

Microsoft, Google, and Apple are brand platforms that run operating systems which in turn run Apps - including email Apps, sometimes referred to as email clients. Microsoft = Outlook; Google = Gmail; Apple = Apple Mail. Each of the three organisations employs technical expertise to make sure their product is industry leading in the areas of safe and secure messaging.

Sadly, there are people and organisations, even nation states that seek to create havoc by accessing sites such as your email account with a view to stealing your data or just causing you a lot of problems. Google ChromeOS, Apple IOS, or Microsoft Windows operating systems are all susceptible to hacking, however by far the easiest target for the 'hacker' is not the operating system it is YOUR email.

What's Junk email?

Junk email messages are typically referred to as spam. These are messages that you don't want to receive that may be advertising products you don't use or find offensive. If you choose the Junk option, a copy of the message may be sent to Microsoft to help update our spam filters, and the message will be moved from your Inbox to your Junk Email folder.

What's phishing?

Phishing is the practice of luring you into disclosing personal information, such as bank account numbers and passwords. Often phishing messages look legitimate, but have deceptive links that actually open fake websites.

How can we help you?

We have looked at how the team can help you manage any irregular or suspicious activity on your email. One of the easiest ways to do this is for you to report messages to the Comms Team, and you can do this very easily using a super Microsoft tool. The **REPORT MESSAGE** add-in.

The Report Message add-in works with Outlook to allow you to report suspicious messages to the Provincial Systems Admin Team as well as allowing you to manage how your Microsoft 365 email account treats these messages.

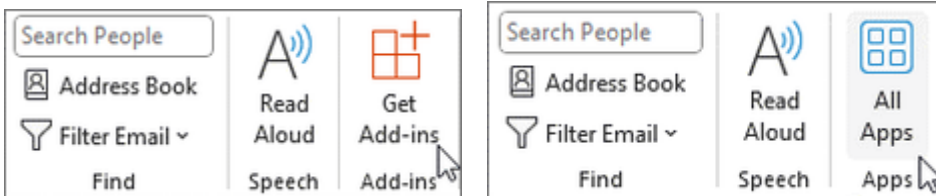
Messages that your Microsoft 365 email account marks as junk are automatically moved to your Junk Email folder. However, spammers and phishing attempts are continually evolving. If you receive a junk email in your inbox, you can use the Report Message add-in to send the message to help us improve our spam filters. If you find an email in your Junk Email folder that's not spam, you can use the Report Message add-in to mark it as a legitimate email, move the message to your Inbox, and report the false positive to help us improve our spam filters.

Microsoft Outlook Desktop Version

Report Message add-in

You can add the Report Message add-in from the Outlook Add-ins store:

1. Select the **Get add-ins** or **All Apps** button on the **Home** tab of the Outlook ribbon.



2. For **Get add-ins**, scroll to the **Report Message** add-in, select it, and then select **Add** to install it.

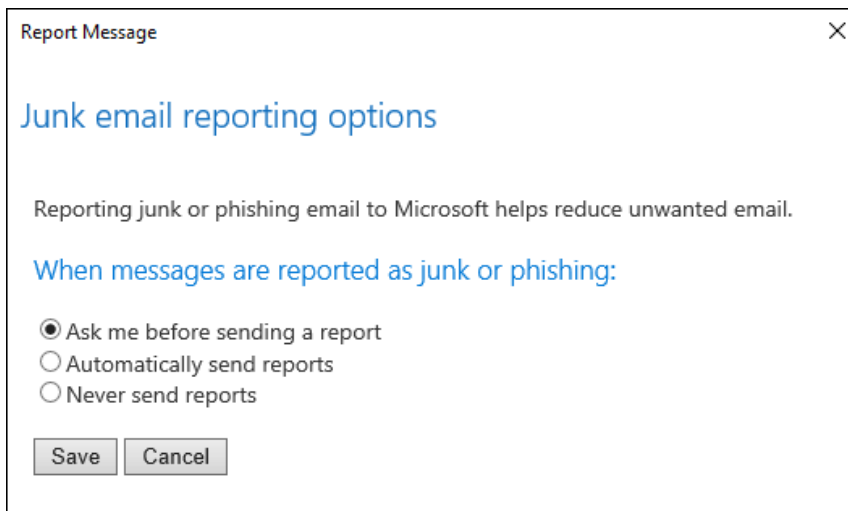
3. For **All Apps**, select **Add Apps**, scroll to the **Report Message** add-in, select it, and then select **Add** to install it.

Report Message add-in options

Choosing **Options** from the **Report Message** button allows you to choose whether messages are automatically sent to Microsoft when they're reported as junk or phishing attempts.

Change your Report Message options

1. Choose **Options** from the **Report Message** button on the Ribbon.



2. Use the following option: **Always send a copy of the message to Microsoft**

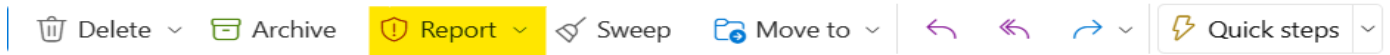
3. Once you've taken the action, choose **Save**. The following message in the InfoBar in the message header confirms your changes were saved successfully.

✔ Your options changes were saved successfully. [Dismiss this message](#)

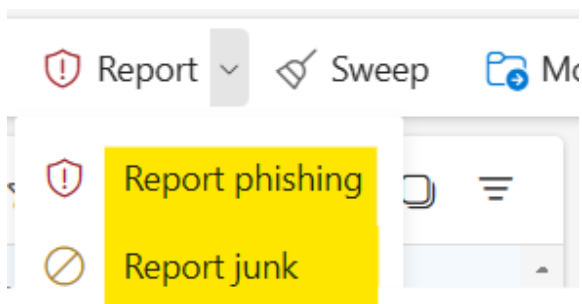
Microsoft 365 Online Version.

REPORT A MESSAGE (using Online Office 365 version of Outlook)

Select the email you have identified as Junk and click the shield on the task bar (see image)



Choose either of the two categories Report Phishing or Report Phishing



Select the category or type of email you wish to report Junk or Phishing and click OK. If you are Reporting phishing the message will tell you. Click OK to leave the Reporting Tool.

Report junk

Junk email is unwanted, unsolicited email that is often sent out in bulk.

Don't show me this message again

OK

Cancel

A copy of the message will be forwarded to the Provincial Systems Admin Team.

Problems?

If you are unable to install the reporting feature and would like a sender blocked in our system, please forward the email to [PROV ADMIN](#)

Please change the Subject header to **Junk** and it will be added to our blacklist.