Clint ISD Central Office
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PhishAlarm
Reporting Suspicious Emails in Outlook Guide

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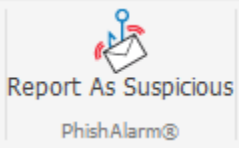
What is PhishAlarm?

While our systems scan every inbound email received by the district, no system is perfect and some bad messages may get through. Phishing, or suspicious, emails involve attackers trying to steal your information or attack your computer behind the scenes.

Fortunately, we're introducing PhishAlarm as another tool in your toolbox for reporting these malicious emails.

While forwarding emails to emailabuse@clint.net will still do the job, using the PhishAlarm button only requires a couple of clicks. It will take care of the rest.

PhishAlarm will have either of these two icons in Outlook:



How to Use PhishAlarm

Step 1: Locate a Phishy or Suspicious Email

You've come across an email in your inbox that seems suspicious. It's requesting personal information or has bad links or attachments, and asks for your immediate attention and action.

Whenever you find an unfamiliar message you weren't expecting, it's okay to play it safe and report it!

After all, it's better to report a safe email than to interact with a suspicious one.

Step 2: Find the PhishAlarm Button

With the bad email opened, find the PhishAlarm button. This will depend on what kind of device you're using and which Outlook app you have open.

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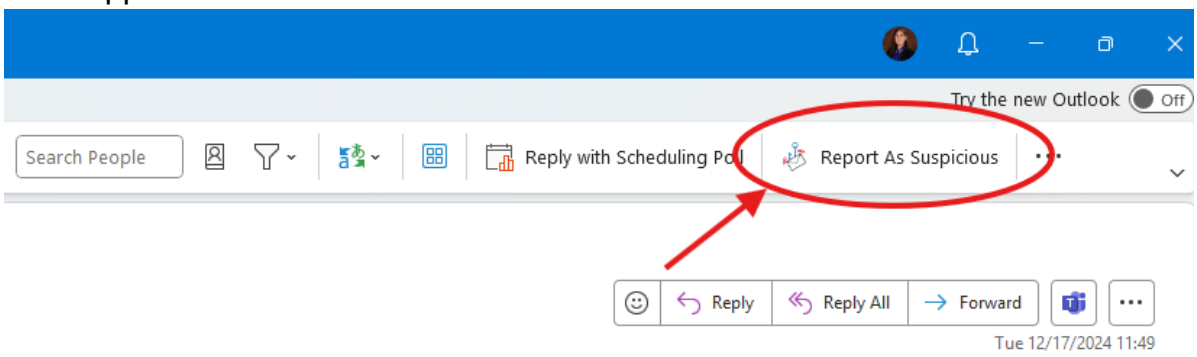
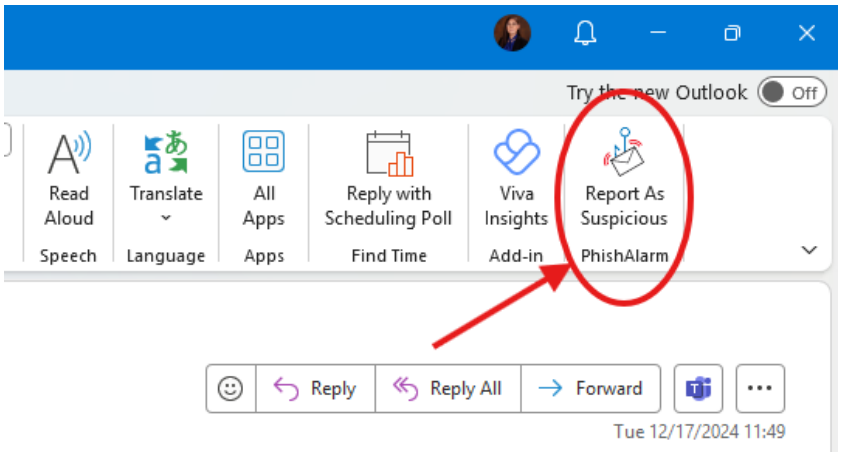
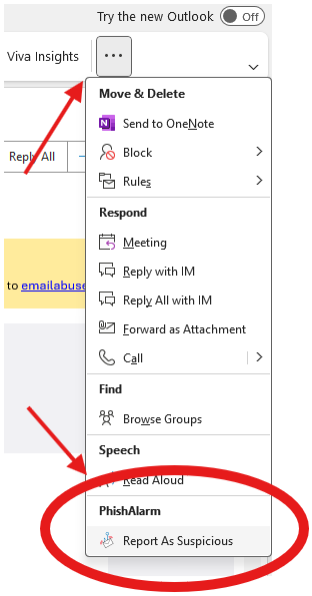
For the Windows Outlook Desktop (classic) Application

