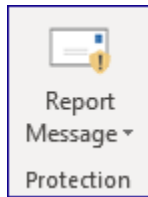


## Report Phishing or Spam Messages in Outlook



The "Report Message" add-in is a new option within Outlook, allowing you to quickly and easily report suspicious messages to the CGU OIT, and Microsoft simultaneously. This replaces the need for you to forward attachments to the helpdesk@cgu.edu. By using this button, you are helping the CGU OIT more rapidly identify dangerous attacks and automate the cleanup process.

The process of flagging a suspicious email is very simple, keeping in mind that each version of Outlook may look slightly different:

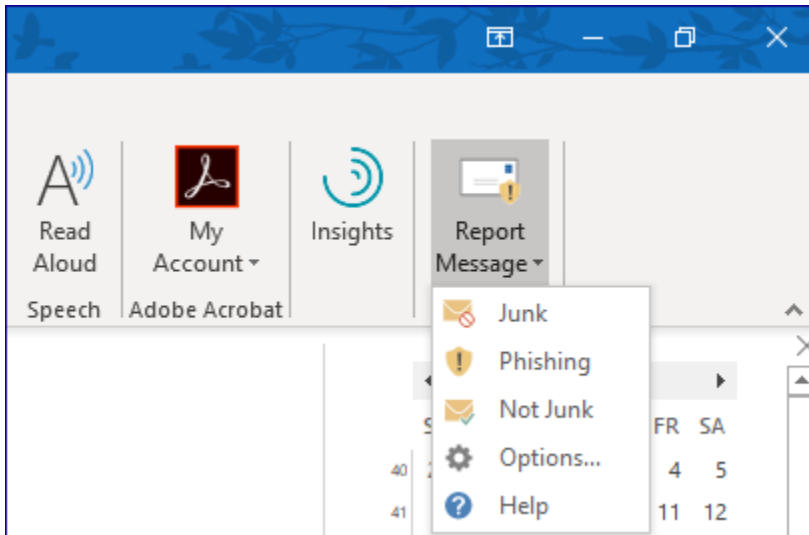
- 1.) While viewing the message, select the "Report Message" option from the Outlook ribbon
- 2.) Select the appropriate option (Junk, Phishing, etc.)

***If you receive phishing or even junk email in your inbox, please use the Report Message add-in to identify the message to help improve our email filters.***

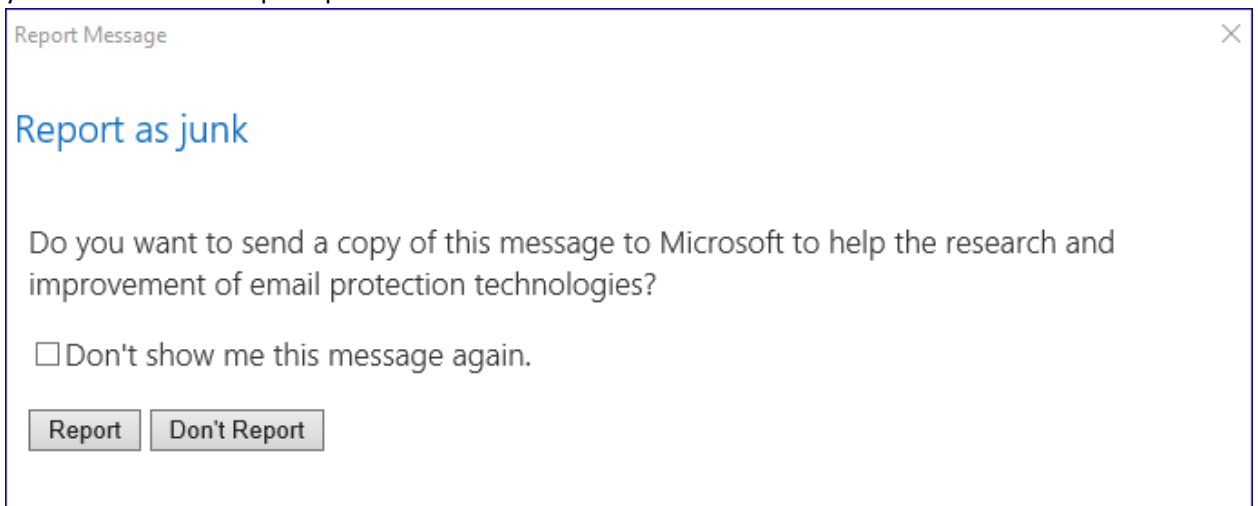
1. JUNK: Junk mail, sometimes referred to as Spam, is typically unsolicited, of a commercial nature (e.g. advertising), and usually sent in bulk. These messages may be treated similar to the way we would treat the garbage we get our snail mail and can simply be deleted. Some of the protections in Office 365 help identify as Junk and put them in your Junk folder, so items already there do not need to be reported. We generally discourage users from even opening messages in their Junk folder. If the user is absolutely certain that a message has been incorrectly classified as Junk, they can: highlight the message, click on Report message, then select Not Junk to move the item back to their Inbox and help "tune" the Office 365 Junk filters.
2. PHISH: While they can be similar to SPAM, phish messages also carry a heavy dose of malicious intent - attempting to collect information from Internet users, to be used for illicit purposes (such as potential identity theft, embarrassment, ruined reputations and harassment, disrupted operations of accounts, compromise of brand integrity for businesses and loss of data, spread of malware, or theft of intellectual property.)

