Troubleshooting email issues and reporting suspicious messages
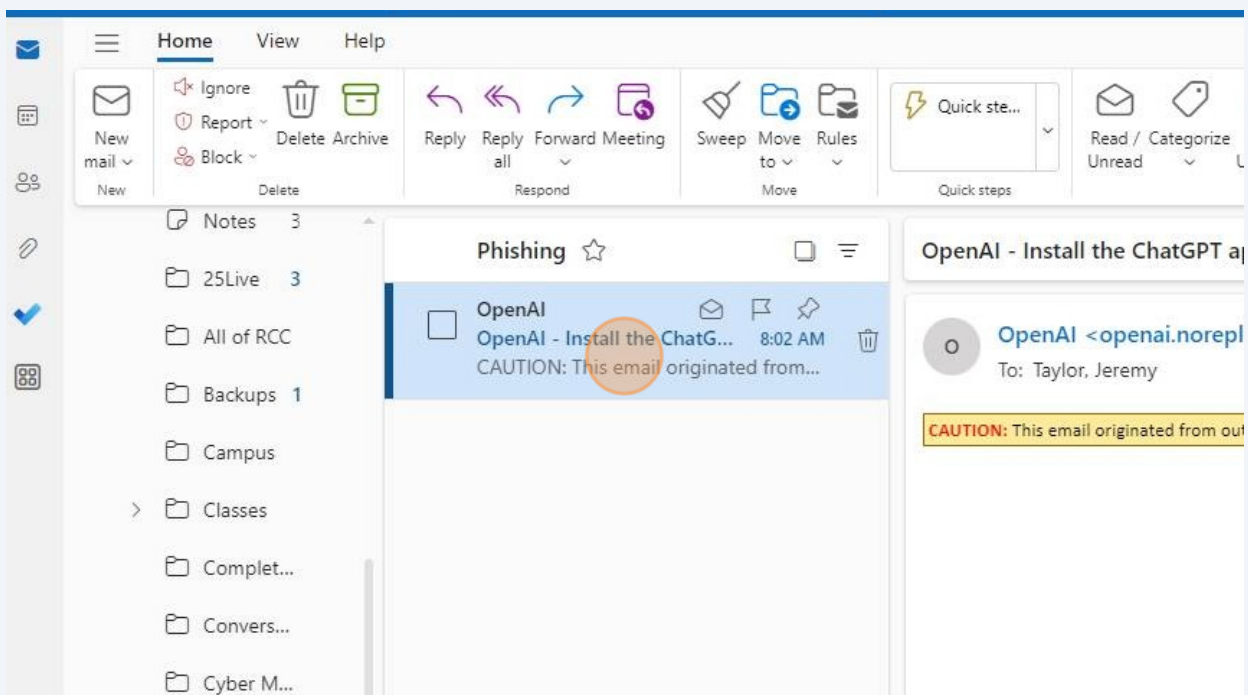
1 **How to Use the Sophos Phishing Email Reporting Tool in Outlook**
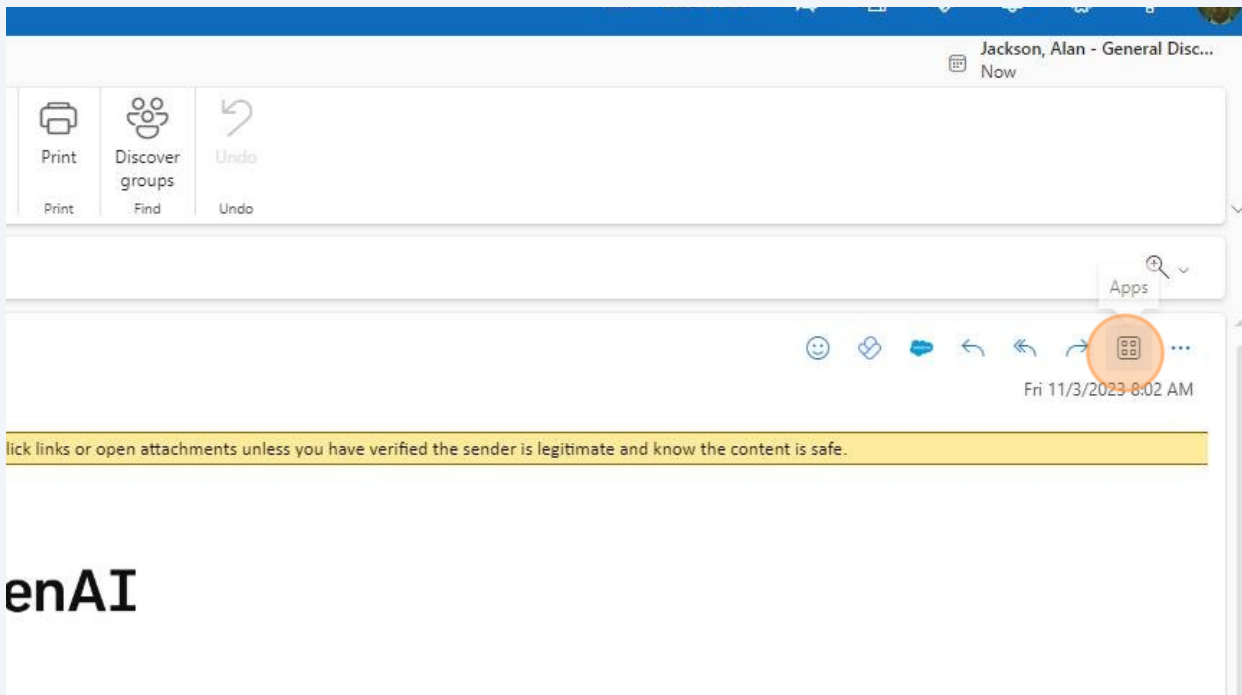
Step 1: Identify Suspicious Emails
Upon receiving an email that appears suspicious or out of the ordinary, refrain from clicking on any links, opening attachments, or responding.

