

Forwarding a Phishing Email in Gmail

A. Identify that the email is **Phishing/Spear Phishing** for information:

GRCC Definitions:

Spam - Email is considered spam, advertising, non-targeted nor does it contain GRCC related content. It may contain links to random products, blogs, or news articles.

Phishing - Email will usually contain links to malicious websites or sites requesting user login data. Email requests credentials or sensitive information. Email may ask for a response before sending malicious content (i.e. Email may ask “Are you available?” in order to know if your email has an active user)

Spear Phishing - Advanced techniques are used to trick recipient such as containing GRCC associated content, sender address spoofing (may appear to be from another GRCC staff member/student), requests sensitive data, links to credential harvesting or malicious web pages as well as may contain malicious attachments.

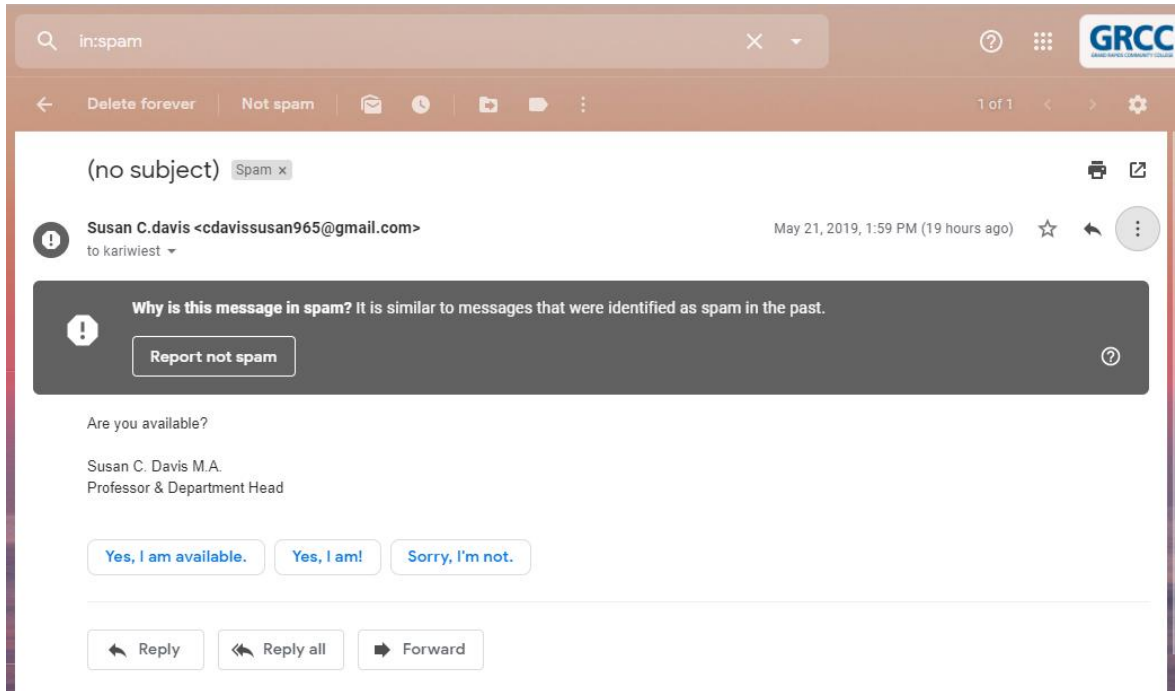
B. Take Action

Once you have identified the type of email, you can take appropriate action based on the table below.

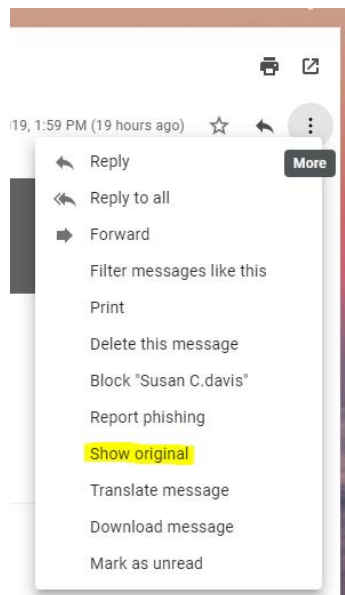
Classification	Classification Qualifications	Actions
Spam	Email is considered spam if it is advertising, non-targeted nor does it contain GRCC related content. It may contain links to random products, blogs, or news articles.	Spam should be reported as spam in Gmail
Phishing	Email contains links to malicious websites or sites requesting user login data. Email body requests credentials or sensitive information.	Forward the “Original Message” to the IT Security Team at IT_Security_Team@grcc.edu with the subject as “Phishing Email”
Spear Phishing	Advanced techniques are used to trick recipient such as containing GRCC associated content, sender address spoofing (may appear to be from another GRCC staff member/student), requests sensitive data, links to credential harvesting or malicious web pages as well as may contain malicious attachments.	Forward the “Original Message” to the IT Security Officer at IT_Security_Team@grcc.edu with the subject as “Phishing Email”

