

REPORTING SUSPICIOUS EMAILS USING PHISHALARM TOOLBAR ICON IN OUTLOOK

Scope

The purpose of this knowledge base (KB) document is to provide instructions on how to report suspicious messages to the Information Technology Cyber team using the PhishAlarm button in Outlook.

Procedure

When you see a suspicious message in your Outlook Inbox you must immediately report that to the IT Cyber team using the PhishAlarm button on the toolbar. **DO NOT** click on any links or open any attachments! This prevents the email from infecting your PC, and the PCs of other users who have not seen it yet / reported it yet. Identifying it as suspicious, alerts our 3rd party IT provider Proofpoint to check this out – and if it is suspicious they can remove it from all other Racine Co. user inboxes before someone clicks on the contents.

Step by step instructions

Step 1 You notice a suspicious email message in your Inbox – it is from an unknown sender and might already be tagged as “Untrusted Sender”. As you learned in your Cyber security training, the “bad actor” in the below example is asking you to take action and click here (on a hidden link) to verify your logins. ***There is NO chance this is legitimate.***

Urgent: Suspicious Login Detected

 Microsoft Support <no-reply.support@updamicrosoft.com>
To  Schneider, David

 Reply  Reply All  Forward  

Thu 10/20/2022 8:01 AM

 If there are problems with how this message is displayed, click here to view it in a web browser.
[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

This Message Is From an Untrusted Sender
You have not previously corresponded with this sender.



 Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.

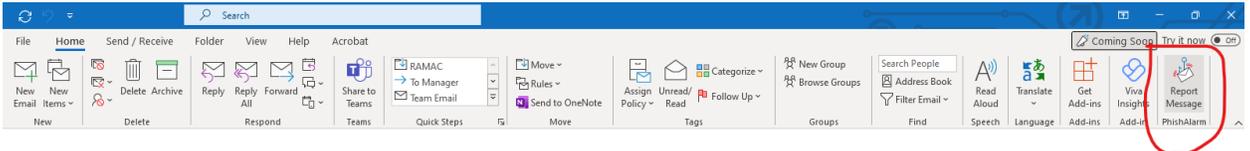
Hello David Schneider,

Suspicious Login Detected.
Action Required.

[Click here](#) to verify the logins to your account.

[Contact Us](#) [Terms of Use](#) [Privacy Policy](#)

Step 2 click the PhishAlarm button on your Outlook toolbar (far right side) to report the message as suspicious.



Step 3 the system indicates it's processing the request – and a pop-up may indicate this was part of an *internal campaign* to periodically test Racine Co. users

Step 4 the suspicious email should be automatically removed from your Inbox. If not, delete it and remove it from your *Deleted Items* folder as well.

