KnowBe4

Phish Alert Button

Employees report phishing attacks with one click
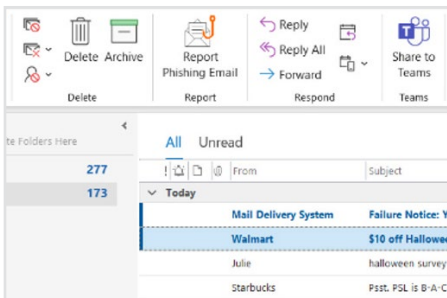
Phish Alert

Do your users know what to do when they receive a suspicious email?

Should they call the help desk, or forward it? Should they forward to IT including all headers? Delete and not report it, forfeiting a possible early warning?

KnowBe4's Phish Alert add-in button gives your users a safe way to forward email threats to the security team for analysis and deletes the email from the user's inbox to prevent future exposure. All with just one click!
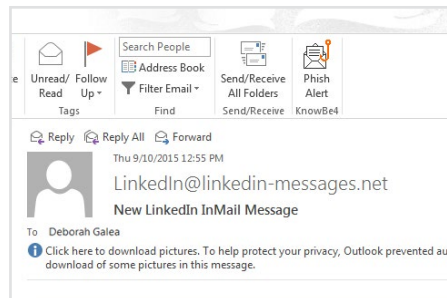
Microsoft Ribbon PAB
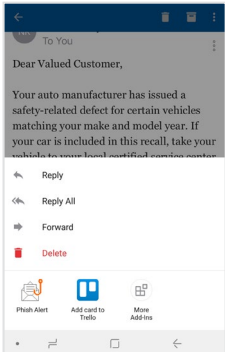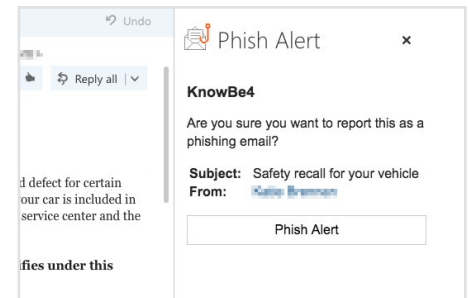Adds a Phish Alert button for your users

Outlook Toolbar
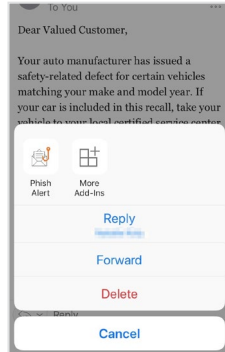Adds a Phish Alert button for your users

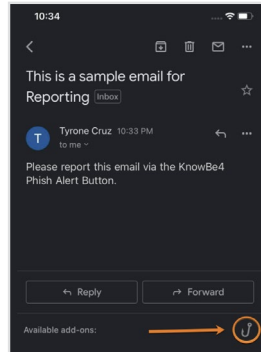### Microsoft 365 Add-in Pane
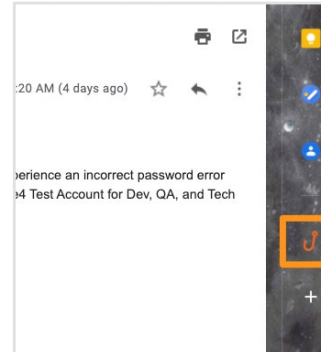Adds a Phish Alert button for your users
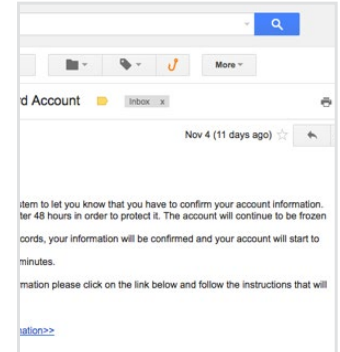

Outlook Mobile
(Android)

Outlook Mobile
(iOS)

Gmail Mobile
(Android)

Gmail Add-On
Adds a Phish Alert button for your users

Gmail Extension
Adds a Phish Alert button for your users

- ❯ When the user clicks the Phish Alert button on a phishing email, the email will be directly forwarded to your Incident Response team.

- ❯ Has fully customizable button text and user dialog boxes.

