

Email Protection: Frequently Asked Questions

Here you can learn more about Bitdefender's Email Protection feature, supported email providers, setup steps, and other topics important to our customers.

What is Email Protection?

Bitdefender's Email Protection feature detects spam, malicious and phishing emails when you check your emails in a browser. Incoming emails are filtered regardless of the browser and device you use to read your inbox.

Email Protection is a premium feature that comes with the following subscription plans:

- [Bitdefender Premium Security](#)
- [Bitdefender Premium Security Plus](#)
- [Bitdefender Security for Creators](#)
- [Bitdefender Ultimate Security](#)
- [Bitdefender Ultimate Security Plus](#)
- [Bitdefender Ultimate Small Business Security](#)

Video

- Meet Email Protection: Stop Spam, Phishing & Malicious Emails with Bitdefender



Which email providers work with Email Protection?

Email Protection works with the following email providers:

-  **Gmail** (gmail.com, mail.google.com, googlemail.com)
-  **Outlook** (outlook.com, hotmail.com, live.com, livemail.com, msn.com, windowslive.com)

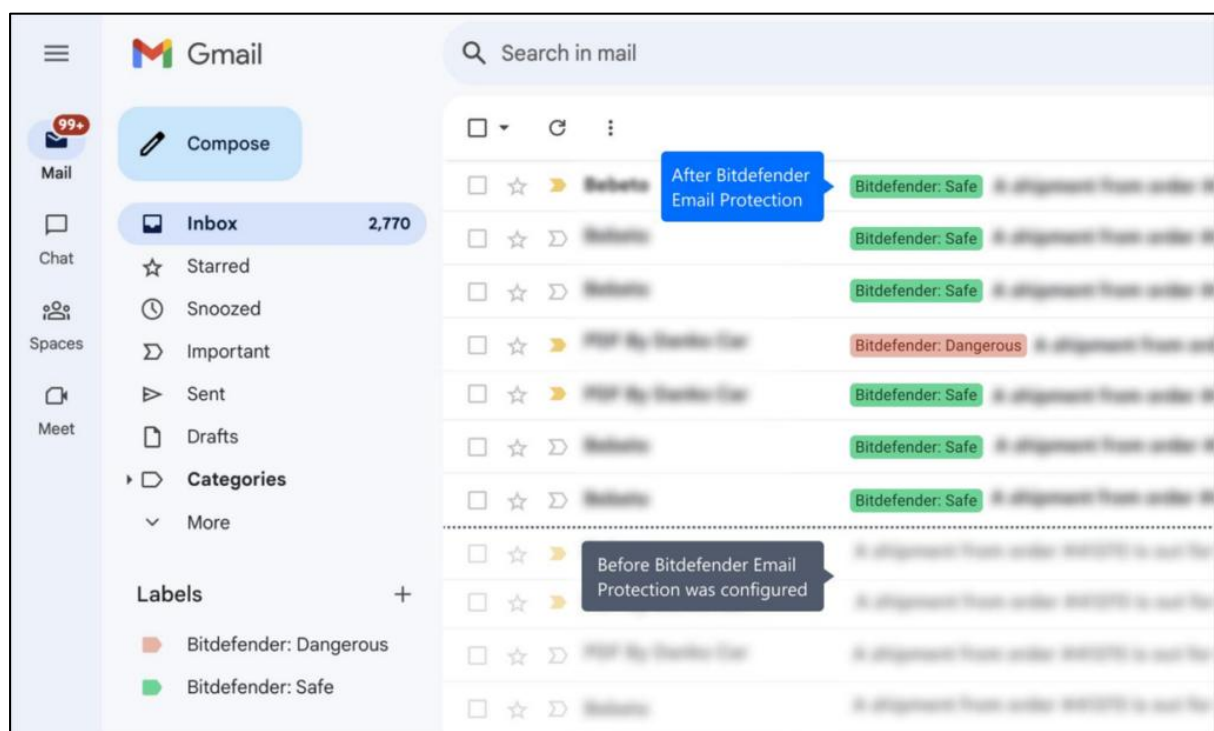
How many mailboxes does Email Protection support?