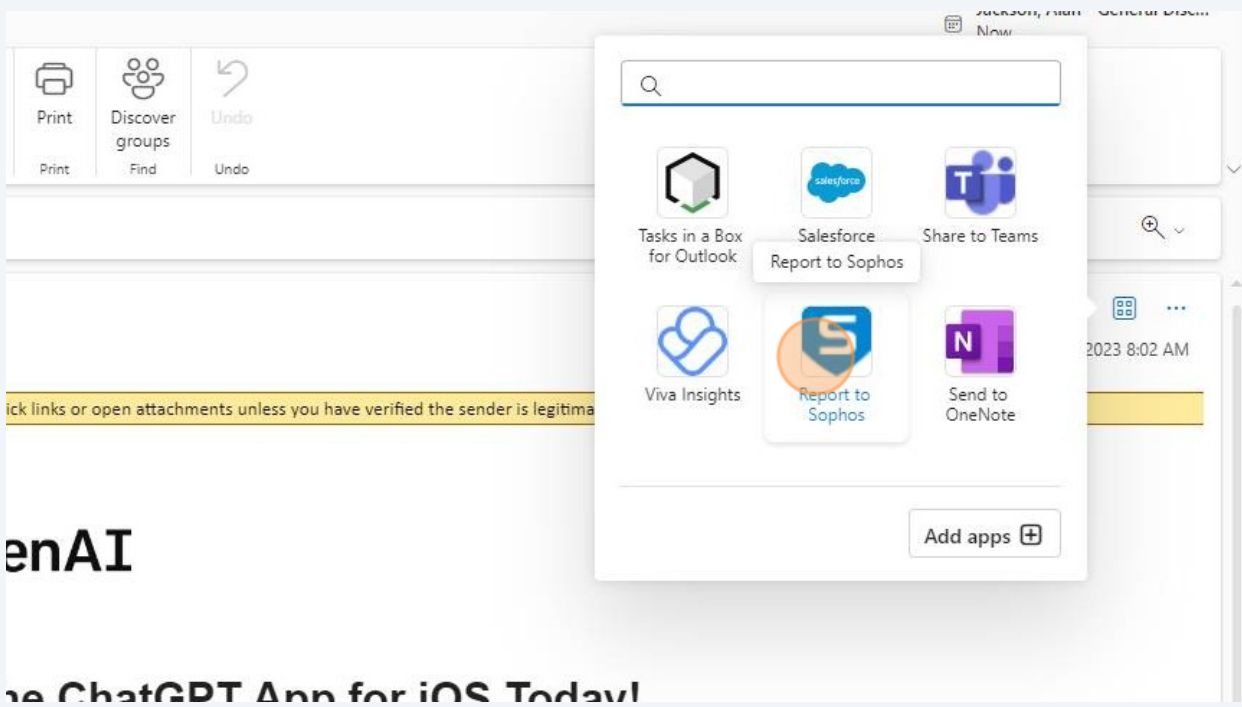**Step 2:** Check the Links without Clicking
Position your mouse pointer over any link within the suspicious email, but do not click. A tooltip will appear, displaying the destination URL of the link. This allows you to see where the link would take you without actually following it. If the URL appears unfamiliar, mismatched, or unrelated to the supposed sender, it may be malicious.

