# Troubleshooting email issues and reporting suspicious messages

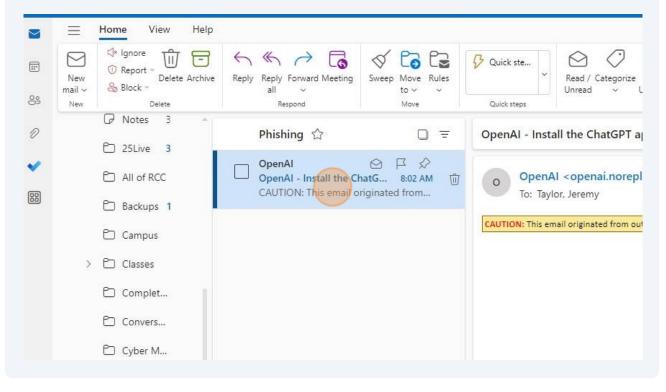
### **1** How to Use the Sophos Phishing Email Reporting Tool in Outlook

#### 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.

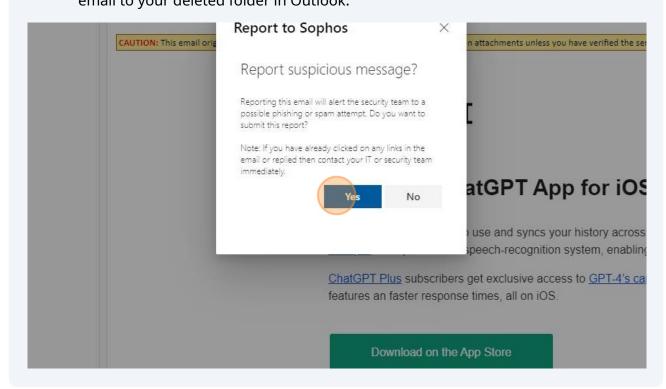


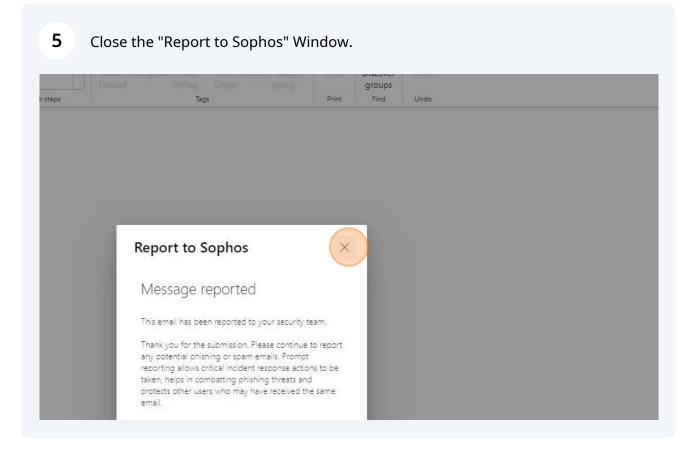
# **2** Click "Apps" to find the "Report to Sophos" button.

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	ⓒ ⊗ ♥ ← ≪ → 🖽 … Fri 11/3/2023-8:02 AM
nks or open attachments unless you have verified the sender is legitima	ate and know the content is safe.
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<b>Step 3:</b> Report the Phishing Attemp	t
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## **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 <u>threatreport@roguecc.edu</u>. After reporting, the tool will move the suspicious email to your deleted folder in Outlook.





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

~	✓ Folders	Recover items deleted from this folder (1,177 items)
88	🖂 Inbox 1	Today
	🕏 Drafts	OpenAl OpenAl - Install the ChatG 8:02 AM CAUTION: This email originated from
	<ul> <li>Sent Ite</li> <li>Schedul</li> </ul>	Stanton, Lisa Eide Bailly re: Table Top Exe 7:45 AM
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	BJunk E 7	
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	🗂 25Live 3	
	All of RCC	
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#### 7 **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.

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Cð Junk E.	2 items (1 unread)	
🗇 Archive	Create new subfolder Delete folder	
🖓 Notes	Empty folder	
🗅 25Live	Mark all as read	
🗅 All of F	Rename	
🗅 Backup	Add to Favorites	
🗅 Campı	Move	
🗅 Classe:	Sharing and permissions	
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