C. Forwarding Phishing/Spear Phishing Emails to the Information Security Team

1. Locate and select the “Snowman” icon in the upper right-hand corner of the email



2. After selecting the “Snowman” icon, select “Show original”



- Once you select “Show original”, you will be directed to a new window that will look similar to the following and you will need to select **Copy to clipboard** :

Original Message

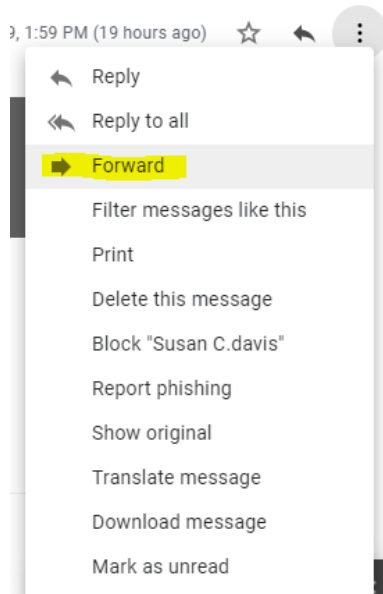
Message ID	<ORIGINAL-RELEASE-1558461598472271156-CAMkBoYvp2zfb2m4SBOdHHCEa9hVFY_8-qve2U5+e3T9UeHw@mail.gmail.com>
Created at:	Sat, May 18, 2019 at 3:47 PM (Delivered after 252728 seconds)
From:	"Susan C.davis" <cdavissusan965@gmail.com>
To:	kariwiest@grcc.edu
Subject:	
SPF:	SOFTFAIL with IP 72.35.23.112 Learn more
DKIM:	'FAIL' with domain gmail.com Learn more
DMARC:	'FAIL' Learn more

[Download Original](#)