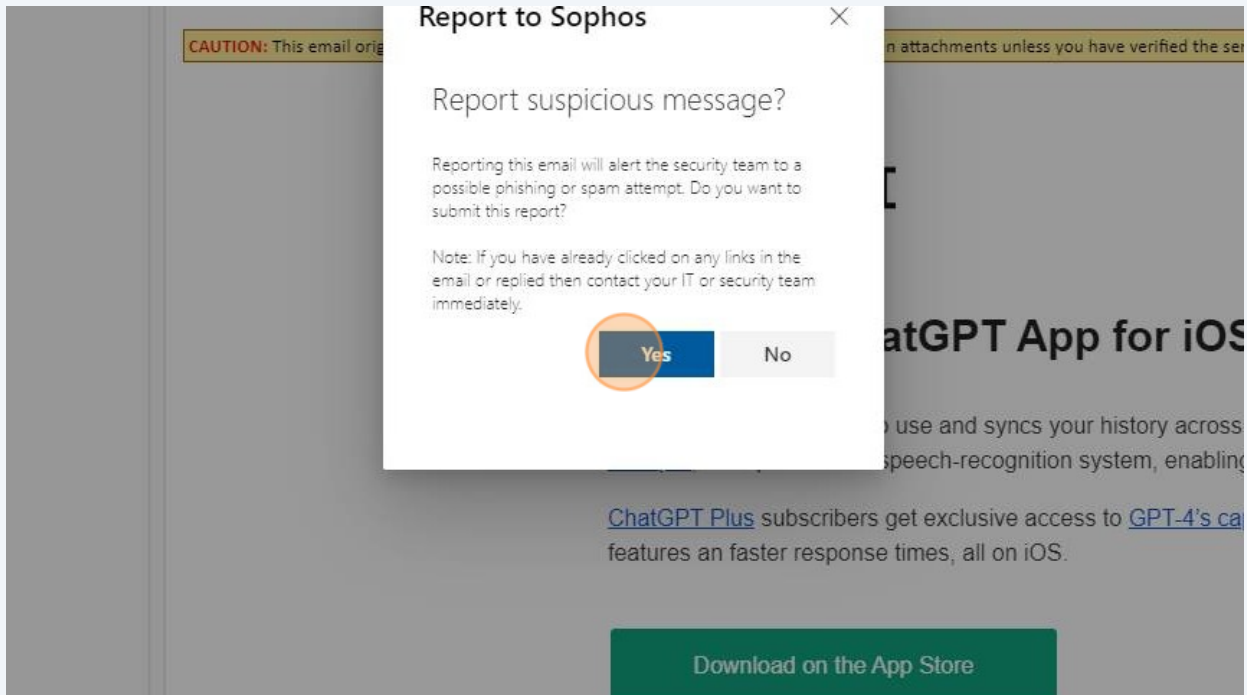**2**   Click "Apps" to find the "Report to Sophos" button.

3   **Step 3:** Report the Phishing Attempt
Click on the "Report to Sophos" button. A confirmation dialog might appear, asking you to confirm that you want to report the email as a potential phishing attempt.
