



TECHNICAL REFERENCE

Reporting Missed Phishing and Spam to Trustwave Using the Microsoft Report Button

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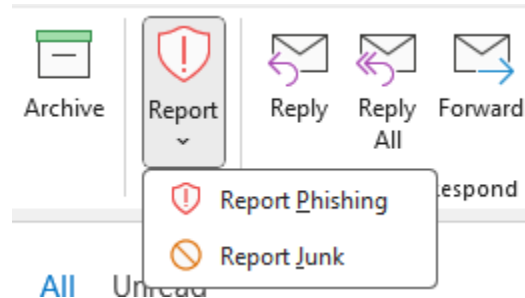
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About This Document

This document explains how to set up your Microsoft 365 environment so that users can report missed phishing and spam email directly to Trustwave using the Microsoft Report button built in to Outlook.

Introduction

The Microsoft Report button is available in supported versions of Outlook.



By default this button sends the report to Microsoft. It can also deliver the reports to an internal mailbox that you monitor, and a copy of this information can be sent to Trustwave. For MailMarshal customers, providing this information is an important feedback loop that helps to tune MailMarshal detection engines for optimum performance.



Note: The Trustwave Spam Reporter plug-in will no longer be supported. Setting up the Microsoft Report button as described in this document is the preferred method for end user reports to Trustwave going forward.

1 Add an email address and shared mailbox for submissions

When an employee uses the Microsoft Report Message button the email submission is forwarded as an attachment to a custom mailbox. We suggest using a shared mailbox:

1. In the Microsoft 365 admin center at <https://admin.microsoft.com>, go to **Teams & groups** > **Shared mailboxes**.

2. Click "Add a shared mailbox" and then give the mailbox a name such as Phish Report, with an email such as `phish-report@<your-domain>`.

Add a shared mailbox

Email can be sent to and from the name and email address of the shared mailbox, rather than an individual. After you create the shared mailbox, you can add members who can read and reply to email.

Name *

Email * Domains
 @ ✓

2 Configure the Email Address and Button for User Submissions

In the M365 Defender portal (<https://security.microsoft.com/securitysettings/userSubmission>):

1. Enable the monitoring of reported messages, and choose "Use the built-in Report button in Outlook".

User reported settings

① You can now report messages in Microsoft Teams. [Show me the updates](#)

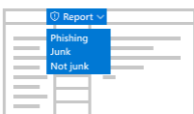
Customize how users report messages in Outlook and Teams. Reported messages on the [Submissions](#) page. [Learn more about user reported settings.](#)

Outlook

☒ Monitor reported messages in Outlook

Select an Outlook report button configuration

☒ Use the built-in **Report** button in Outlook ①



When a user reports an email

☒ Ask the user to confirm before reporting

☒ Show a success message after the message is reported

[Customize messages](#)

2. Add the exchange shared mailbox set up previously as the destination to send reports to.
 - For the "Send reported messages to" option, ensure you have either "**My reporting mailbox only**" or "**Microsoft and my reporting mailbox**" selected. Which one you select depends on whether you also want Microsoft to receive a copy of the report.

Reported message destinations

Send reported messages to:

Microsoft and my reporting mailbox

Add an exchange online mailbox to send reported messages to:

PH phishreport@ [redacted] X

3. Click **Save**.

3 Configure a Mail Flow Rule to CC Reports to Trustwave

This step ensures that Trustwave will receive a copy of any user submission made with the Report button. Reports are an important feedback mechanism used to improve the detection engines in MailMarshal.

Navigate to the Exchange Admin Center in Microsoft 365 at <https://admin.exchange.microsoft.com/>

1. Go to **Mail flow > Rules** and then click 'Add a Rule' and 'Create a new rule'.
2. In "Apply this rule if" select "The recipient" and "is this person" and enter your shared mailbox email address created earlier.
3. In "Do the following" select "Add recipients" and "to the Cc box" and enter Trustwave's reporting email address: `missed-spam-report@babel.marshall.com`
4. Click Next, Next and Finish.
5. By default the new rule will be disabled. Click on the new rule and **Enable**.

Your mail flow rule should be similar to the below:

Copy Phish Reports to Trustwave

Conditions Settings

Name *

Copy Phish Reports to Trustwave

Apply this rule if *

The recipient is this person +

The recipient is 'phishreport@ [redacted]'

Do the following *

Add recipients to the Cc box +

Copy the message to 'missed-spam-report@babel.trustwave.com'

Except if

Select one Select one +

References

Report phishing and suspicious emails in Outlook for admins

<https://learn.microsoft.com/en-us/defender-office-365/submissions-outlook-report-messages#use-the-built-in-report-button-in-outlook>

Deploy add-ins in the Microsoft 365 admin center

<https://learn.microsoft.com/en-us/microsoft-365/admin/manage/manage-deployment-of-add-ins?view=o365-worldwide>

About Trustwave

Trustwave helps businesses fight cybercrime, protect data and reduce security risk. With cloud and managed security services, integrated technologies and a team of security experts, ethical hackers and researchers, Trustwave enables businesses to transform the way they manage their information security and compliance programs. More than three million businesses are enrolled in the Trustwave Fusion® cloud platform, through which Trustwave delivers automated, efficient and cost-effective threat vulnerability and compliance management. Trustwave is headquartered in Chicago, with customers in 96 countries. For more information about Trustwave, visit <https://www.trustwave.com>.