



External E-Mail Banner and Phish Alert – Report Email

Phishing emails are one of the most common ways for malicious hackers to gain access to your online accounts, plant malware on your device, or even convince you to make unusual purchases. By posing as a legitimate or trusted sender, a threat actor tries to trick victims into clicking malicious links, downloading attachments, or replying to their emails.

If you receive a suspicious email or text message asking you to click on a link or open an attachment, the most important thing is to NEVER click these links or download attachments. Ask yourself these questions: Do I have an account with the company or know the person that contacted me? Am I expecting to receive an email from this person or company?

The School District of Osceola County has implemented means to help you identify emails that do not originate from within the district. Emails that originate from outside the district will have the distinctive **external banner flag** present at the top of the message. Below is an example of the external banner:

[EXTERNAL] - This email originates outside of The School District of Osceola County. Do not click links or open attachments unless you recognize the sender.

The School District of Osceola County also encourages users to report suspected phishing emails to the email security team. This allows our staff to analyze the email and improve our spam filters, thereby improving the safety of the school district's community. Please read below, follow the steps to report any suspicious emails, and help fight the scammers.

It is important that you report the ORIGINAL email you received. Please do not forward phishing emails to anyone within the School District.

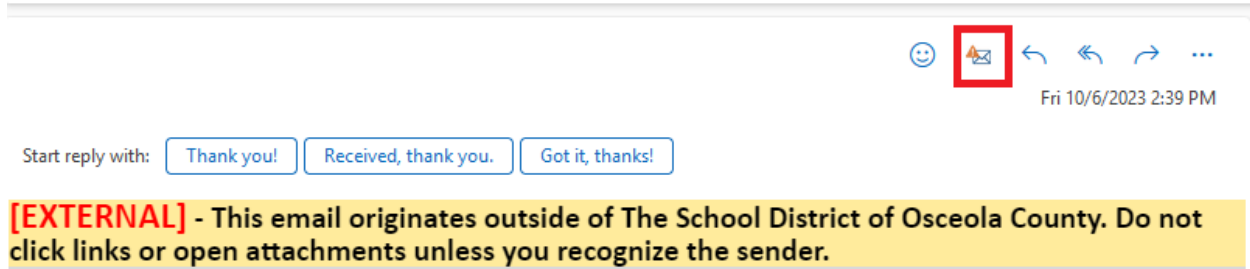
Creation: 2020-08-04 Angel Fonseca
Revision: 2023-10-06, Edward Murphy



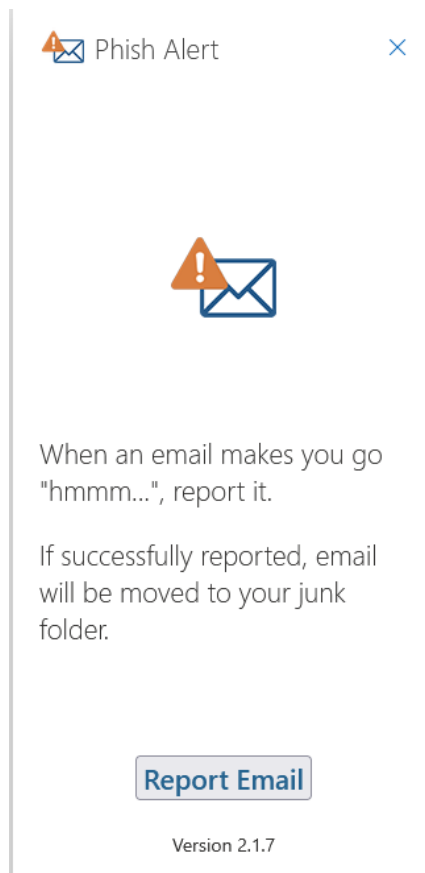
To report phishing in the Microsoft Office 365 web browser:

1. Click on the Phish Alert – Report Phish app located at the top of the message.

Example



2. A popup window will appear asking for your confirmation to report this email to our security team. Click on “Report Email” to send the message to our team.

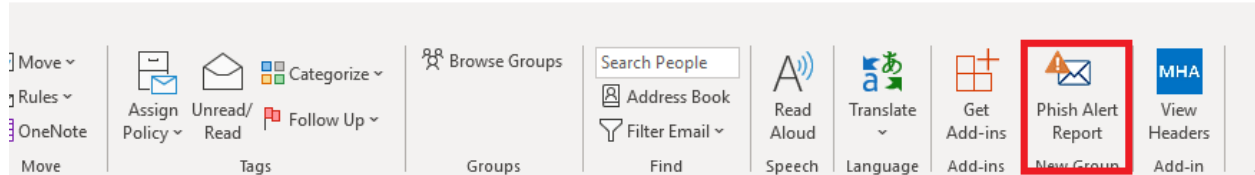


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To report phishing in the Outlook client app:

1. Click on the “Phish Alert – Report Phish” button at the top right of the suspicious email.



2. A popup window will appear asking for your confirmation to report this email to our security team. Click on “Report Email” to send the message to our team.