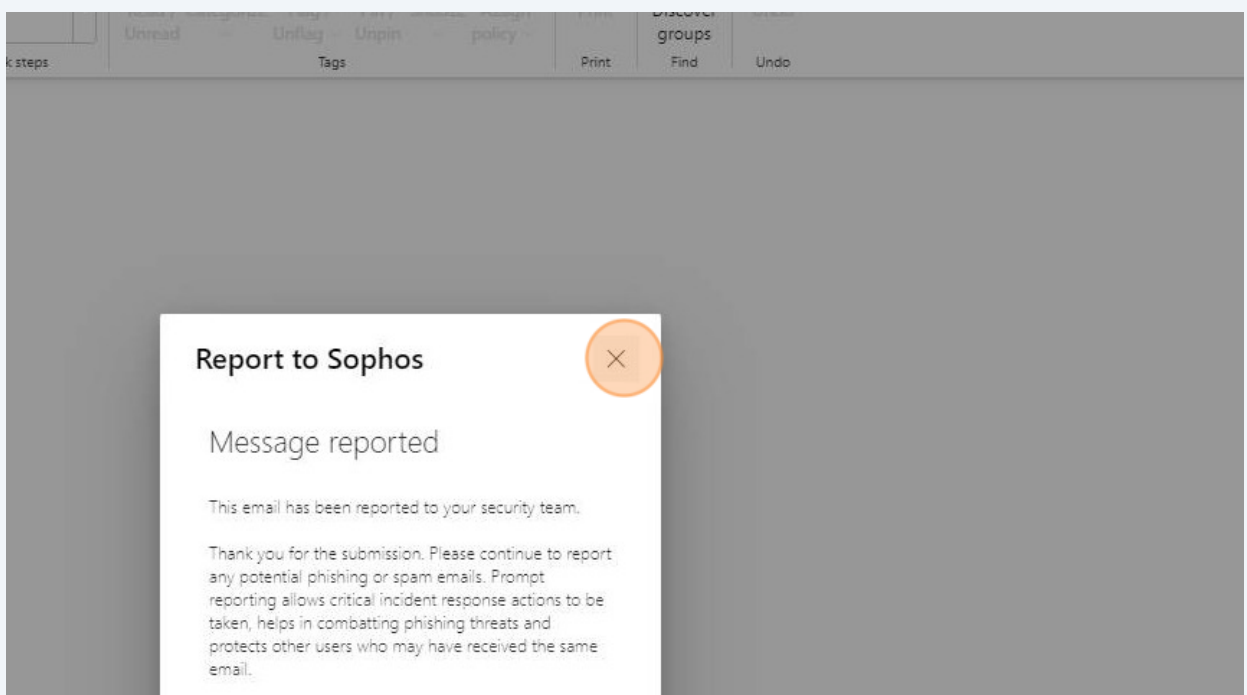
4 **Step 4:** Answer the Reporting Questions
Upon clicking the "Report to Sophos" button, you will be presented with a question to answer regarding the suspicious email. Please follow the on-screen directions to respond. If you answer "yes" to this question, the email will automatically be reported as suspicious to both Sophos and **threatreport@roguecc.edu**. After reporting, the tool will move the suspicious email to your deleted folder in Outlook.
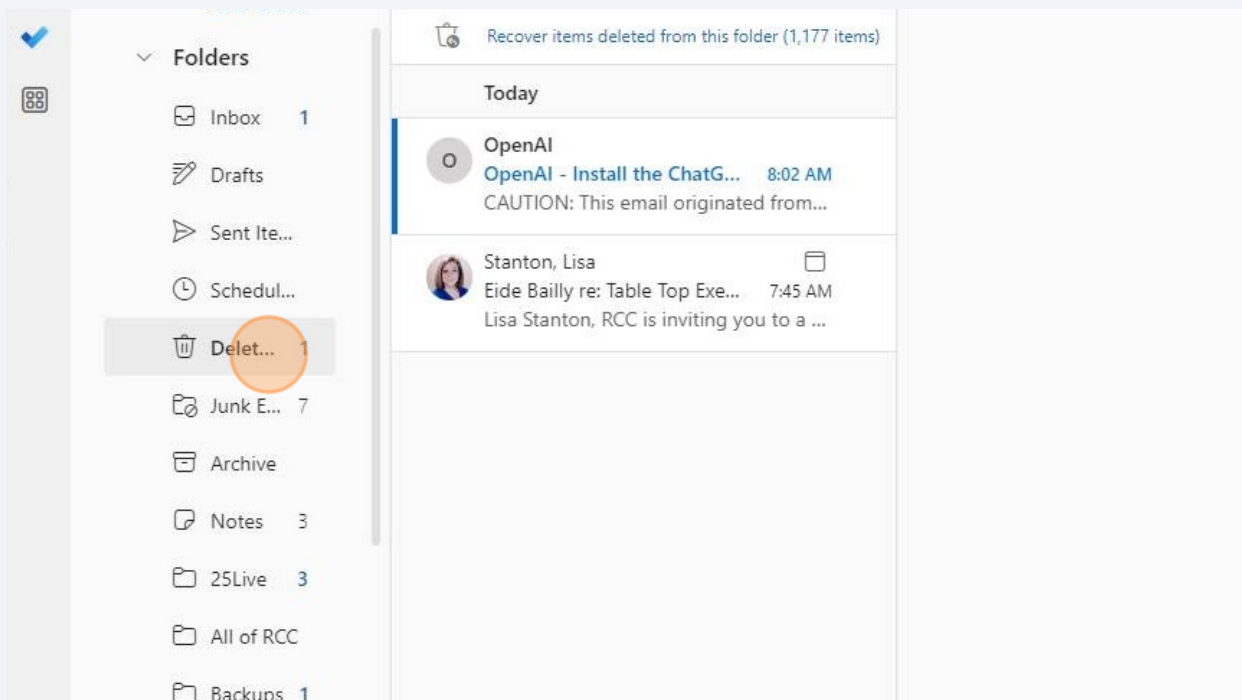

