

# Instructions for Reporting Phishing and Spam

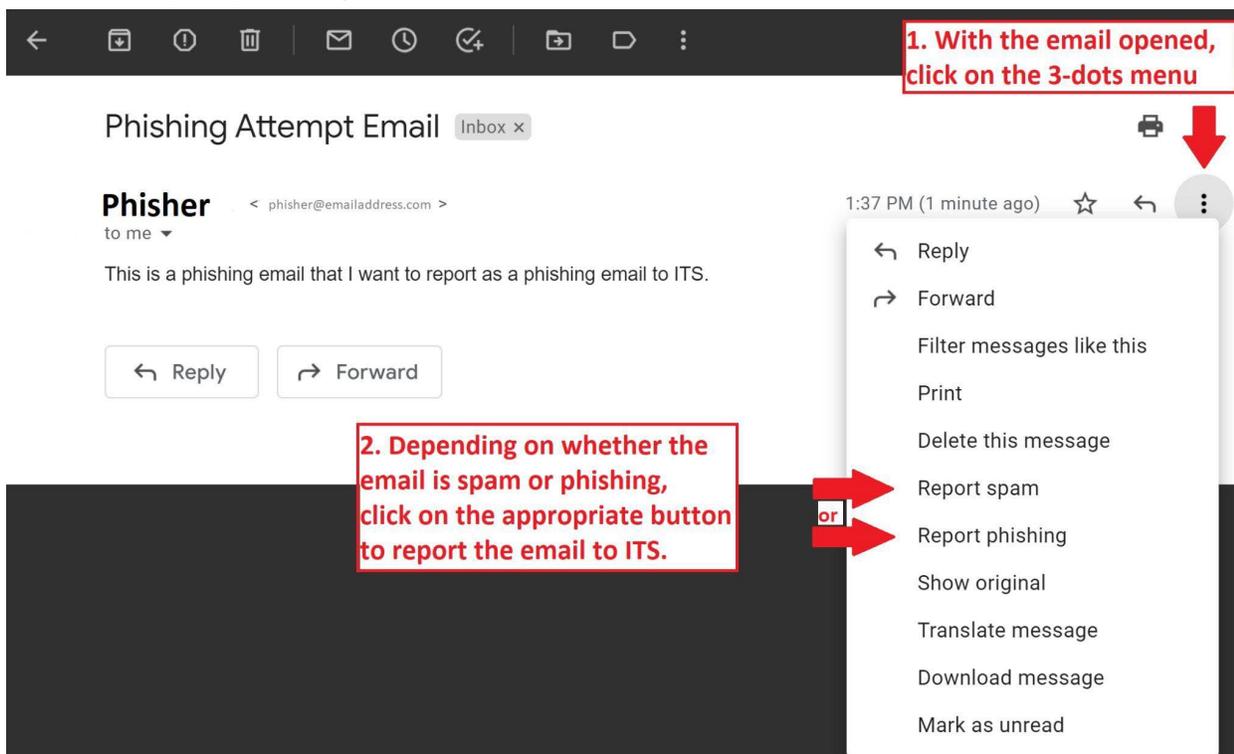
You should not assume any email message you receive that appears to be phishing is a test or simulated email. Therefore, please treat any message you receive that you believe to be phishing as such. **Do not forward the email to ITS.**

- By following the below methods, the email in question will be safely sent to ITS.
- Following these methods also helps train our email system's spam filter.

If you are able to properly identify the phishing email, you should report the phishing. Depending on whether your account is still within Google or has been migrated to Office 365 (you will be notified if your account is migrated), you have to follow the instructions **depending on which email client you are using.**

## For Gmail:

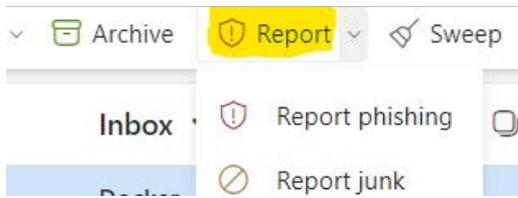
1. Double-click the email in question to open it and view the email.
2. Next to Reply ↩, click More ⋮
3. Click **Report phishing**.



It's also worth noting that there is also a spam reporting button as well, located in the same menu as the Report phishing button. To help differentiate between spam and phishing, follow these guides to know how to properly report an email that falls into one of these two categories.

## For Outlook on the Web (OWA):

1. Select the email that you have identified as a phishing/spam email
2. Click the **Report** button and select the correct option:



## For Outlook desktop client:

1. Select the email that you have identified as a phishing/spam email.
2. Click the Report Message button and then click the correct option:



## What is spam?

Spam is unsolicited and unwanted junk email sent out in bulk to a wholesale recipient list. Typically, spam is sent for commercial purposes. However, spam email can also contain a malicious attempt to gain access to your computer, so email security becomes an important defense.

## What is phishing?

Phishing is a common type of cyber attack that everyone should learn about to protect themselves. Phishing attacks are fraudulent communications that appear to come from a reputable source. The goal is to trick the recipient into giving away sensitive data or to install malware in the form of spyware on the victim's system. Spear phishing is a form of phishing that targets one specific, high-profile individual.

**For more information from Google on phishing, spam, and reporting, please visit the following links:**

Regarding spam – <https://support.google.com/mail/answer/1366858?hl=en>

Regarding phishing – <https://support.google.com/mail/answer/8253?hl=en>

