# **Cyber security**

## Be phishing aware, report suspicious emails

## Audience: All staff



# Learn how to report suspicious emails

NSW Health has experienced a significant increase in the frequency of phishing emails with malicious HTML attachments. It is up to all of us to help keep our systems safe.



#### Did you know?

- Phishing is estimated to cost the Australian Government and business around \$132 billion dollars in Australia every year.
- Emails often contain hidden files and use publicly available shortening services to mask malicious domains to bypass virus and spam tools.
- Most data breaches start with a phishing attack.

This guide will show you how to report a suspicious email in Outlook from your <u>mobile device</u>, <u>computer</u> <u>application</u> or <u>webmail</u>.

# K How to report a suspicious email in Outlook

### **Reporting from your computer**

The following steps outline how to report a suspicious email from your computer.

- 1. Select the email.
- 2. From the **Message** tab click **Report Message**.
- 3. Select Phishing from the drop-down.



A pop-up window will display.



#### 4. Click Report.



## **Reporting from webmail**

#### The following steps outline how to report a suspicious email from webmail.

- 1. Select the email.
- 2. Click the menu ellipsis (three dots).
- 3. Select **Report Message** from the drop-down.
- 4. Click Phishing.

The Mum in a million s	ale is now on	
<ol> <li>This message was identified</li> </ol>	d as junk. It's not junk   Show blocked content	Reply
SE Samsung Electronics Mon 5/2/2022 10:54 To:	Reply all Forward	
This message was sent from email and know the content	Other reply actions > Less Delete Mark as unread	
	View in Browser	Flag Add to board
	Samsung	
	SHOP NOW Report Message	<ul><li>Viva Insights</li><li>FindTime</li></ul>
	4 ♥ Phishing ©Offers to make Mum's ≫ Not Junk	Report Message     Message Header Analyzer
	30% of <sup>the</sup> Options Sale prive Help	Get Add-ins       Advanced actions



## Reporting from the Outlook app on your mobile

The following steps outline how to report a suspicious email from the Outlook app on your mobile phone. Images shown are for Android and iPhone (iOS), however key steps are the same.

- 1. Select the email.
- 2. Select the menu ellipsis (three dots).
- 3. Select Report Message.



4. Select Report as phishing.

Outlook app on Android	3-13 ○ C ②	3:06	Message ISTRATOR AND MICROSOFT
	Report to your administrator and microsoft         Image: The second se	REPORT TO YOUR ADMINISTRATOR AND MICROSOFT       Image: the system of the s	
	Settings     HELP     CANCEL	Settings     Help     Cancel	
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#### 5. Select Report.

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# Other useful information

The below links provide more information on phishing identification and cyber security:

- <u>Cyber Security Fundamentals</u> is a 15-minute online module in My Health Learning. This module will help you identify cyber security incidents and follow cyber security best practices.
- An alternative method to report a phishing email is to lodge the <u>Report Phishing/Spam Email</u> form on SARA.
- If you want to access your work emails on a mobile device refer to the <u>Setup email on Outlook</u> <u>Mobile App Knowledge Article</u> in SARA.
- <u>Phishing Examples</u> is a Yammer community where the eHealth NSW Cyber Security team provide examples of current phishing attempts.
- Would you like to learn more on cyber security awareness? Refer to the <u>factsheets and resources</u> on the customer intranet. (Note: You'll need to connect to the VPN to access these resources.)

