

# Be in the know: Email security

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## Email Banner and Phishing

As part of our ongoing exercise to protect the University, all messages received from outside the University are marked with a caution warning.

Users are encouraged to think before they open attachments coming from the internet and are made aware that they need to recognise the sender to treat the email as safe.

CAUTION: This email originated from outside the Stellenbosch University network. Do not click links or open attachments unless you recognize the sender and know the content is safe.

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## Best practices when opening an email message

When you receive a new email or want to open an existing one, look for the banner at the top of the message. Email banners are visual cues in amber (orange) colour, that help you quickly identify external emails, meaning they were sent from someone outside the University.

If you don't see the banner, assume the email comes from a verified source. However, if you see a banner indicating the email is from an external source, make sure you take a moment to review the contents of the email carefully. Pay attention to the sender's email address, the subject line, and links or attachments.

By taking these steps, you can help protect yourself from phishing attempts, spam, and other malicious emails that may trick you into revealing sensitive information or downloading harmful software.

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## Report a message in Microsoft Outlook

The report message function in Microsoft Outlook is a tool that helps users to flag suspicious or unwanted emails and send them to Microsoft for review. This can help identify and prevent harmful messages from reaching other users.

If you receive an email that looks suspicious, contains spam, or seems to be a phishing attempt, you can use the report message function to inform Microsoft about it. This way, Microsoft can analyse the email and take necessary actions to prevent similar messages from appearing in your or other users' inboxes.

To report a message, click on the "Report Message" button in Outlook and follow the prompts.