ARCHDIOCESE OF ATLANTA		SOP #:	PhishMobile- 001
		Revision #:	(Initial)
	INFORMATION TECHNOLOGY Archdiocese of Atlanta	Implementation Date:	02/10/2024
Page #:	1 of 6	Last Reviewed/Update Date:	02/16/2024
Direct any comments to:	https://help.archatl.com/		

Reporting Phish from a Mobile Device

1. Purpose

The purpose of this document is to explain the steps necessary for reporting a phishing threat from your smartphone or tablet.

2. Scope

These procedures pertain to all users accessing AoA's 365-based e-mail on mobile devices.

3. Prerequisites

It is assumed, per policies and recommendations, that users are accessing their AoA mail using the Outlook client (as opposed to the native Mail apps).

4. Responsibilities

It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: <u>https://help.archatl.com/</u>

5. Procedure

1. From your Microsoft Outlook app on your phone or tablet



... go to your Inbox where the suspected phish is.

ARCHDIOCESE OF ATLANTA		SOP #:	PhishMobile- 001
		Revision #:	(Initial)
	INFORMATION TECHNOLOGY Archdiocese of Atlanta	Implementation Date:	02/10/2024
Page #:	2 of 6	Last Reviewed/Update Date:	02/16/2024
Direct any comments to:	https://help.archatl.com/		

2. Find the message



3. Without clicking on any of the links or opening any of the attachments, simply open the message to display it and then click on the ellipsis menu (3 dots under the time stamp) as shown below



I'm just reaching out to wish you a nice day and get acquainted!



ARCHDIOCESE OF ATLANTA		SOP #:	PhishMobile- 001
		Revision #:	(Initial)
	INFORMATION TECHNOLOGY Archdiocese of Atlanta	Implementation Date:	02/10/2024
Page #:	3 of 6	Last Reviewed/Update Date:	02/16/2024
Direct any comments to:	https://help.archatl.com/		

4. Click on the KnowBe4 "Phish Alert button"



5. Next click on "Phish Alert" at the bottom of the screen

\times	Phish Alert
KnowBe	4
Are you sur email?	e you want to report this as a phishing
Subject: EXTERNA	L] Hello!
From:	
Diana R diana.rob	obinson iinson@hatebounce.com
	Phish Alert

ARCHDIOCESE OF ATLANTA		SOP #:	PhishMobile- 001
		Revision #:	(Initial)
	INFORMATION TECHNOLOGY Archdiocese of Atlanta	Implementation Date:	02/10/2024
Page #:	4 of 6	Last Reviewed/Update Date:	02/16/2024
Direct any comments to:	https://help.archatl.com/		

6. The system will show that it is reporting the phish ...

\times	Phish Alert
KnowB	e4
Are you s email?	sure you want to report this as a phishing
Subject	t
[EXTERN	IAL] Hello!
From:	
Diana diana.re	Robinson obinson@hatebounce.com
र	ふ
	ocessing eporting

7. When finished, you will simply click the **Ok** button ...

< us.pab.knowbe4.com

Thank you for reporting this email to your security team. Because of people like you, our company is more secure!



ARCHDIOCESE OF ATLANTA		SOP #:	PhishMobile- 001
		Revision #:	(Initial)
	INFORMATION TECHNOLOGY Archdiocese of Atlanta	Implementation Date:	02/10/2024
Page #:	5 of 6	Last Reviewed/Update Date:	02/16/2024
Direct any comments to:	https://help.archatl.com/		

8. With the message reported, click on the return arrow at the top left corner ...



I'm just reaching out to wish you a nice day and get acquainted!

9. Returned to your inbox display (similar to step 2 of these directions,) you will now notice the message is gone ...



ARCHDIOCESE OF ATLANTA		SOP #:	PhishMobile- 001
		Revision #:	(Initial)
	INFORMATION TECHNOLOGY Archdiocese of Atlanta	Implementation Date:	02/10/2024
Page #:	6 of 6	Last Reviewed/Update Date:	02/16/2024
Direct any comments to:	https://help.archatl.com/		

6. References

A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase which can be accessed on the Helpdesk site at: <u>https://help.archatl.com</u>

7. Definitions

None.