Office 365: Reporting a Phish using the Phish Alarm Button

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Frequently Asked Questions:

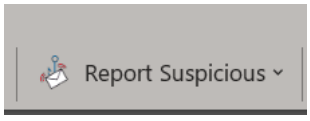
What is the Suspicious Alarm Button?

Users of Sanlucar's O365 Email Online system can report suspicious emails to Proofpoint and the Sanlucar IT Security Offices with one click of a button. This is the Suspicious Alarm button which is part of Proofpoint mail system. The button is part of the Proofpoint service already in use at Sanlucar for protecting accounts against malicious links and attachments in emails.

The IT Security is encouraging users to use the new “Report Suspicious” button to report any suspicious email instead of submitting a ticket or emailing the support.sanlucar@sanlucar.com

What does it look like and what clients are supported?

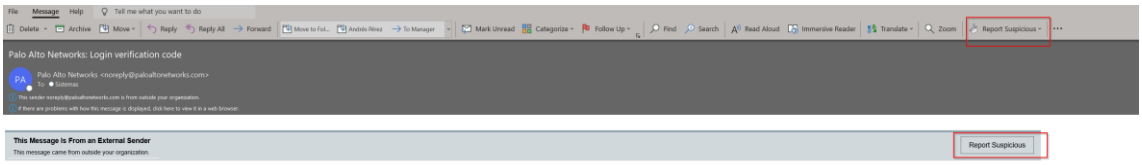
The new “Phish Alarm” button is available in all recent Outlook email clients, Outlook Web Access (OWA), Outlook Mobile App (Android and iPhone)). The button looks generally like the icon. Mobile devices do not use Outlook as their native client and therefore are not able to support the PhishAlarm button. Outlook can be installed through the Apple App Store or through the Google Play Store.



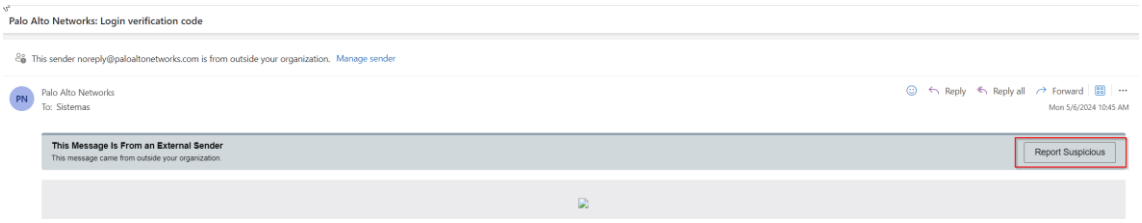
On the other hand, regardless of the email client you use, you will also see a label at the top of the message body like the image with a button from which you can also report:

Where can I find the button in my client?

- Outlook Desktop Client (Windows & Mac)