- ❯ Clients supported: Outlook 2016, 2019, 2021 & Outlook for Microsoft 365, Exchange 2016, 2019 & 2021, Outlook on the web (Outlook.com), the Outlook Mobile App (iOS and Android), Chrome 80 and later (Linux, OS X, and Windows), Gmail accounts connected through Google Workspace, Gmail Add-on is compatible with Gmail in browser and mobile clients. For more information on compatibility, please visit: https://support.knowbe4.com/hc/en-us/articles/1500011951662-Phish-Alert-Button-Compatibility-Matrix

Phish Alert Benefits

- Reinforces your organization's security culture, users can report suspicious emails with one click.

- Your employee gets instant feedback, which reinforces their training.

- Incident Response gets early phishing alerts from users, creating a network of "sensors." You can change the receiving email address and add a prefix.

- You can change the user dialog box text regularly to coordinate with your security awareness program. When your user opens email client, the add-in pulls in your updated messaging with most versions.

- Easy Phish Alert Button (PAB) deployment options: Outlook PAB installer for Windows, PAB manifest for Microsoft Products, Gmail Chrome Extension PAB config file, and Gmail Add-on App for Google Workspace

When the User Clicks the PAB on a Phishing Security Test

📧 Thank you!

👍 Congratulations! The email you reported was a simulated phishing attack initiated by your company. Good job!

OK
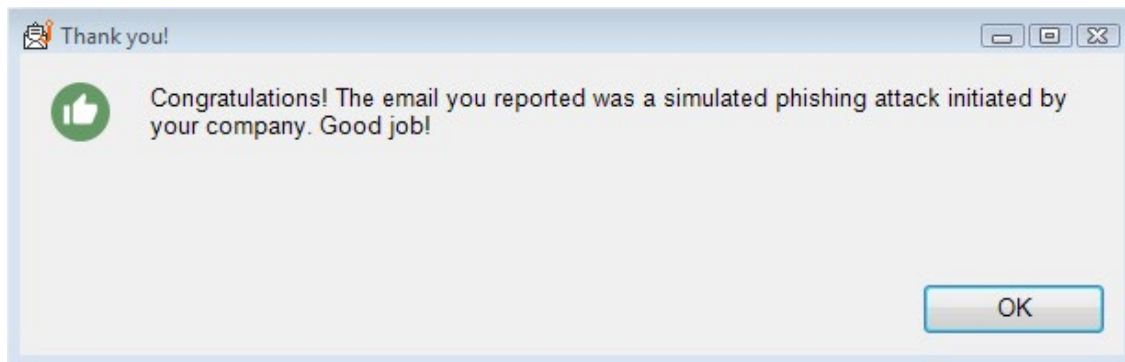
When the User Clicks the PAB on a Non-Simulated Phishing Email

📧 Thank you!

✔️ Thank you for reporting this email to your security team. Because of people like you, our company is more secure!

OK

Phish Alert: How It Works

A new email arrives in an inbox.
The user thinks it's a phishing attack.

They click on the Phish Alert button.

Yes ········· System determines if
email is from KnowBe4. ········· **No**

Our simulated phishing
security tests come with a
special SMTP header.

The email could be a legit
email, could be spam or
a real phish.

The add-in contacts
KnowBe4 servers to record
the action of the user in
your Admin Console.

The email is sent directly from
the user's email client to your
Incident Response Team.

The user gets acknowledged
for having security
top of mind.

Your IR Team receives a copy
of the email with an attachment
containing all SMTP headers.

