

Email Phishing Guide – How to Report Phishing Attempts in Outlook

Revision History

Effective Date	Revision #	Revision Summary
February 12, 2021	1.0	Created

<u>Purpose</u>

The purpose of this document is to demonstrate how to safeguard FSSA data through the proper reporting of phishing attempts via Outlook and Outlook Web App.

References

FSSA Information Security Policy	
FSSA Privacy & Security Compliance Policies	

Policy Statements

Phishing is the fraudulent attempt to obtain sensitive information or data, such as usernames, passwords and personal details or other sensitive details, by impersonating oneself as a trustworthy entity in a digital communication.

The following statements should be followed when you've identified a potential phishing attempt:

- 1. Immediately report the email via the procedures outlined below.
- 2. If you believe you may have opened an attachment or clicked on a link in a phishing email, please do the following:
 - Immediately change all FSSA related passwords.
 - Do not forward the actual phishing message to any other parties unless directed to do so. Contact the FSSA Privacy & Security Office immediately by sending an email to the <u>FSSA.PrivacyOffice@fssa.in.gov</u> with a basic description of the incident.

How to Detect a			
Phishin	n Fmail		
1 111011111	g Linian		
Frem: System Administrator (SysAdmin <mark>® gnail.coti</mark>) >	Emails sent from public email addresses		
Te: User> Hide Email Account to be deactivated due to suspicious activity.			
	The state of the s		
re 9 Tamoti	Unsolicited attachments.		
Dear User,	Generic greetings.		
This email is to infrom you that you email accord is about to be de-activated by your Sys Admin due to an unusual activity detected on your mailbox. To re-activate your mailbox please click on the link below or till out the attached form.			
Add to Reacting Lat. Copy			
Re-Activate Mail Box Now 4	Links to unrecognized sites or slightly		
Recards	misspelled sites.		
System Administrator. Note: If your mailbox remains de-activated for five days, it will be deleted. Respond now to avoid frees things.	Threats or enticements that create a sense of urgency.		
Contact support: 1-800-665-0100	Toll free numbers in suspicious emails		
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Reporting Phishing in Outlook

The Microsoft Outlook application allows users to report email phishing attempts via an add-in button that can be found in the toolbar. **Note:** If you are using the Outlook Web App (OWA), follow the steps "<u>Reporting</u> <u>Phishing in OWA</u>".

- 1. Once you've identified a potential email phishing attempt, select the email from your inbox.
- 2. Once you've selected the email in question, click on the "**Report Message**" button located in the toolbar in "**Protection**".



3. After selecting "**Report Message**", you will then select phishing from the prompted drop-down menu.

Phishing Guide - Message (HTML)		Ē	
Nove Nove Zoom	Report Message ~		
	! Phishing	Report phishing messages	
	Not JunkOptions	filters to protect you from email designed to compromise your privacy and security.	((5)
	🕜 Help		

4. A pop-up will appear where you will be prompted to confirm, click "Report".

Report Message - https://ipagave.azurewebsites.net/ReportMessage/FunctionFile.html/.././ReportMessage/ReportingConfireation.ht... 🛛 🗙

Report message as Phishing?

Messages reported as Junk will move to Junk Email folder. Phishing messages will be will be deleted. Messages reported Not Junk will be moved back to Inbox. Selecting Don't Report will still process the message but not send a report to IOT.



Reporting Phishing in OWA (Outlook Web App)

If you are using the Outlook Web App, you will follow these steps to report a phishing attempt email.

- 1. Once you've identified a potential email phishing attempt, select the email from your inbox.
- 2. Once you've selected the email in question, click on the 3-dot "More Actions" menu at the top right of the email, then select "Security options" followed by "Mark as phishing".

Lake, Jordan Wed 2/17/2021 3:08 PM		⇔ რ რ →
To: Lake, Jordan		Reply
Phishing Guide – how to report and identify phishin	g attempts via e-mail.	Baphyall
Jordan Lake Information Security Manager FSSA Privacy and Security Office		Forward
Indiana Family and Social Services Administration		Other reply actions
Cell 765.667.2919 Email [Jordan.lake@fssa.in.gov]Jordan.lake@fssa.i	n.gov	Delete
Indiana Family Social Services Administration		Mark as unread
Reply Forward		Flag
	Mark as junk	Security options
_ [Mark as phishing	Print
		View
		View OneNote
		View OneNote Insights
		View OneNote Insights Report Message

3. Once you click "Mark as phishing", you will be prompted by another window where you will select "Report".

Thanks for reporting

Reporting phishing scams helps keep your information and others' information safe.



Additional Support Options:

Privacy and/or Security policy questions regarding the FSSA requirements for reporting phishing attempts may be sent to the following: H. Cliff McCullough, Director FSSA Privacy & Security Compliance Office (317) 232-4732 FSSA.PrivacyOffice@fssa.in.gov