Memo # 7121-12-19-2024

TO: All Staff

FROM: Joshua Kephart, IT Director

RE: Email Threat Protection

DATE: December 19, 2024

Good morning Staff,

Please find below information and instructions on our Email Threat Protection provided by Mimecast. This feature will be enabled on Monday, December 23 across the agency. In doing so, you will start to begin to see banners show up on emails that the system deems as a threat.

Please interact with these banners and mark as safe or report as malicious to help us and better improve our email security system.

If you have any questions, comments or concerns, please respond back to this memo for IT service desk.

Sincerely,

Joshua Kephart

Email Threat Protection

Banners

The banners shown below will now begin to appear in your email messages at the top of the message. These banners are set to make you aware of a potential threat before interacting with the sender. You can choose to mark them as safe or report as phishing or spam.

In doing so, this will continue to build our AI learning model of email security and provide our agency with a more secure network. Please report on messages as they appear.

User Experience

Clicking a warning banner will automatically authenticate staff and direct you all to the 'submit a report' page, where you can select the appropriate action for the email.

Users who interact with for the first time will be required to authenticate against the Mimecast platform using M365 SSO. (your CenClear email & password)

1. Clicking a warning Banner will authenticate their email address and direct users to a page to submit a report.
2. The user is presented with a prompt where they will select the appropriate action for the email.
3. Confirmation of the chosen selection is displayed.