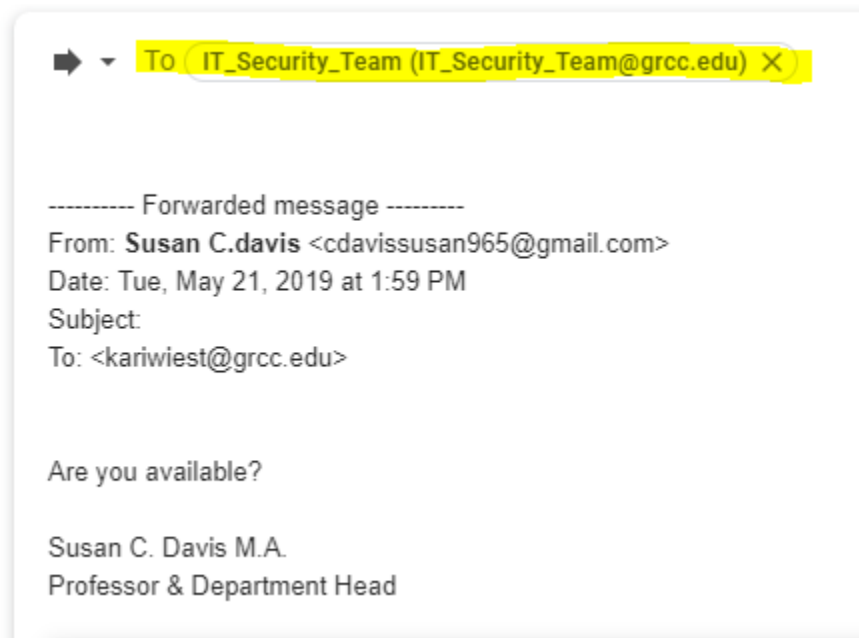
Copy to clipboard


```
Delivered-To: liliaherdegen@grcc.edu
Received: by 2002:a2e:541:0:0:0:0 with SMTP id 62csp18940931jf;
  Tue, 21 May 2019 10:59:59 -0700 (PDT)
X-GoogLe-Smtp-Source: APXYYqW6R5MhNvISXuVVFzKQMFQgY65jTYfPAZ9bc0MFSyYv6v3JETJ74vxlgHZHwGBdix8xij5d
X-Received: by 2002:a24:dcc5: with SMTP id q188mm4940513itg.64.1558461599465;
  Tue, 21 May 2019 10:59:59 -0700 (PDT)
ARC-Seal: i=1; a=rsa-sha256; t=1558461599; cv=none;
  d=google.com; s=arc-20160816;
  b=GzHEL6641QzZeEU35q40/uSFeUqj7Zg5x5v9QGV48sJQdXsn8B0Hn11wu8ZJQmrdn
  RZRv0hk2gZG5CCjwe7g1Rhs0DgmqivHBLUX+Eshj3R4x4NuJf1QBwccSEAM8fB0F17bbzj
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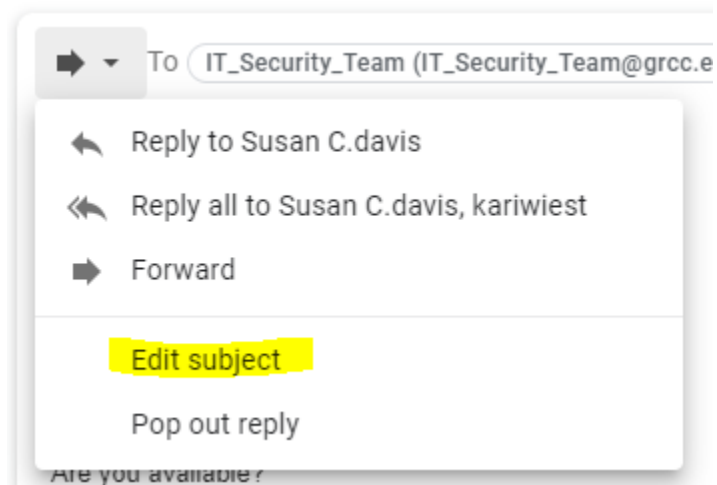
- After selecting **Copy to clipboard**, relocate back to your Gmail account and click the “Snowman” icon to “Forward” the phishing email



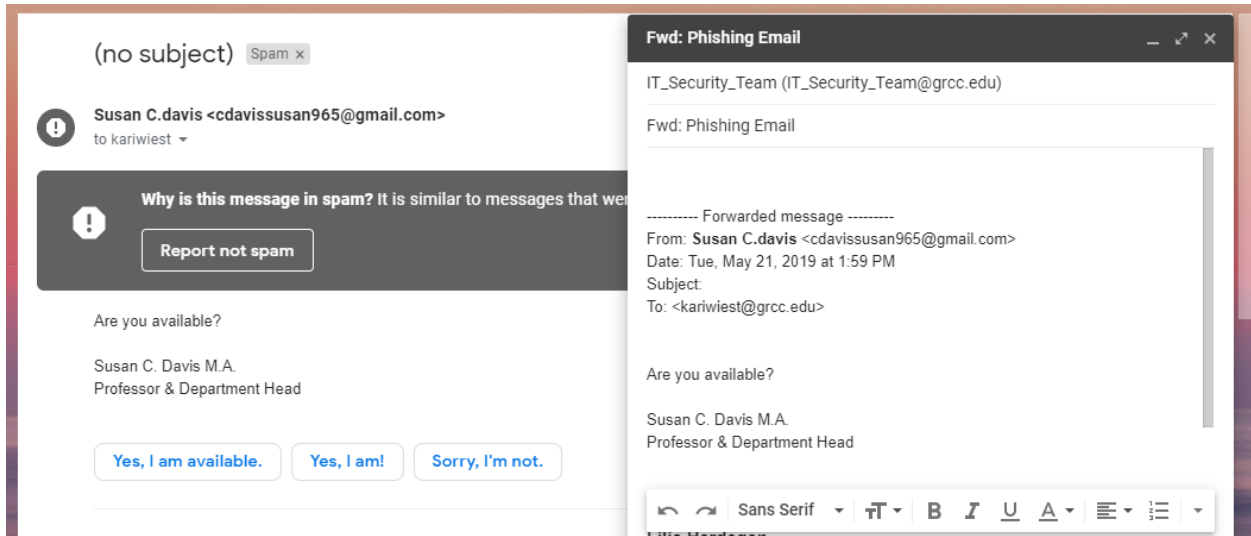
5. You will be sending the email to IT_Security_Team@gmail.com



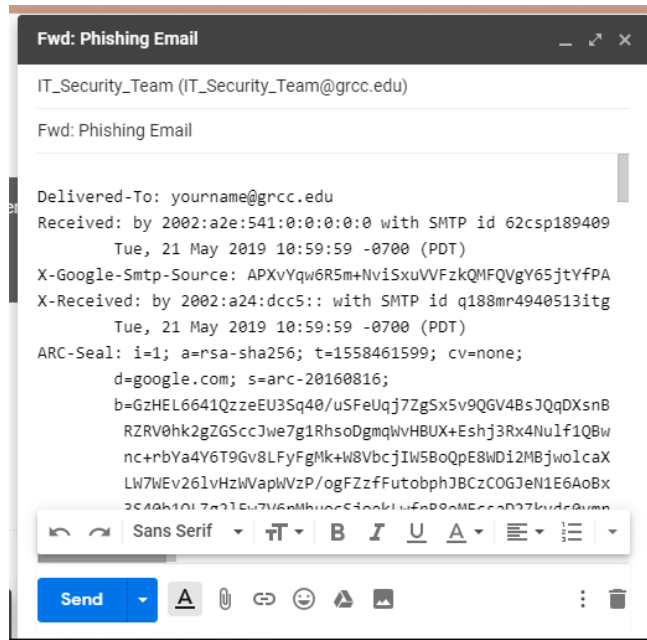
6. Select  next to the "To" line to "Edit subject"



- A new email window will appear at the right for you to enter in the new subject “Fwd: Phishing Email”



- Within the body of the email, above ----- Forwarded message -----, paste in the information that was copied to the clipboard from the “Original Message” tab. It will look similar to the following.



- Congratulations! You can now click