The email gets deleted
from the user's inbox.
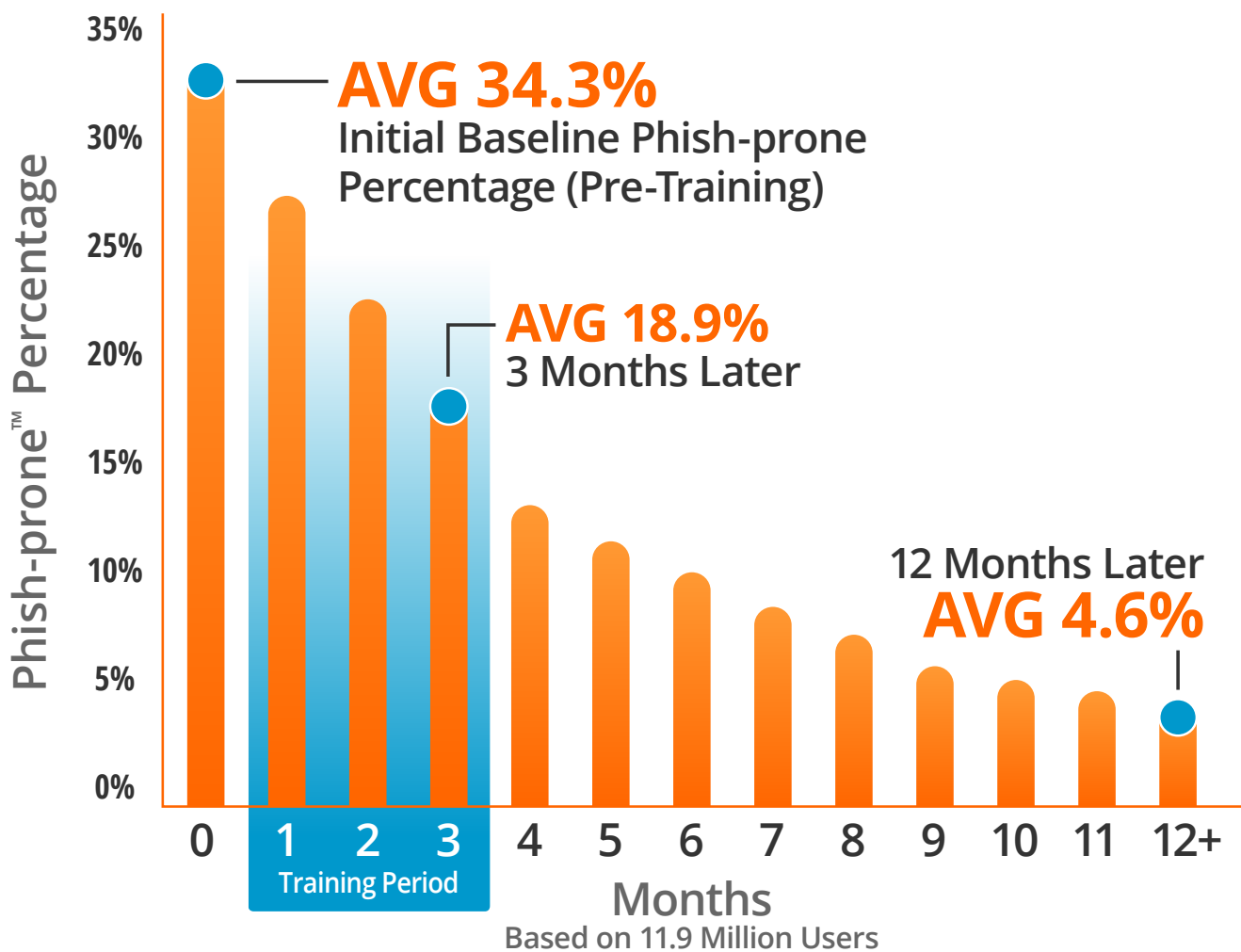
Further Enhance Your Management of Social Engineering Threats

➤ Continue to push down your user's Phish-prone Percentage.

➤ Reporting of both simulated and real phishing emails involves users even more.

➤ Your Incident Response Team can act faster on possible real phishing attacks.

AVG 34.3%
Initial Baseline Phish-prone Percentage (Pre-Training)

AVG 18.9%
3 Months Later

12 Months Later
AVG 4.6%

Phish-prone™ Percentage

Training Period

Months
Based on 11.9 Million Users

Source: 2024 KnowBe4 Phishing by Industry Benchmarking Report

Note: The initial Phish-prone Percentage is calculated on the basis of all users evaluated. These users had not received any training with the KnowBe4 console prior to the evaluation. Subsequent time periods reflect Phish-prone Percentages for the subset of users who received training with the KnowBe4 console.

Phish Alert ✓ Phish Alert Support Portal
support.knowbe4.com

? Questions?
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