- **Family subscription:** Allows each family member to protect up to 2 inboxes.
- **Individual subscription:** Protects up to 2 inboxes per subscription. This limit is specific to each subscription with Email Protection, not to your [Bitdefender Central](#) user account.

Can Email Protection retroactively detect infected emails in my inbox?

No. It does not scan the emails that were already in your inbox before the setup.

Following setup, Email Protection will start scanning only new emails that arrive in your mailbox. Each new email will be marked as either safe or dangerous with a green or red label, as in the image below, based on the scan results.



Do safe & dangerous labels only appear in web browsers or also in mail apps?

After configuring the Bitdefender Email Protection feature, labels indicating safe/dangerous emails will be visible in web browsers. However, since Email Protection is primarily a webmail solution, the extent to which these labels appear in email applications like Outlook, Apple Mail, Thunderbird, etc. may vary.

What is the difference between Antispam and Email Protection?

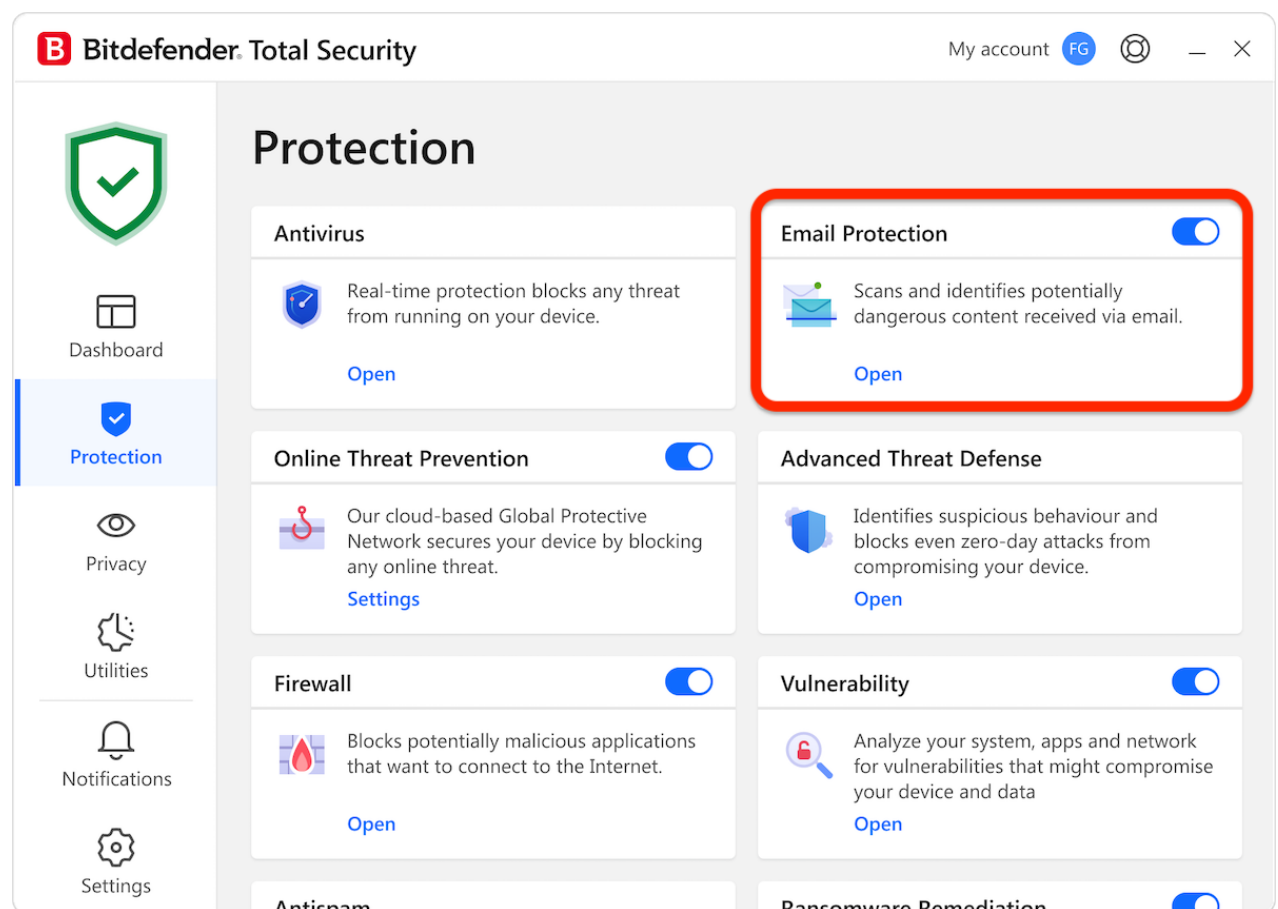
Bitdefender Antispam is designed to work with mail applications like Mozilla Thunderbird and Microsoft Outlook. It detects spam emails only.

