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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: <https://help.archatl.com/>

5. Procedure

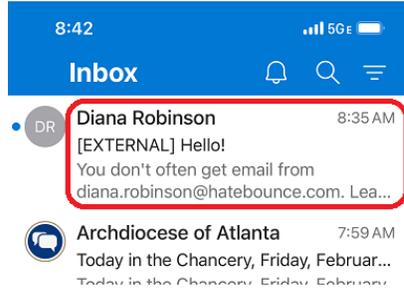
1. From your Microsoft Outlook app on your phone or tablet



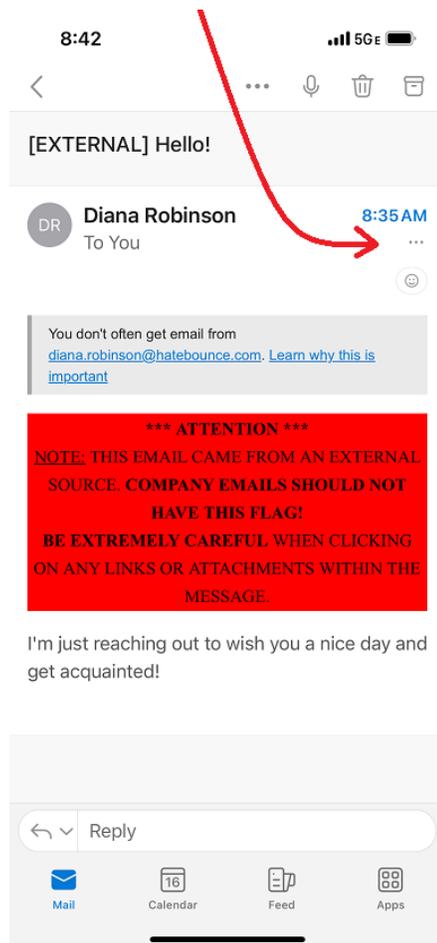
... go to your Inbox where the suspected phish is.

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2. Find the message

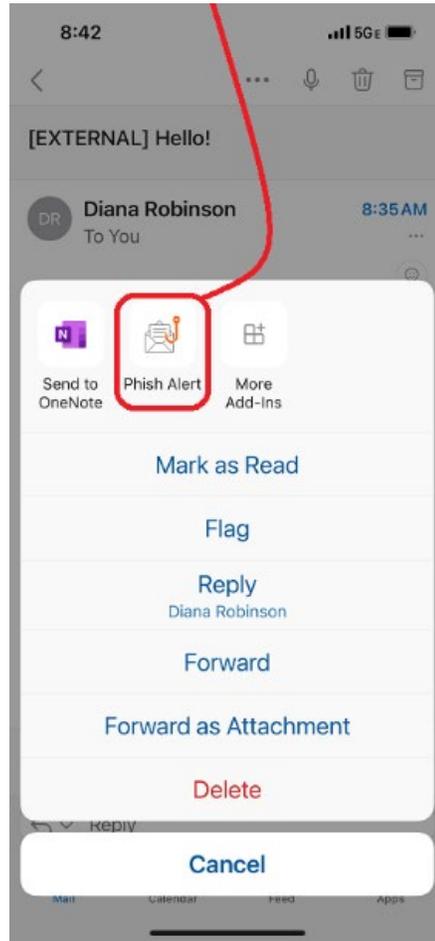


3. Without clicking on any of the links or opening any of the attachments, simply open the message to display it and then click on the ellipsis menu (3 dots under the time stamp) as shown below

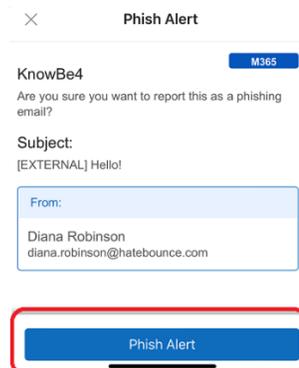


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4. Click on the KnowBe4 “Phish Alert button”

