

HOW TO REPORT A MALICIOUS OR SUSPICIOUS EMAIL

Aalto University's Cyber Security Team requests samples of malicious or suspicious emails arriving at Aalto. These messages usually are scam and phishing and they may contain malware hidden in attachments. Our goal is to block access to the links provided and teach our junk email filter to recognize and warn about these messages. Attachments will be checked for malware and possible new findings will be sent to further analysis. For these purposes we need the original messages as whole (with full headers, links and attachments). The easiest way to do this is to send the original message as an attachment directly to Aalto Cyber Security team (security@aalto.fi). The following describes the procedure with all the Aalto supported email clients.

Sending a message as an attachment with **Mac Mail**:

- in message list view click the sample message with mouse button 2
- select "forward as attachment"
- write a short description and add a subject
- add recipient as: security@aalto.fi
- send the message

Sending a message as an attachment with **Outlook** (*Mac & Windows*):

- start a new message and add recipient as: security@aalto.fi
- write a short description and add a subject
- drag the sample by holding down left mouse button and while on top of the new message release the button
- send the message (note! you can add multiple samples to the new message)

Sending a message as an attachment with **Outlook** (*on the web*, via web browser):

- start a new message and add recipient as: security@aalto.fi
- write a short description and add a subject
- drag the sample by holding down left mouse button and while on top of the new message release the button
- send the message (note! you can add multiple samples to the new message)

Sending a message as an attachment with **Mobile Outlook** (*Android + iOS*, mobile phones):

- open the message and select the three dots menu
- select "forward as attachment" and type security@aalto.fi to the recipient field
- write a short description
- send the message

Sending a message as an attachment with **Thunderbird**:

- in message list view right click the sample message
- first select "forward as" and then "attachment"
- write a short description and add a subject
- add recipient as: security@aalto.fi
- send the message



If the subject of the message starts with [*aalto warning: possible spam*] and the message was redirected to junk email folder, our spam filter has detected it as spam and we do not require a sample. If you suspect it was a false positive (add a note so we know it was probable false positive) you can always send it to us for analysis and we will report back the findings. While the analysis is pending, it is not recommended to click any links or open attachments in that email message.

Note: plain forwards, screen captures, etc. are not enough. We need full samples to be able analyze the messages and help you the best we can! Thank you.