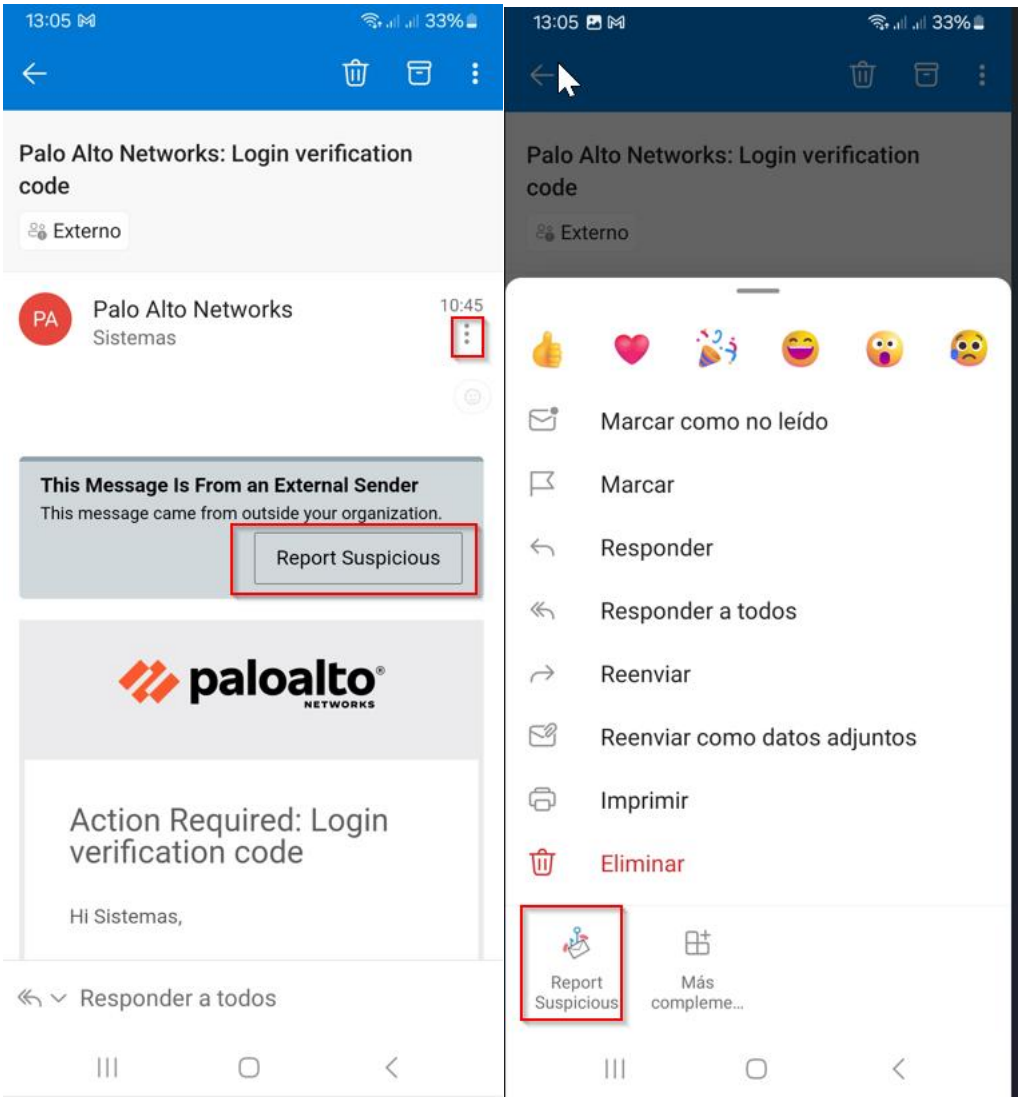
- Outlook on the Web (OWA) via a mobile browser



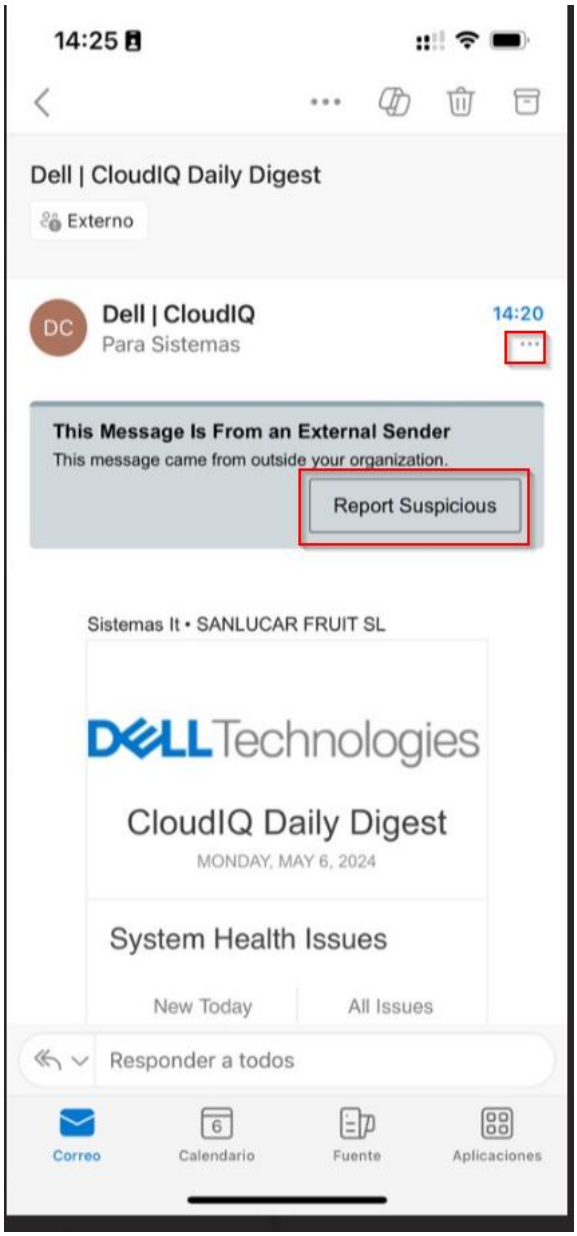
- Outlook Mobile Apps:

  In both Outlook for Android and Outlook for iOS the button can be found in the same manner. When previewing a message, click on the 3 dots on the right side of the message, and then click on the "Report Phish" button:

  ANDROID


13:05
33%
Palo Alto Networks: Login verification code
Externo
PA
Palo Alto Networks
Sistemas
10:45
This Message Is From an External Sender
This message came from outside your organization.
Report Suspicious
paloalto NETWORKS
Action Required: Login verification code
Hi Sistemas,
Responder a todos
Marcar como no leído
Marcar
Responder
Responder a todos
Reenviar
Reenviar como datos adjuntos
Imprimir
Eliminar
Report Suspicious
Más compleme...