On the other hand, Email Protection provides protection in your web browser. Moreover, it can detect all types of cyber threats in incoming emails, not just spam.

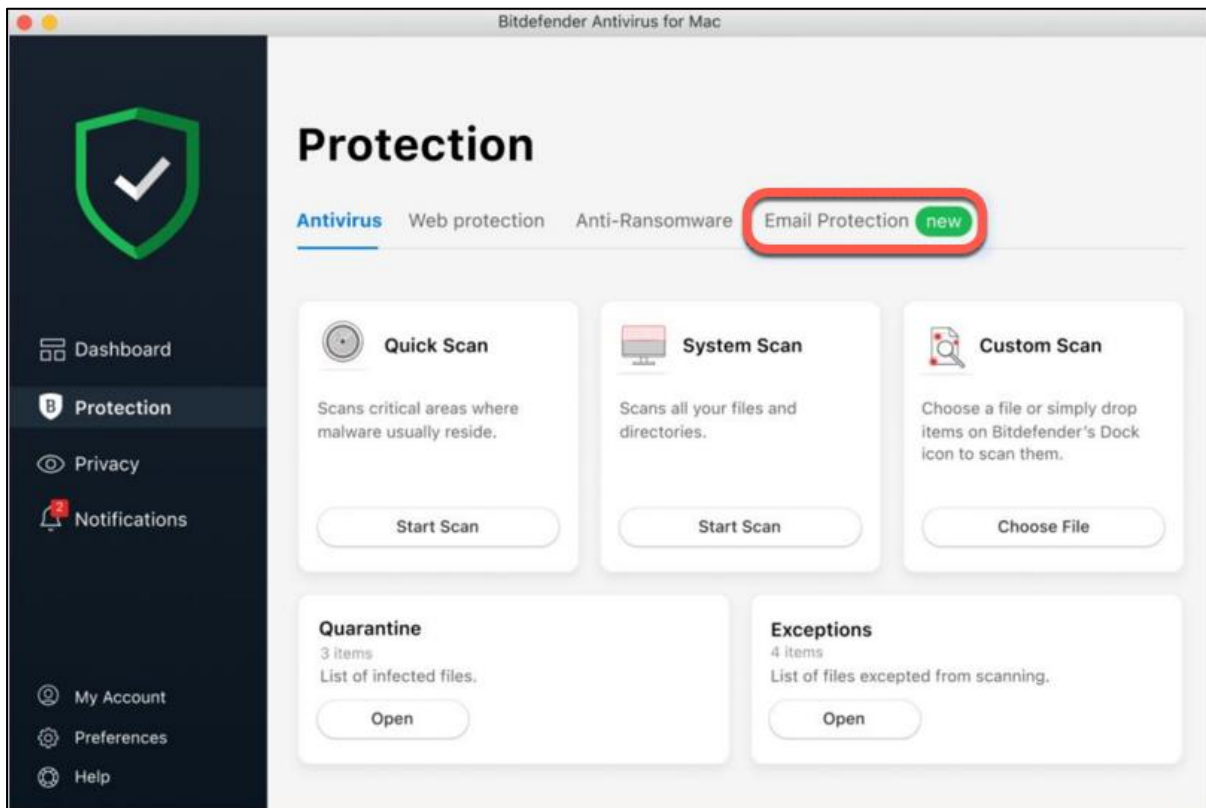
How do I set up Email Protection?