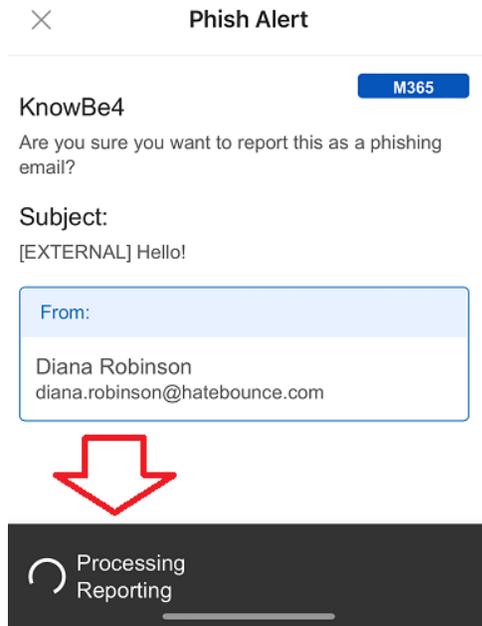


5. Next click on “**Phish Alert**” at the bottom of the screen

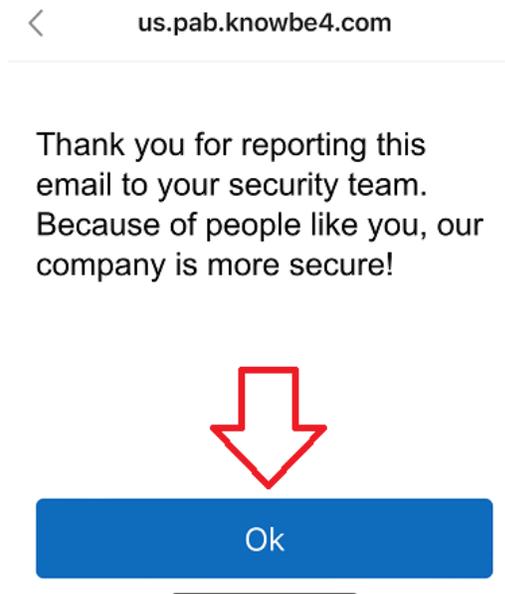


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6. The system will show that it is reporting the phish ...

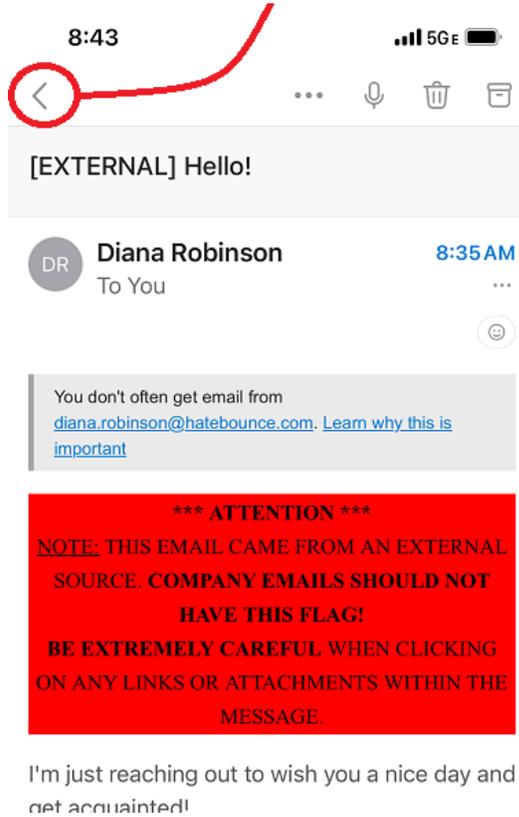


7. When finished, you will simply click the **Ok** button ...

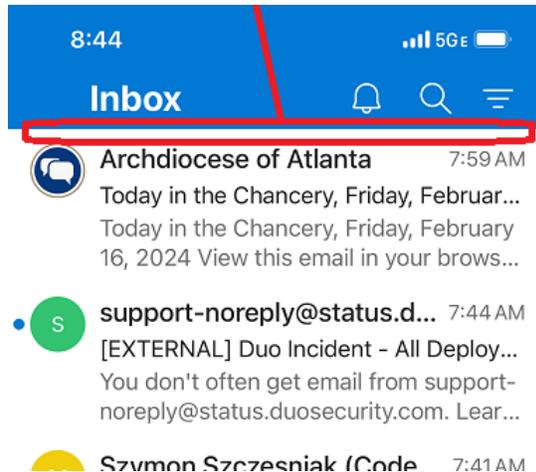


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8. With the message reported, click on the return arrow at the top left corner ...



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



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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: <https://help.archatl.com>

7. Definitions

None.