**End-User Phishing Procedure**

Phishing is an attempt by an individual or group to solicit personal information from unsuspecting users by employing social engineering techniques. Phishing emails are crafted to appear as if they have been sent from a legitimate organization or known individual. These emails often attempt to entice users to click on a link that will take the user to a fraudulent website which appears legitimate. The user then may be asked to provide personal information (such as account usernames and passwords) that can further expose them to future compromises. Additionally, these fraudulent websites may contain malicious code.

# PurposeThe purpose of this procedure is to minimize the risk of exposure of sensitive information maintained by the [Organization].

# Scope

# All staff, employees and entities working on behalf of [Organization] along with their computer/network systems are subject to this procedure. This procedure specifically covers the necessary steps when a [Organization] user encounters a phishing incident, whether by email, voice or any manner of retrieving personally identifiable information (PII.)

# Procedure

* It is required that all **[Organization]** employees report suspected phishing attempts to the Help Desk at **xxx-xxx-xxxx** or the **[Department]** (**email@email.com**).
* Phishing emails can be identified by certain indicators, but are not limited to emails that contain: generic greetings; requests for personal information; requests for an urgent response; and spoofed links.
* When **[Organization]** staff forward phishing emails to **[Department]** it is a best practice to attach the email per the instructions provided below.
	+ Attach an Email item using the Microsoft Outlook application
		1. Create a message, or for an existing message, click “Reply” “Reply All” or “Forward.”
		2. In the message window, on the Message Tag, in the “Include” group, click “Attach Item.”
		3. Click “Outlook Item” and browse through your folder list to find the folder that contains the item that you want to attach to your email. Under “Items” select the item and then select “OK.”
		4. Enter **[email@email.com]** for the “To” Field and any other relative information in the body of the email and then select “Send.”

* + Attach an Email item using Outlook Web
		1. Log into [Outlook on the Web](https://outlook.office365.com/) [https://outlook.office365.com]
		2. Select “+new mail”
		3. Organize the browser windows so that both the Mail Folder Listing and the newly created email can be seen viewed side-by-side.
		4. Drag the email from the mail folder list to the Newly Created Email Attachment window.
		5. Enter **[email@email.com]** for the “To” Field and any other relative information in the body of the email and then select “Send.”

# Enforcement

Violation of this procedure could be reported to the appropriate supervisor and could be subject to potential disciplinary action, up to and including termination.

The **[Department]** will verify compliance to this procedure using various methods which include, but are not limited to: business tool reports, internal and external audits and device restrictions. **[Department]** reserves the right to disconnect staff computer systems from the **[Organization]** network.

1. **Definitions**
* Not applicable at this time