To enable Email Protection, follow these steps:

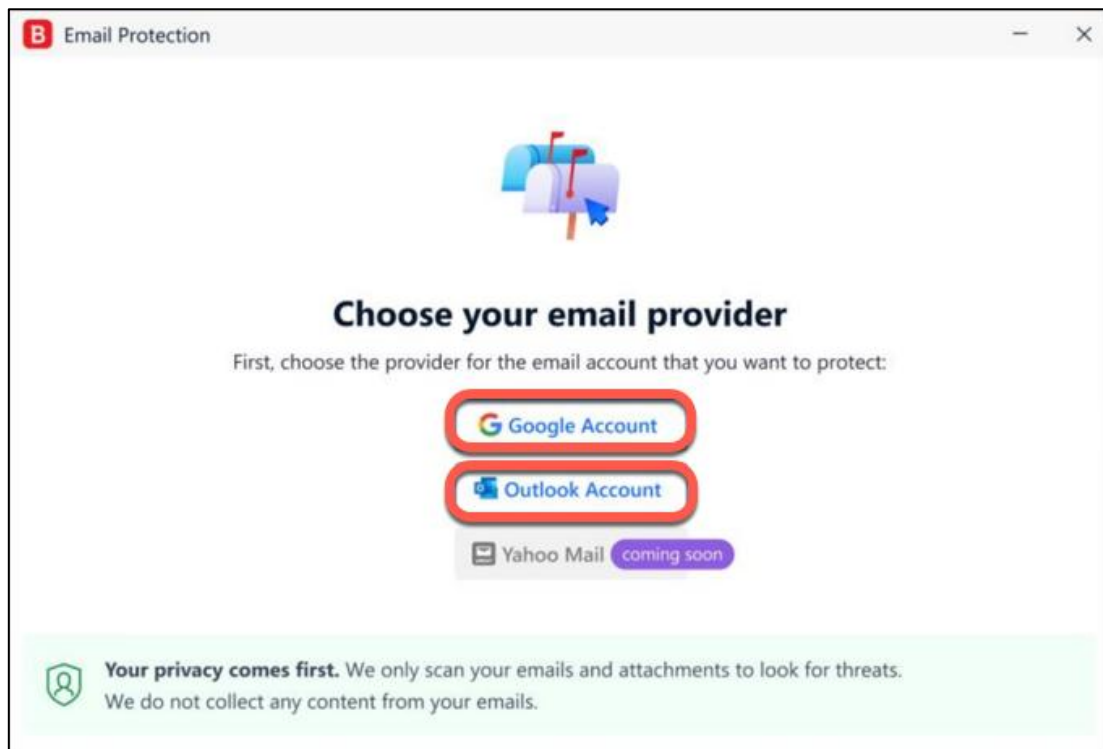
1. Open the Bitdefender security solution installed on your Windows or Mac computer.
2. Click on the **Protection** panel > **Email Protection** > **Get started**.
 - on **Windows**



