**UCONN**
**HEALTH**

**Frequently Asked Questions (FAQ):** <span style="color:red">**New External Email Notification Banner**</span>

**Q: Why do we need to use the banner?**
**A:** This external email notification is truly critical to protect our institution's cybersecurity and our campus infrastructure from phishing attempts and hackers, but most importantly all of our employees' data and our patients protected health information.

Although UConn Health already has one of the best email security systems available, no technology is perfect when it comes to stopping phishing. While the majority of phishing emails are caught by IT, a small percentage are not. As a result IT needs to swiftly and tirelessly deal with the repercussions of phishing emails continuously and it effects our entire organization. For example, data breaches due to successful phishing email attempts could result in very costly lawsuits, loss of our cyber liability coverage, and most critically a loss in trust that our employees and patients put in UConn Health.

**Q: What is phishing?**
**A:** Phishing is a form of social engineering whereby a malicious actor sends an email to trick users into giving out their username and password, clicking a link that takes them to a malicious site, or to download a malicious attachment.

**Q: Why are emails coming from UConn Storrs now labeled as external?**
**A:** Storrs has different business requirements that result in a different security profile compared to UConn Health. Additionally, many mailboxes are set to auto forward from Storrs to Farmington without traversing the Storrs security tools. This allows an external email to arrive at UConn Health appearing as though it originated from Storrs.

**Q: Can I have a known safe sender added to a "whitelist" so they are not labeled with the banner?**
**A:** Yes. Please forward an example email to [whitelist@uchc.edu](mailto:whitelist@uchc.edu). The sender will be closely evaluated by the Information Security and Privacy Governance Committee for whitelist consideration.

**Q: My preview pane in Outlook and on my phone now only shows the external email warning. Can I change the preview to see some email content?**
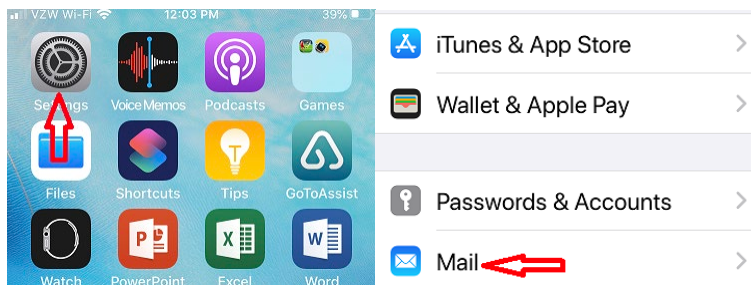**A:** Yes, the preview pane can be lengthened in Outlook, iPhones and Android phones. Please use the directions below.

**For Outlook:**

1. Click on the "View" tab at the top.
2. Click on "Message Preview" drop down and select "3 lines".
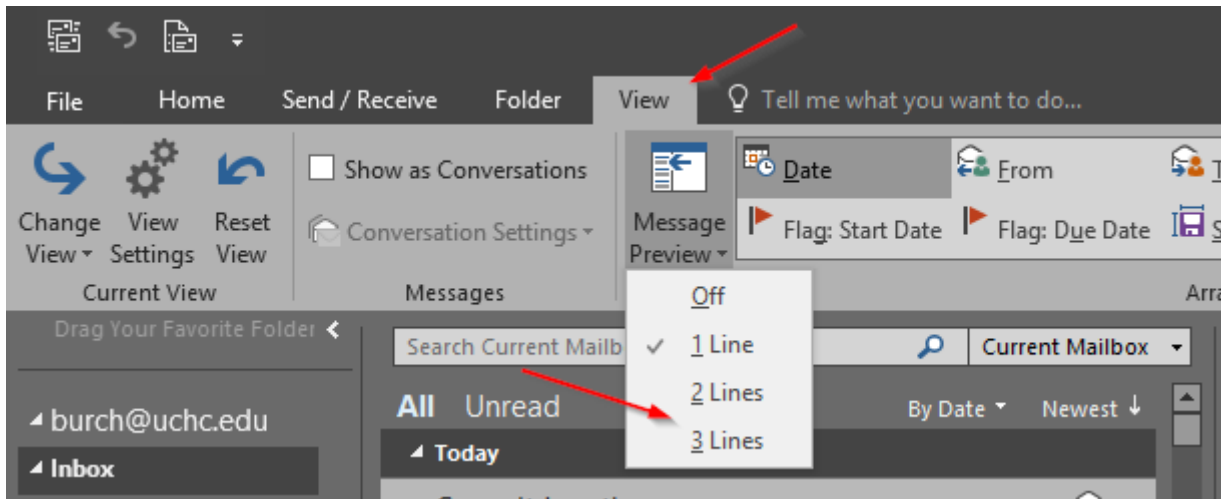


