

SecureT Cybersecurity Safety Tips



Learn how to protect yourself by reporting Phishing, Smishing, and Vishing attempts

How To Use The Outlook Report Message Button:

Reporting suspicious emails helps us identify them in our network and allows our security teams to remove them before they are opened by anyone.

Q: Where is the button located?

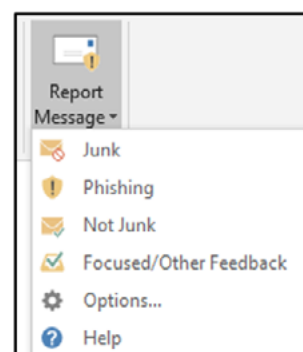
The Report Message button is located in the upper right corner of the Outlook ribbon.

Q: What does the button do?

Emails reported as “Phishing” will be sent to the T-Mobile Security team for review, and mitigation.

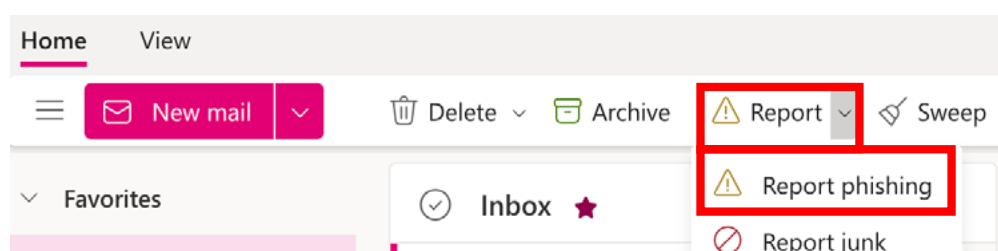
Report all phishing emails this way.

Q: What does the button look like?



Q: How do I report a Phish email in Microsoft 365 webmail?

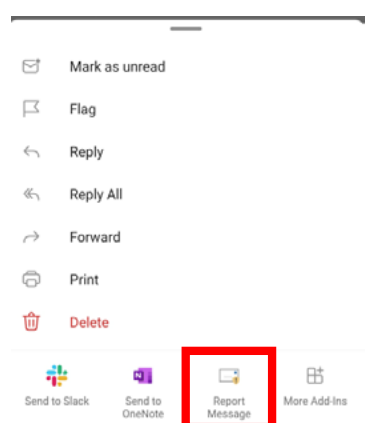
The button is located under the “Report” dropdown menu. Or simply “right-click” on the email message and select Phishing.



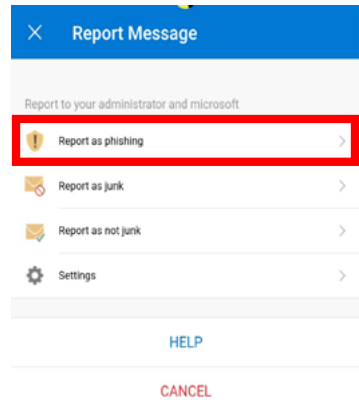
Q: How do I report a Phish messages in Outlook for iOS and Android?

1. Select one or more messages.

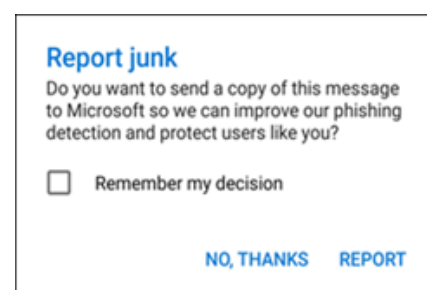
2. In the ribbon tap on the “Report Message” icon. The action menu opens.



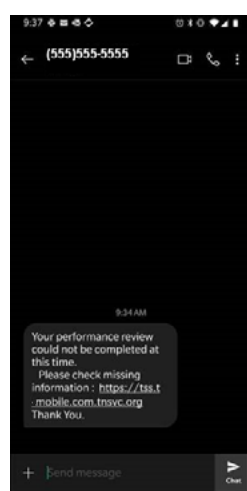
3. Tap Report message and then select Phishing.



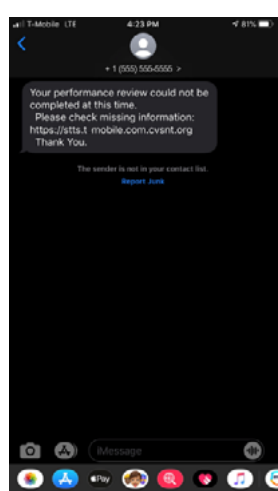
4. In the dialog that appears, you can choose Report or No Thanks. If you tapped Phishing the message moves to the Deleted Items folder. Select Report to also send a copy of the message to Microsoft.