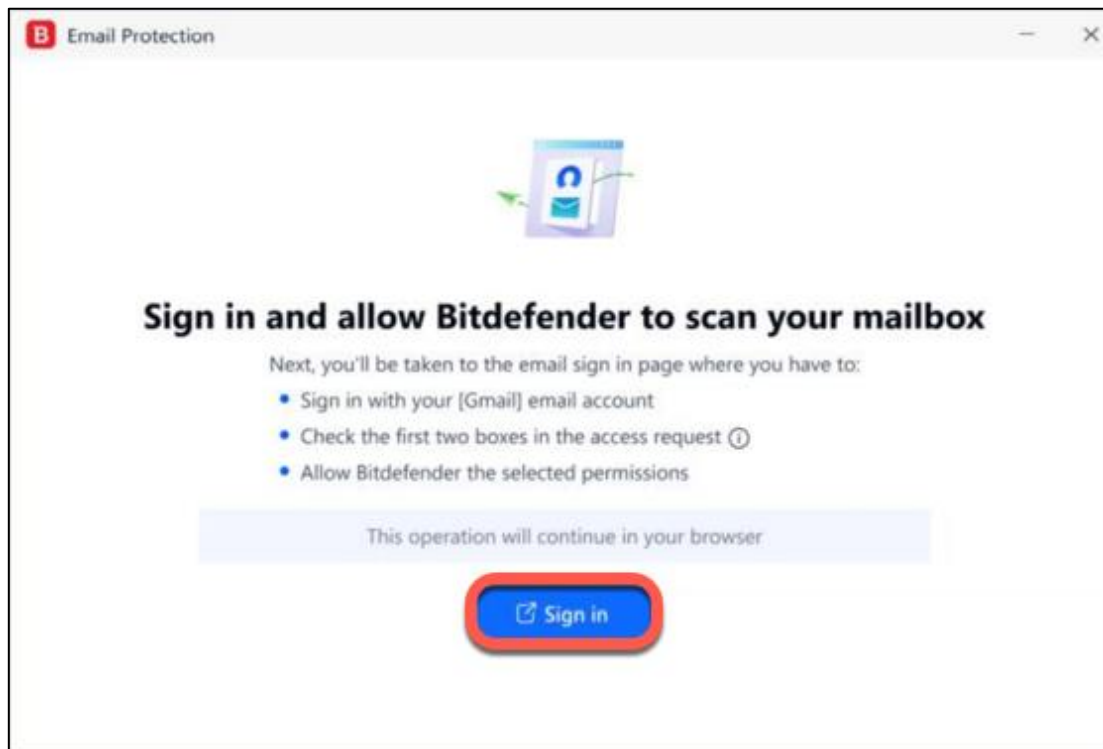
- on **Mac**



3. Select the provider for the email account that you want to protect.

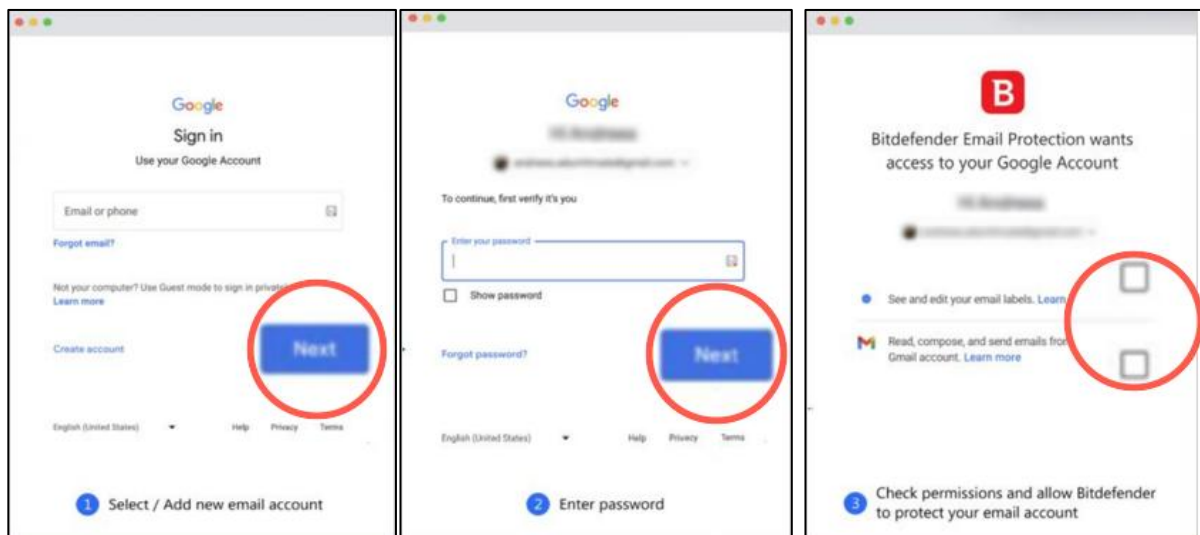


4. Sign in to your email account.



5. Follow the on-screen instructions to allow Bitdefender to protect your email account.

