CATCH PHISH

FREQUENTLY ASKED QUESTIONS

WHAT IS CATCH PHISH?

Old-school security awareness programs set users up for *failure*:
- Users either pass or fail a phishing simulation and aren't provided the necessary education on WHY that simulation is phishy, leaving them lost and disconnected.
- Training is either completed once a year or impossible to keep up with. Busy employees are expected to remember ANOTHER password and log into a training portal when they have "free time."

That's why we've created our Catch Phish Outlook Plug-In to increase program participation and user engagement through two confidence-building functionalities directly in Outlook:
- **Email Analysis:** Users can click this button in their toolbar to leverage machine learning and artificial intelligence to confidently verify the legitimacy of any email that hits their inbox.
- **Security Training:** Users can access the weekly Micro Training videos and quizzes, re-watch any previous videos, or see how they scored with the click of this button in their toolbar!

EMAIL ANALYSIS

ANALYZE EMAILS WITH THE CLICK OF A BUTTON

These days, criminals are doing extensive research on personal and company accounts to create eerily convincing emails that have a high rate of success. Spotting these phishing attempts is only getting more complex.

Catch Phish's Email Analysis feature gives employees the tools to instantly analyze emails for malicious links, language, and attachments. The result? Fewer low-level tickets for your techs to verify phishing emails, increased user confidence to validate emails on their own, and access to quick, easy tips on how to spot phishing red flags.

ELIGIBILITY & COMPATIBILITY

Which of my customers are eligible for Catch Phish?
- The Catch Phish plug-in is available for all services with the Employee Vulnerability Assessment (EVA). See the full list, here.

What version of Outlook must my customers have?
- Outlook web, mobile, and desktop version 1.5 and newer!

HOW DOES IT WORK?

What happens when a user clicks on the "Email Analysis" button for a simulated phishing email?
- Users can gamify their phishing education by clicking the "Email Analysis" button to positively identify a phishing simulation. They will be rewarded with virtual confetti and another "phish" will be added to their bucket!

What happens when a user clicks on the "Email Analysis" button for an email that is NOT a phishing simulation?
- When presented with a phishy email, users can click the "Email Analysis" button to analyze the email for malicious links, language, and attachments through the "Send for Analysis" feature.
- Users can remove the phishy email from their inbox and into an auto-generated "Phishing" folder in Outlook.

SEND FOR ANALYSIS

Where do the emails go?
- Emails are securely captured and processed by our machine learning service. The analyzed email is returned to the user and never stored.

Will I receive a notification?
- You will not be notified when a user sends an email for analysis.

What's analyzed?
- Our system uses Machine Learning and Artificial Intelligence to analyze the links, language, attachments, and hidden elements and identifies any red flags. The email is assigned a phishing threat level indicating the likelihood of the email being a legitimate phishing message. Users can click on the identified components in the analysis to learn more about why the area was identified and if it contains any potential red flags.

SECURITY TRAINING

FRICTION-FREE TRAINING VIDEO & QUIZ ACCESS

Half the battle with getting your clients and their employees to participate in their training program is simply getting them to log into the portal and DO IT! That's why we've put their training program right inside Outlook! Less friction, less time, and increased participation.

AVAILABLE TRAINING

What training is available in Catch Phish?
- Employees are able to watch the weekly Micro Training video and complete the associated quiz, as well as access any previous week's Micro Training via the Catch Phish "Security Training" button, keeping them up-to-date on the latest scams and tactics!

QUESTIONS?

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