

How to help the user for Phishing issues

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'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

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Category: {'link':

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Purpose:

Follow this procedure when a user report that ...

How to help the user for Phishing issues.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Advise user to contact phishing support for all phishing related issues.

phishing@fmc-na.com

Incident Classification Requirements

Category

Software & Application

Subcategory

Infrastructure Applications & Services

Service

Office 365

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Not solved- Referred to Alternative Internal Path

Resolution Category

Software & Application

Resolution Subcategory

Infrastructure Applications & Services

Resolution Service

Office 365

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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