Examples of how the Report Message button may appear:

1. Click the Report Message button and choose the most appropriate option to the best of your knowledge.

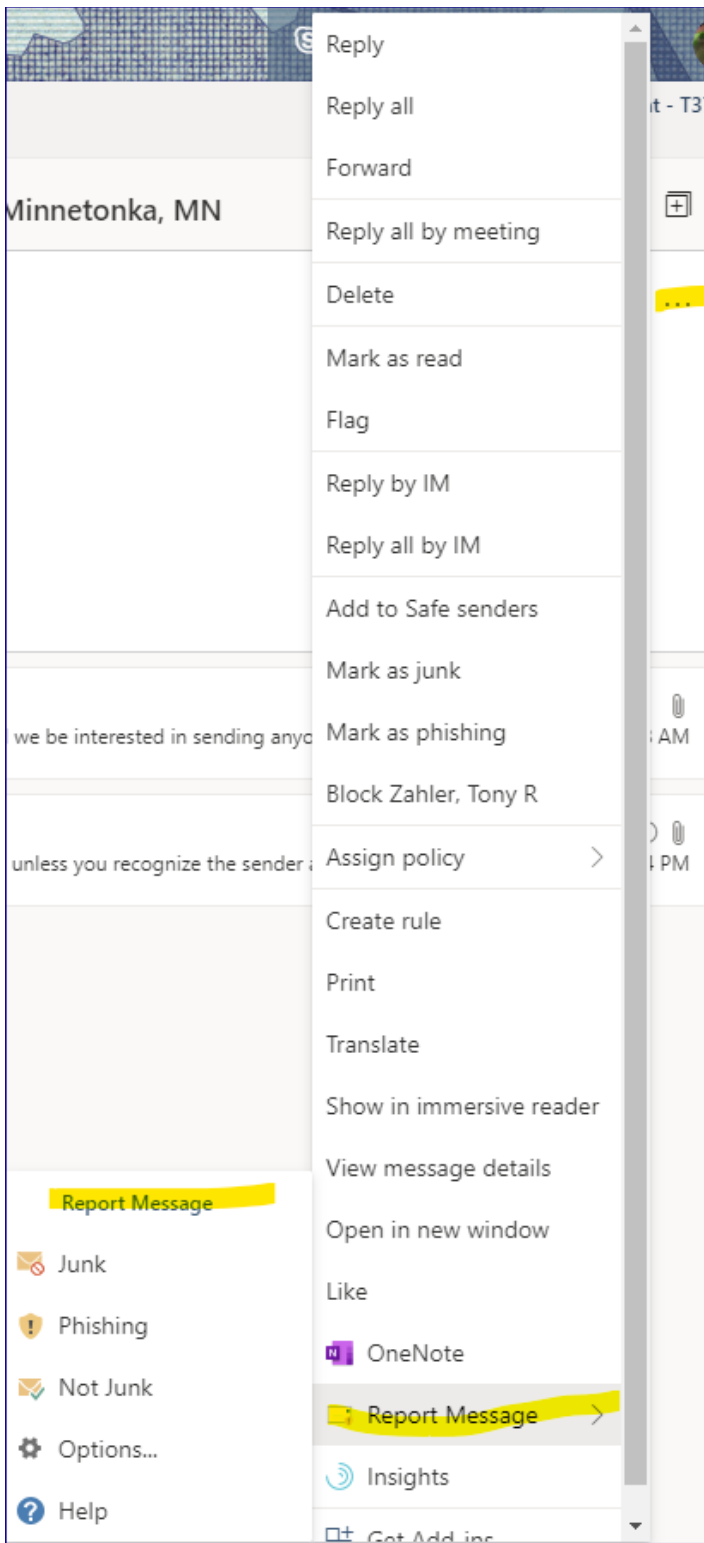


2. Choose Report or Don't or Don't Report - you can select Don't show me this message again if you don't want to be prompted each time.