- **Gmail**



- Outlook



Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

[Back](#)[Next](#)



Enter password

Password

[Forgot password?](#)

[Sign in](#)



Let this app access your info? (1 of 1 apps)

BitDefender SRL

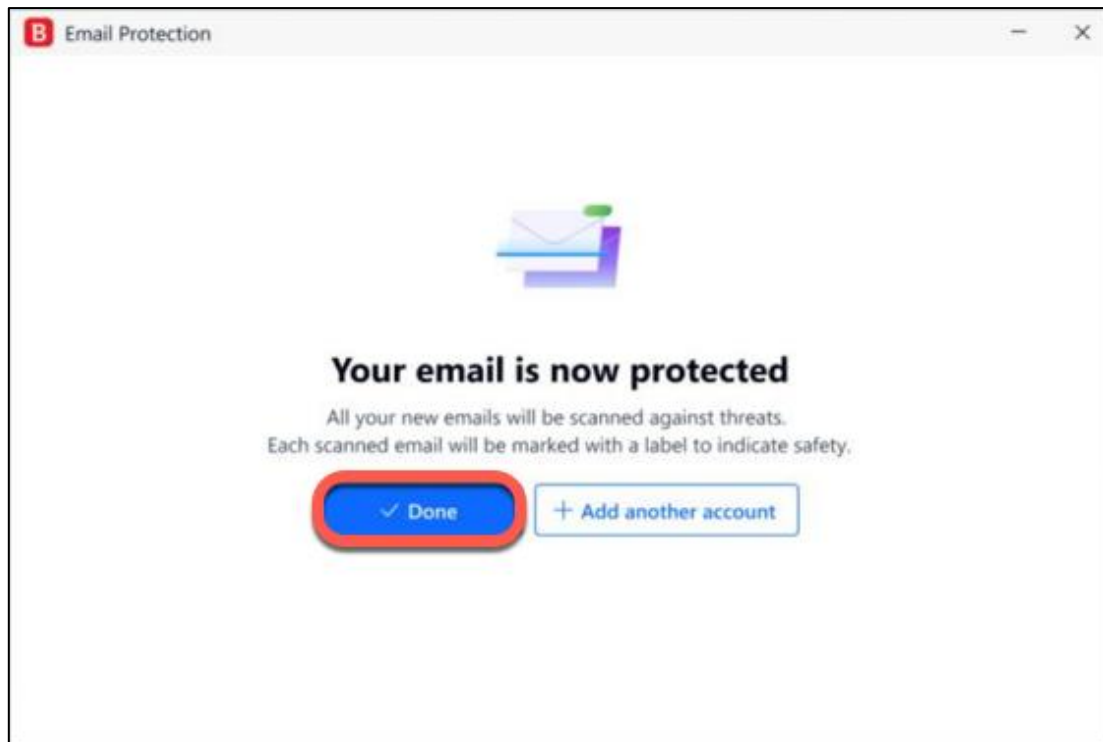
Bitdefender needs your permission to:

-  **Read your mail**
Bitdefender will be able to read email in your mailbox.
-  **Read and write access to your mail**
Bitdefender will be able to read, update, create and delete email in your mailbox. Does not include permission to send mail.
-  **Read and write to your mailbox settings.**
Bitdefender will be able to read, update, create, and delete your mailbox settings.
-  **Maintain access to data you have given Bitdefender access to**
Allows Bitdefender to see and update the data you gave it access to, even when you are not currently using the app. This does not give Bitdefender any additional permissions.
-  **Read your profile**
Bitdefender will be able to read your profile.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://microsoft.com/consent>. [Show details](#)

[Cancel](#)[Accept](#)

6. Once you finish the setup process, Bitdefender will inform you that your email is now protected.

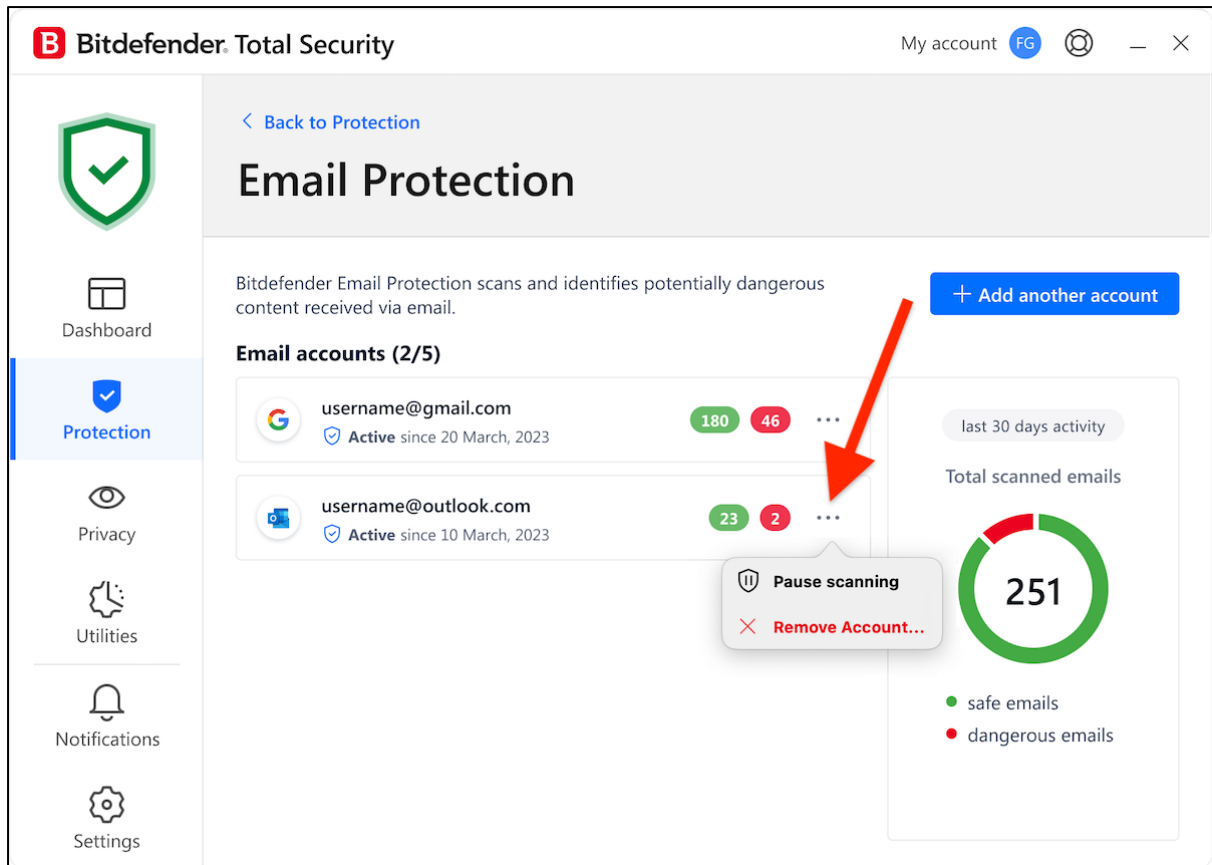


How do I disable Bitdefender Email Protection?