How To Report SMShing Text Messages:



Android



iPhone

Q: How do I report SMShing Messages?

Forward the SMShing message to 7726 (SPAM) from your mobile device.

If you have unfortunately interacted with the SMShing message by clicking links or attachments, please report via service now. Take a screenshot of the entire text window, with telephone number visible, and report the incident via [ServiceNow](#). If you are unable to use ServiceNow to report a cybersecurity incident you can send an email directly to securityincident@T-Mobile.com to create a SIR ticket for the CSOC.

Note: This is to be used for reporting SMShing text messages only.

How To Report Vishing Calls and Messages:



Q: How do I report an Incident on a customer account?

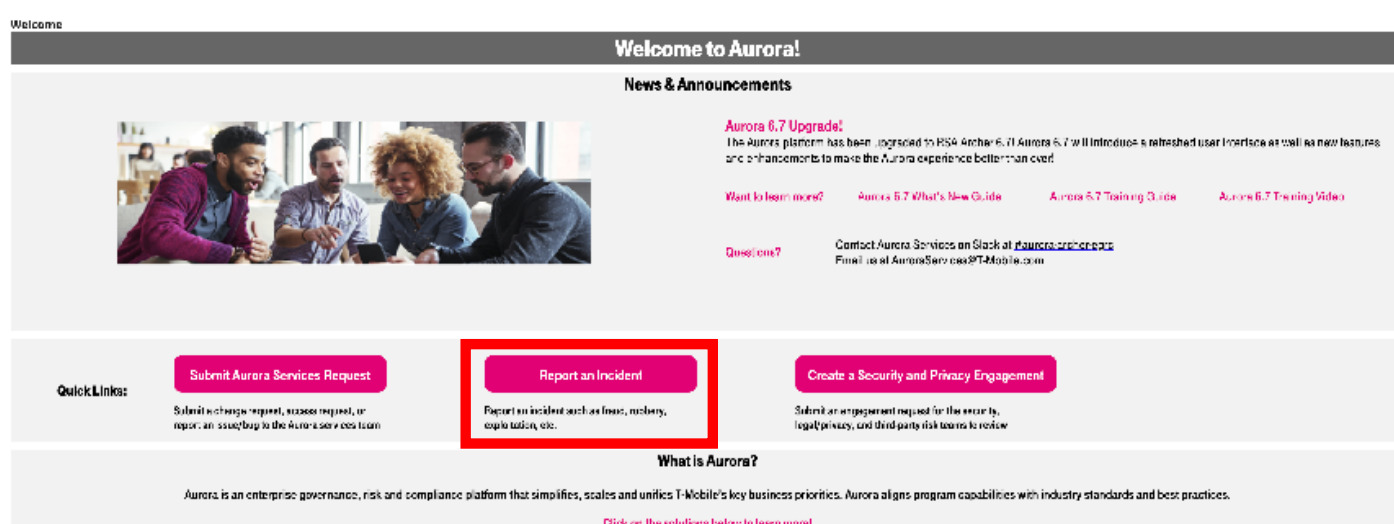
Report the incident under SMShing in [Aurora](#). See walk through below.

Q: How do I report an Incident on an employee account?

Report the incident using the [ServiceNow Security Catalog](#).

How To Use Aurora

Step 1: You must be signed into VPN to use Aurora.
Step 2: Select “Report an Incident.”



Step 3: Select the Category in the Incident Reference Matrix. In this instance it would be Phishing, SMShing, or SPAM.

Phishing, SMShing or SPAM	Attempts to gather personal and/or financial information from T-Mobile customers through what appears to be a legitimate communication by T-Mobile via phone, email or text message. Please report suspected phishing emails sent to your T-Mobile account to Phish@T-Mobile.com
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GENERAL INFORMATION

Category: Burglary, Robbery or Loss/Theft
 Employee or Dealer Unethical Conduct
 Assault, Harassment, Threat or Security Concern
 Injury, Damage or Safety
 Phishing, SMShing or SPAM
 Unauthorized Account Access
 Business Support
 Cyber Security Incident

Step 4: Fill out all other information and submit.