- In the upper ribbon:





- Or, in the ribbon overflow menu (three dots, upper-right):



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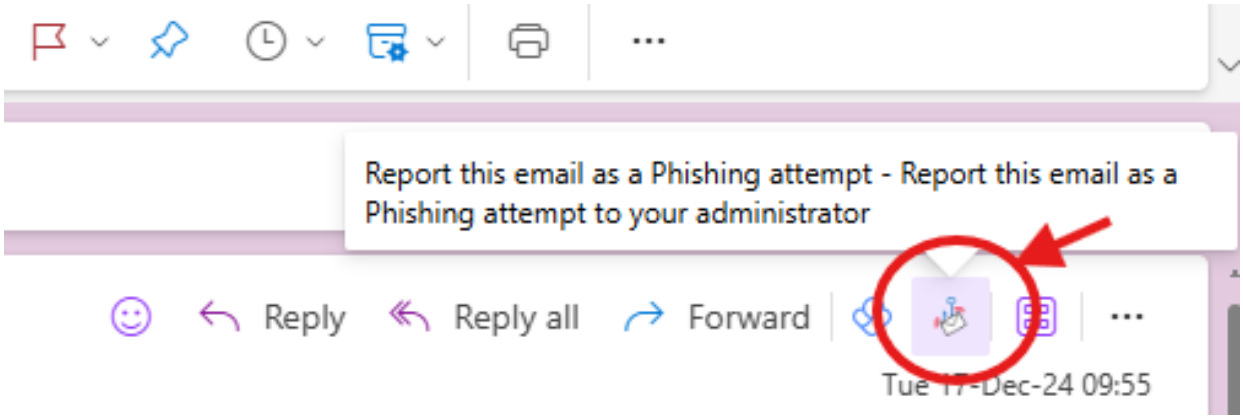
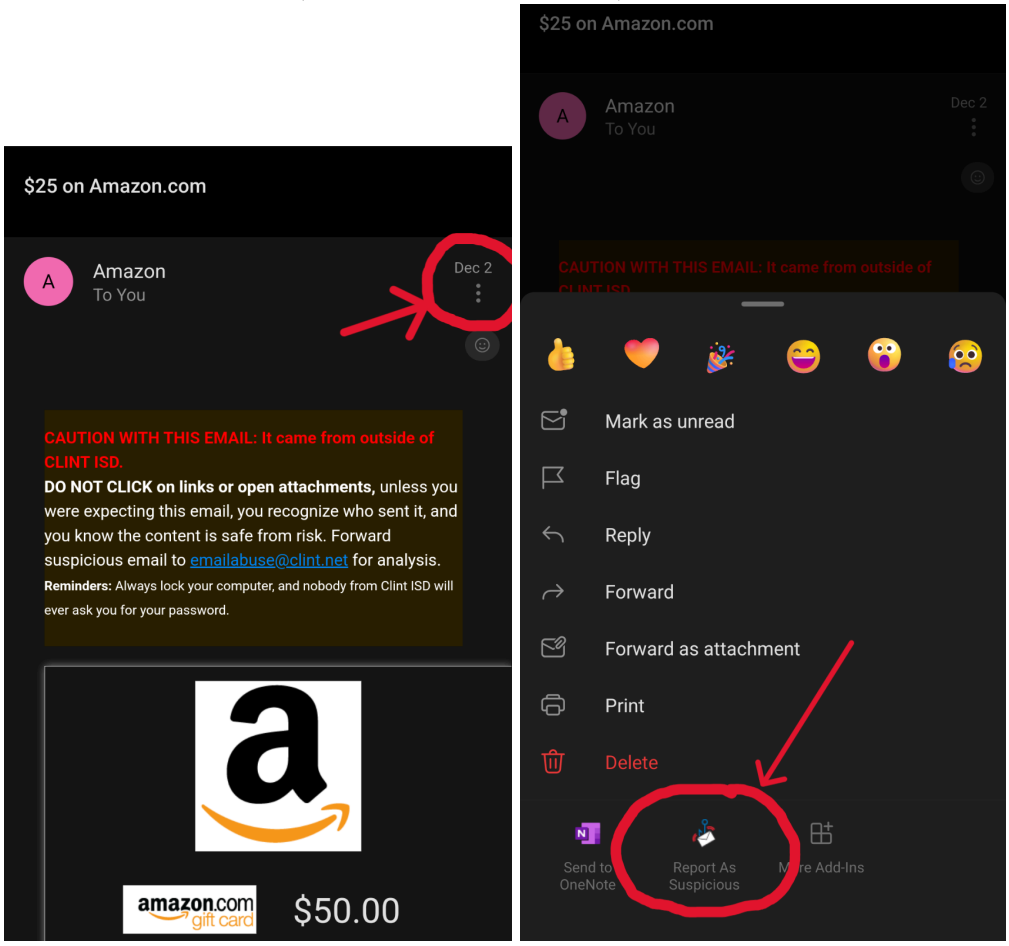
For Outlook on the Web (OWA) and the New Outlook App