To disable or remove Email Protection for a Gmail or Outlook account use either the Bitdefender app on your computer or Bitdefender Central:

From the Bitdefender app (Windows/Mac)

1. Go to **Protection** in the left-hand menu, then open the **Email Protection** panel.
2. Click the **three-dot menu (...)** next to the email account you want to manage.
3. Choose one of the following options:
 - **Pause scanning** – Temporarily disables Email Protection for that account. You can enable it later by selecting **Resume scanning**.
 - **Remove account** – Permanently removes the account from Email Protection. You can then add a different account if needed.



From Bitdefender Central (web)

1. Sign in to your Bitdefender account <https://central.bitdefender.com/>
2. Go to **Security** in the left-hand menu, then open the **Email Protection** tab.
3. Click the **three-dot menu (...)** next to the email account you want to manage.
4. Choose one of the following options:
 - **Pause scanning** – Temporarily disables Email Protection for that account. You can enable it later by selecting **Resume scanning**.
 - **Remove account** – Permanently removes the account from Email Protection. You can then add a different account if needed.

Bitdefender Central

Dashboard

My devices

Security

Identity Theft Protection

Password Manager

Digital Identity Protection

VPN

Parental Control

Premium Services

My Subscriptions

My Offers

Support

English (United States) | Privacy Policy | Cookie settings

OverviewEmail Protection

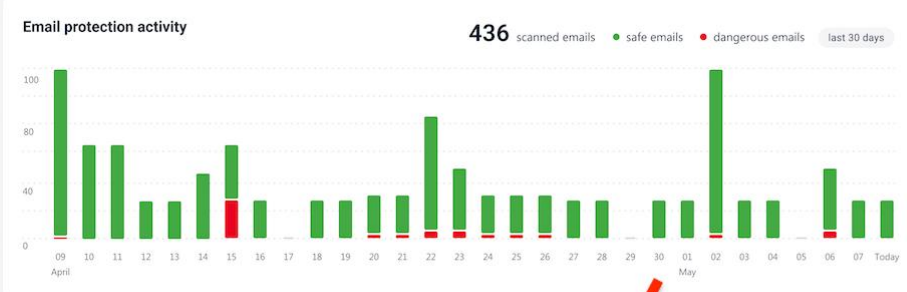
Bitdefender Email Protection scans and identifies potentially dangerous content received via webmail.

Email protection activity

436 scanned emails

safe emailsdangerous emails

last 30 days



Date	Safe Emails	Dangerous Emails
09 April	100	0
10 April	70	0
11 April	70	0
12 April	30	0
13 April	30	0
14 April	50	0
15 April	60	10
16 April	30	0
17 April	0	0
18 April	30	0
19 April	30	0
20 April	30	0
21 April	30	0
22 April	80	0
23 April	50	0
24 April	30	0
25 April	30	0
26 April	30	0
27 April	30	0
28 April	30	0
29 April	30	0
30 April	30	0
01 May	30	0
02 May	100	0
03 May	30	0
04 May	30	0
05 May	0	0
06 May	50	0
07 May	30	0
Today	30	0

Email accounts (2/5)

username@gmail.com

Protection disabled. Open Email Protection from the Bitdefender Security app to reauthorize access permissions.

18046

Remove account

Pause scanning

username@outlook.com

Active since 10 March, 2023

Email accounts activity

Today

username@gmail.com

Email protection disabled | 13:00 PM

username@gmail.com

Email protection paused | 11:00 AM

30, March, 2023

username@outlook.com

Email protection activated | 11:00 AM