✓ ...
Jul 23, 2020	mypartner.com	! ...

Reports:

Subscribe for weekly and daily reports:

<https://horizon.area1security.com/settings/subscriptions/email-subscriptions>

SIEM events:

<https://horizon.area1security.com/settings/email/routing/webhooks>

More details about SIEM integration:

[SIEM Integration](#)

Whitelisting and Blocklisting senders:

Whitelisting:

<https://horizon.area1security.com/settings/email/allow/allow-patterns>

Blocklisting:

<https://horizon.area1security.com/settings/email/block/senders>

Please refer to the following article for configuration steps:

[Allow and block lists](#)

Submitting False Positives and False Negatives:

False Negatives (missed phish):

We have allocated a specialized email address for each customer. Please find your addresses here:

<https://horizon.area1security.com/support/service-addresses>

The above email addresses are provisioned for you to send missed phish directly into our machine learning queue. As soon as you send something it will be automatically processed by our ML module for learning.

Users can also directly report the phish from the O365 client using the 'Report phish' button. Please refer to this article for configuration steps:

[Report Phish from Outlook client](#)

False Positives:

False positives can be reported directly to

<https://horizon.area1security.com/support/service-addresses>.

Please submit either an alert ID or the message ID.

Area 1 best practices video guides:

- 1> [Allowed Patterns, Trusted domains, Domain age detections](#)
- 2> [Business Email compromise \(BEC\)](#)
- 3> [Block lists, Text Add Ons](#)
- 4> [Detection search, Mail Trace, SIEM Integration, Email Reports](#)