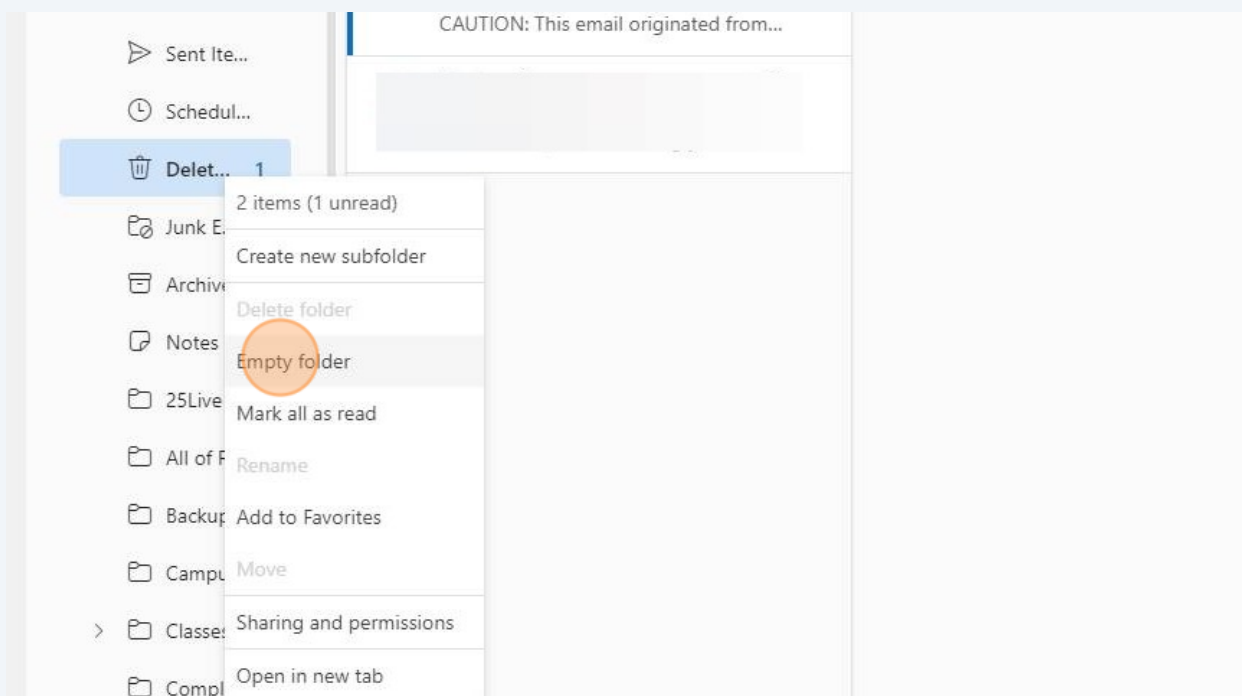**5** Close the "Report to Sophos" Window.

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Step 5: Empty Your Deleted Items Folder To ensure the email is fully removed, please empty your "Deleted Items" folder.

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Step 6: Empty Your Deleted Items Folder
Right-click on "Deleted Items", then left-click on "Empty Folder" to ensure the email is fully removed from your account.

8 Click "Delete All" to empty the folder.