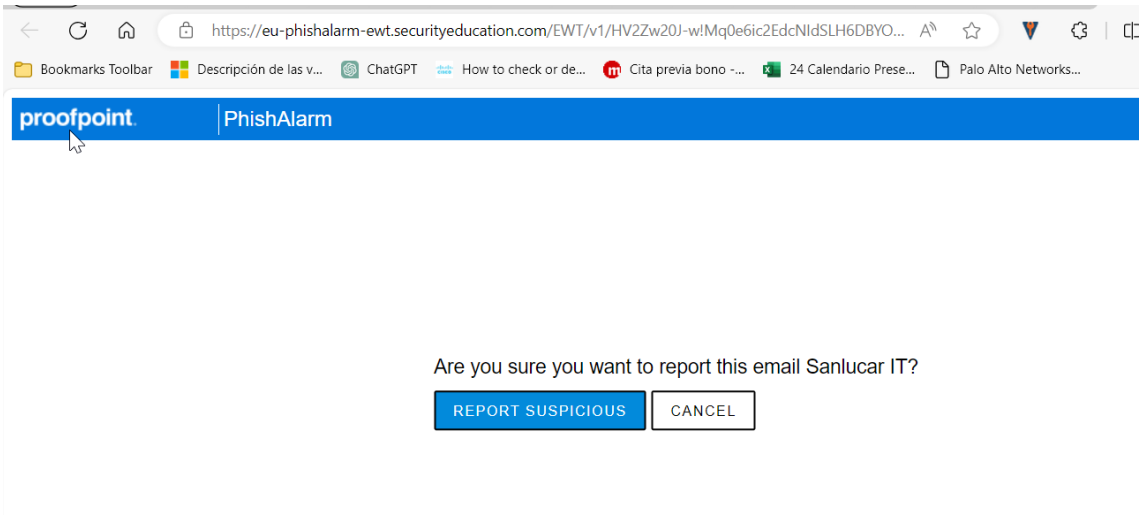
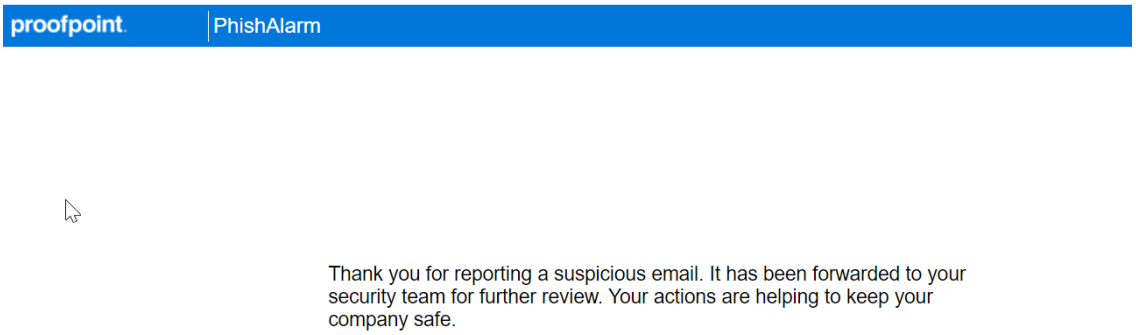
APPLE:


14:25
Dell | CloudIQ Daily Digest
Externo
DC
Dell | CloudIQ
Para Sistemas
14:20
This Message Is From an External Sender
This message came from outside your organization.
Report Suspicious
Sistemas It • SANLUCAR FRUIT SL
DELL Technologies
CloudIQ Daily Digest
MONDAY, MAY 6, 2024
System Health Issues
New Today
All Issues
Responder a todos
Correo
Calendario
Fuente
Aplicaciones

What happens when I click the "Report Suspicious" button?

After clicking the button, you are prompted to confirm the report of the suspicious message. Once confirmed, System will acknowledge your submission, and then send a copy of the email (including email header and content) to Proofpoint's Suspicious Alarm Analyzer and the Sanlucar IT for review and action. Any message determined to be a phish will be removed from your mailbox. The system will also remove any copies of this message you have forwarded to others, and if the message was sent to a distribution list it will be removed from the mailbox of all members of the recipient group. The dialog boxes displayed look as follows:

A web page opens requesting action to report suspicious mail.



Reports that the mail has been successfully sent to Proofpoint's systems for review.