- In the upper-right Reply/Forward section when viewing the email:



For the Outlook Mobile Phone App

- In the Options menu (three dots, upper-right) when viewing the email:



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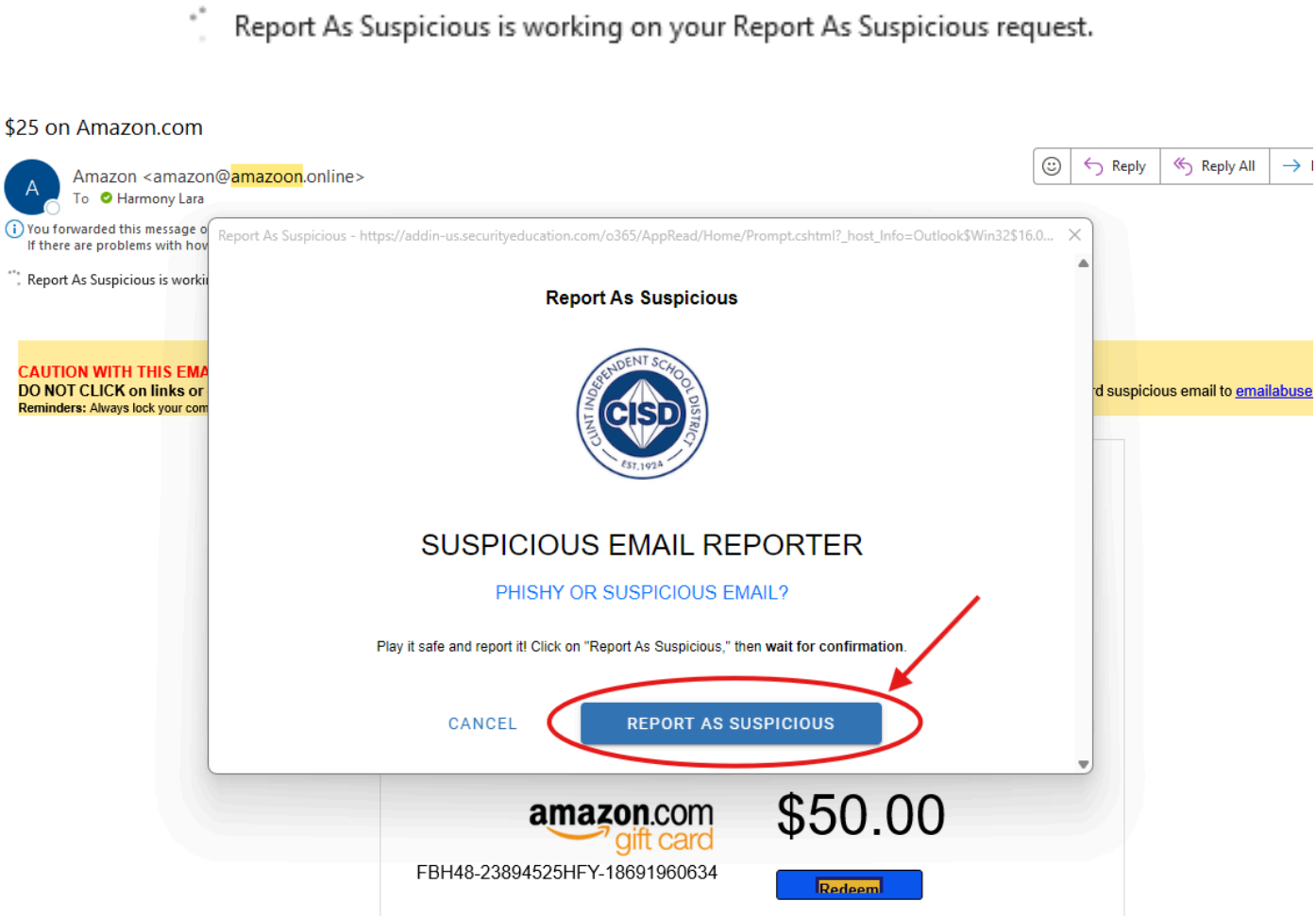
Step 3: Click and Report