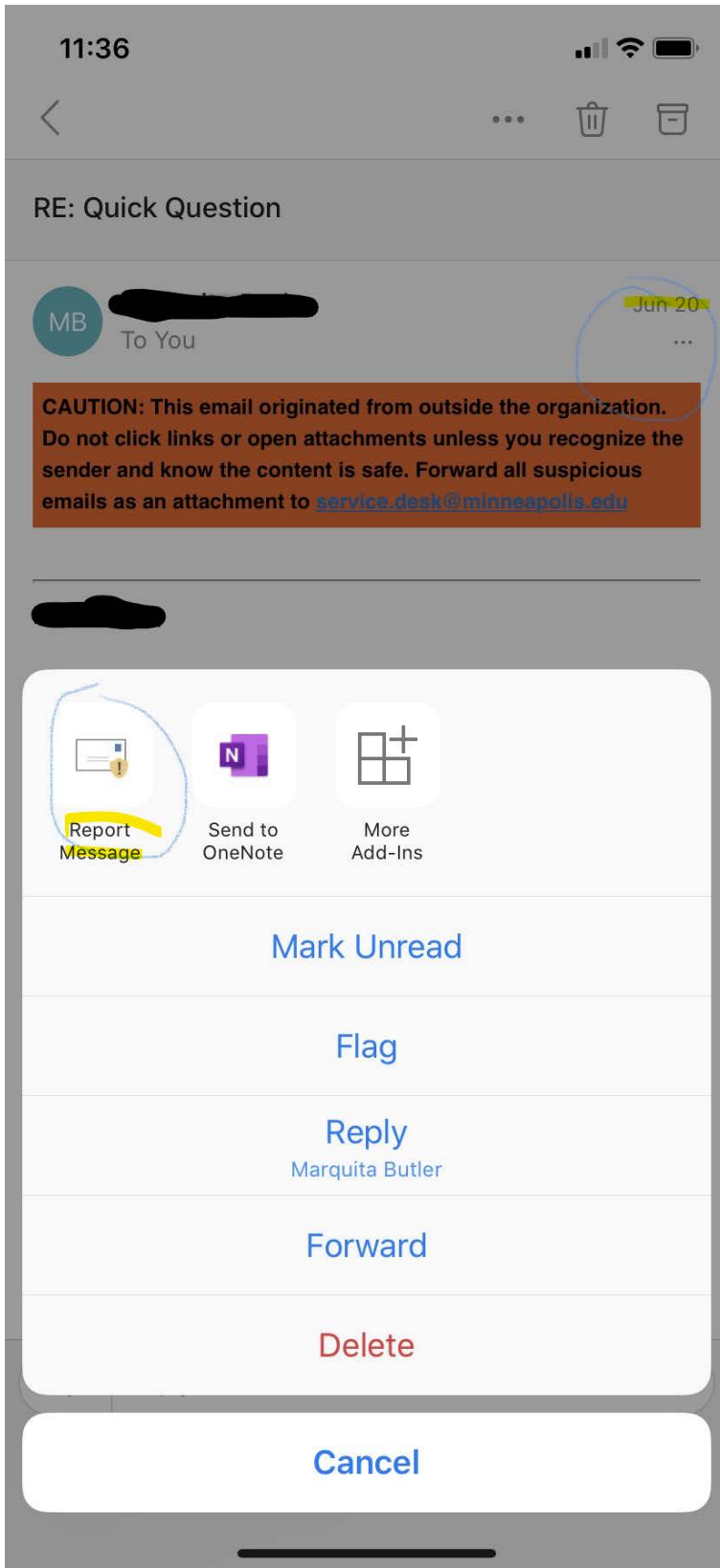


## Office 365 Web

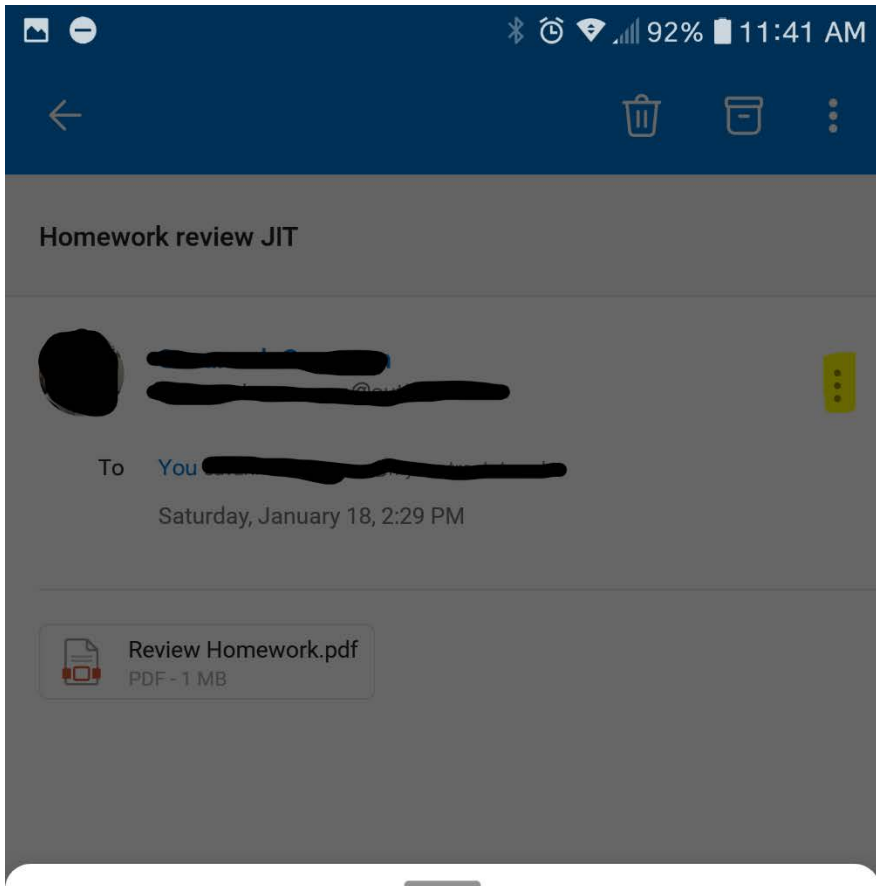
1. Select a message, click on the ellipsis and scroll down to Report Message.



iPhone Outlook App



# Android Outlook Web App




 Mark unread

 Flag

 Reply

 Forward

 Delete

