



SOP Title: Reporting Phishing Emails in Microsoft Outlook 365
SOP No: OTECH-SOP2025-001-A
SOP Version: 1.0
Effective: 01/06/2025
Last modified: 01/06/2025



STANDARD OPERATING PROCEDURE FOR REPORTING PHISHING EMAILS IN Microsoft Outlook 365

1. Scope and Application

The purpose of this document is to establish the procedure for the proper reporting of phishing emails within the Government of Guam (GovGuam) Microsoft Outlook 365 E-mail application. This SOP applies to all GovGuam users utilizing Microsoft Outlook 365 as their e-mail application.

2. Roles & Responsibilities

Role	Responsibility
Chief Technology Officer (CTO)	• Overall responsibility for the security, functionality and support of the user account access and controls to GovGuam information systems and resources • Overall responsibility for reviewing and updating this SOP on an annual or as needed basis • Inform Security Administrator of any discrepancies
AD & Email System Administrators	• Take appropriate action to vet each report • Ensure each request is addressed in a timely manner • Reach a verdict whether the email is Phishing or Not a Threat • Send a response to the user who reported the issue with a verdict • Taking prompt action to mitigate
HelpDesk	• Input request into internal HelpDesk system and assign the ticket to the appropriate team • Ensure each request form is properly filed • Ensure completed tickets are closed
Agency/Program Head and Administrative Officers/Aides	• Ensure that requests are completed based on the principle of least privilege • Ensure that Agency personnel adhere to all related policies, guidelines and procedures • Immediately inform OTECH HelpDesk of any discrepancies or changes to user's roles, responsibilities and/or affiliation with the Agency
Users (<i>to include GovGuam employees with 365 Accounts</i>)	The role of a user is defined as an individual submitting a report of a Phishing Email: • Select the email in Outlook 365 and utilize the "Report Phishing" button in the Home Tab • Do not click on any of the links in the email • Protect your account • Comply to the terms of this SOP and all other applicable policies, guidelines and procedures

3. Policy References

OTECH-POL2021-004 Email Policy



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4. User Procedure

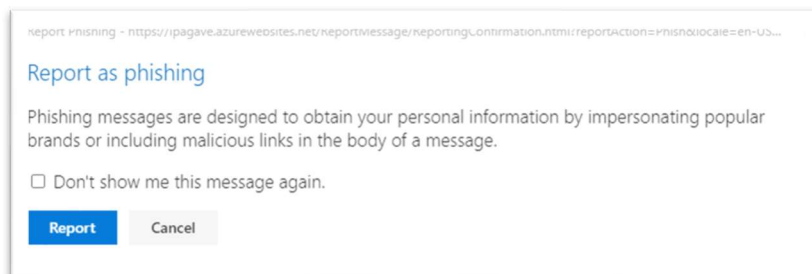
Reporting Phishing Emails in Microsoft Outlook 365

To Report an email as Phishing:

- Select the email in your inbox
- Click the **Report Phishing** button in the Home Tab (appears at the far right).



- The following message will appear:



- It is recommended **NOT** to check the box next to “Don’t show me this message again” to avoid accidentally reporting emails as phishing.
- Select **Report**. You’re done!
- Otech Staff will receive the phishing report and analyze.
- An email will be sent to you upon review and verdict of the Phishing email.

-end-

5. SOP Approval

This SOP has been reviewed and approved for dissemination.

Frank LG Lujan, Jr., OTECH CTO

Date: **June 6, 2025**