**For iPhone:**

1. From your home screen, navigate to settings and the chose Mail.



2. Now choose Preview and select the number desired. You can then use your task manager or home screen button to collapse to the home screen. Your selection will be AutoSaved.

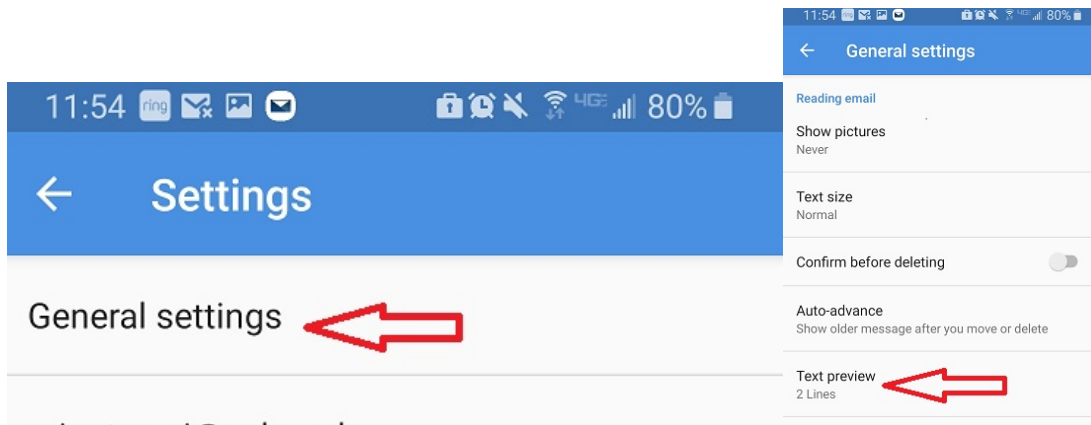| None | |
| --- | --- |
| 1 Line | |
| 2 Lines | ✓ |
| 3 Lines | |
| 4 Lines | |
| 5 Lines | |

**Caution:** If you are a clinical professional this may expose patient information on the locked home screen and in this case email text preview should be set to "None".

**For Android:**

1. From your home screen, navigate to your email plus icon (Identified by the Android Enterprise secure application indicator).

2. Choose the application and then navigate to settings by choosing the 3 dots on the top right corner and utilizing the drop down to select settings.
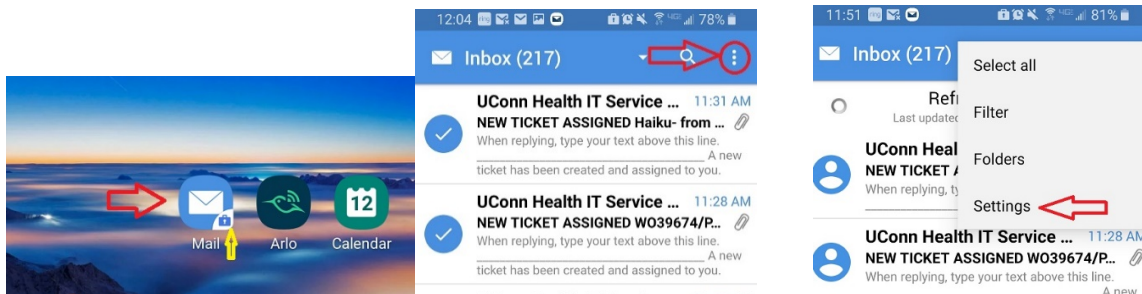
3. Now choose General and then scroll to Text Preview.



4. Select the maximum level of viewable lines. It will save and collapse to the setting screen.

**Caution:** If you are a clinical professional this may expose patient information on the locked home screen and in this case email text preview should be set to disable.