No matter your device, clicking the PhishAlarm button will present you with a message that says "Report as Suspicious is working on your Report as Suspicious Request," or something similar.

You'll see a pop-up asking you to confirm. Wait for this to appear, and then click "Report as Suspicious."

Be sure to wait for the final confirmation prompt, as it may take another moment to appear.



After a few moments, you'll receive immediate feedback. Depending on the type of email you've reported, you may receive a different feedback message. Make sure to wait until the final confirmation message appears to ensure your report is fully processed. If you click away or close the window before the final prompt appears, your report may not get processed.

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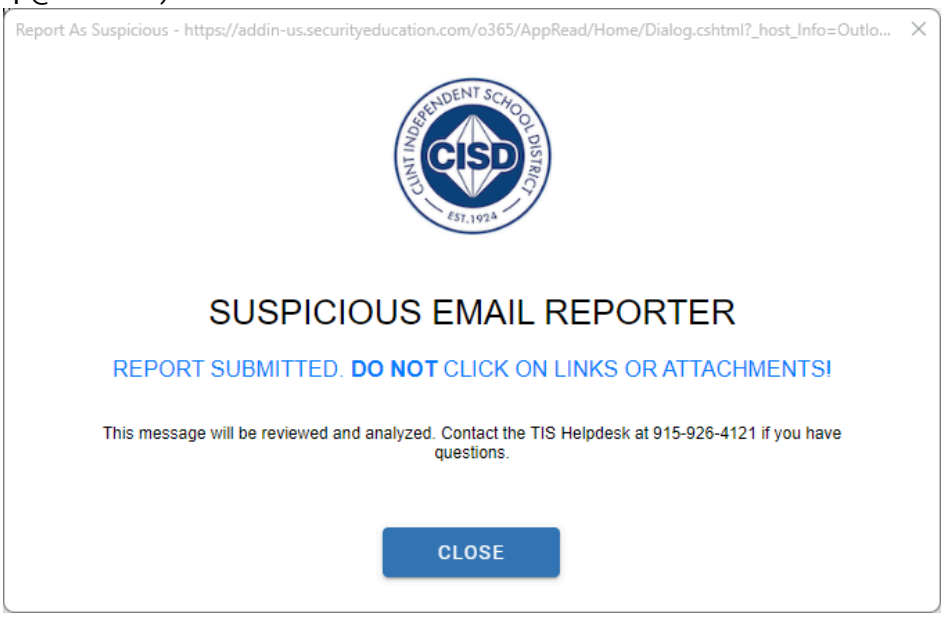
What to Expect After Reporting with PhishAlarm

After successfully reporting a message, you'll receive immediate, dynamic feedback. Here's what each type means:

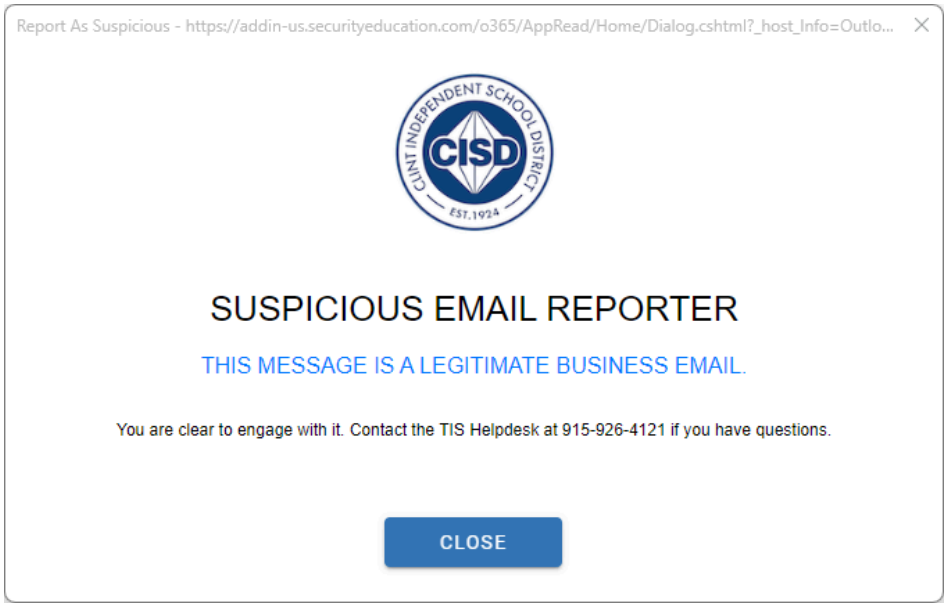
Report Submitted

Great work—your report was received! Be sure not to click or open anything in the email. You will receive a status update on if the message is dangerous or not within a few minutes in a separate email from Proofpoint TRAP (proofpointtrap@clint.net).



Legitimate Business Email

The email you reported is safe. No need to worry, but if you have any concerns, please reach out to our helpdesk! We'd be more than happy to discuss.



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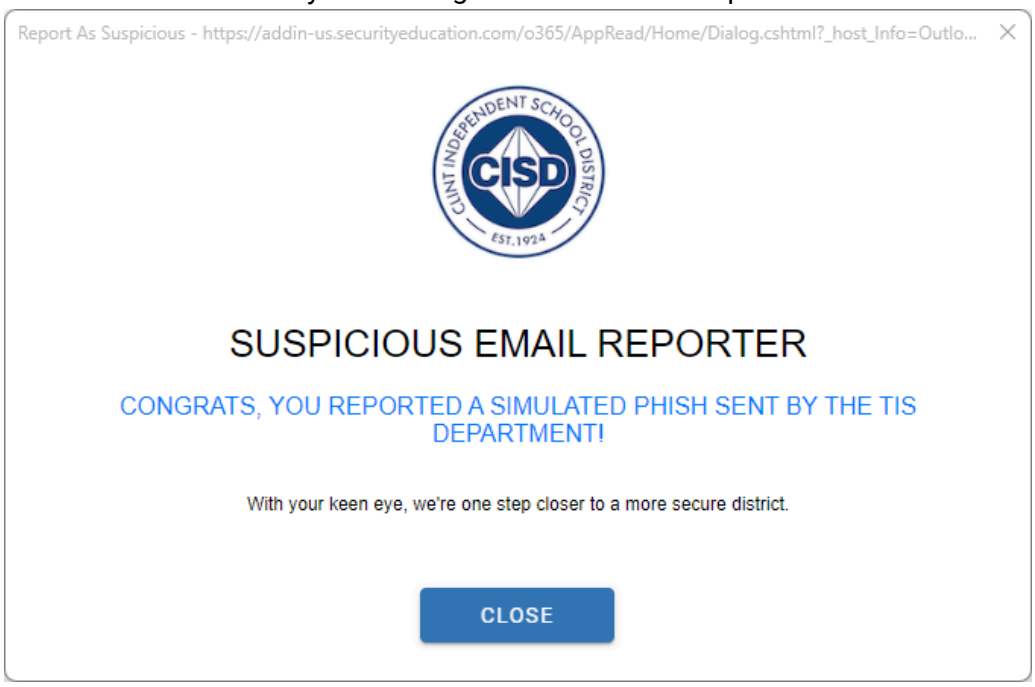
Simulated Phish

You just spotted one of our TIS training emails designed to evaluate your awareness on phishing and email-based attacks. Fantastic work! After the report, please don't engage with it. While not technically malicious, if you end up interacting with our training phish emails (like clicking on a link or opening an attachment), this will count as a fail on your training score rather than a pass.



Thank you for taking the time to learn about PhishAlarm! Keeping our school district safe and secure is a team effort, and your vigilance makes a big difference. If you have any questions, comments, or concerns, please don't hesitate to reach out to the TIS Helpdesk at 915-926-4121.