Phishing Alert Button Instructions for Use

The Phishing Alert Button (also referred to as PAB) is our team's button for reporting suspected phishing. This button quarantines your suspicious email (removing it from your inbox) and sends it directly to the Titamus team. Because of this, we can…

- Investigate the email
- Remove any similar emails from other inboxes in your organization
- Add the sender to a blocklist

If this email is determined to be non-malicious by both our techs and our scanning software, we also have the ability to release the email back into your inbox. If the reported email was part of one of our phishing simulations, you will be congratulated for correctly identifying it upon reporting and your response for that simulation will be tracked as a successful identification and report.

There are several places where this button will be accessible to you:

Microsoft 365 or Outlook Users

Outlook Desktop application (default)
Outlook Desktop application (new version)
Outlook web browser
Mobile Outlook application

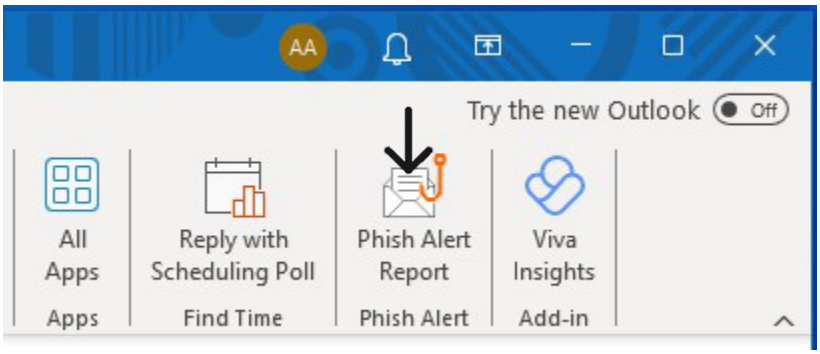
Gmail Users

Gmail web browser
Mobile Gmail application

Please let us know by submitting a ticket (to support@titamus.com, through the submission button on your computer, or by calling our office at 720.418.7662) if you are having trouble finding/using this button.

Outlook Desktop application (default)

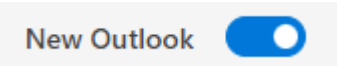
This button will be found in the top right corner of your Outlook application, with a graphic of open mail with an orange hook as seen below.



Back to top

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Outlook Desktop application (new version)

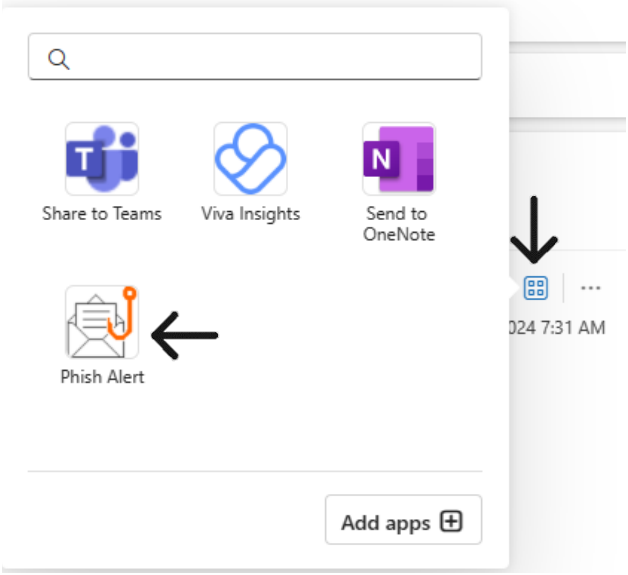


If you have selected to move to the new version of Outlook for Desktop, you will see this slide in the top right corner marked in blue. Please continue on to the instructions for the web browser, as the button is in the same place in both cases.

Back to top

Outlook web browser

If you are accessing your Office 365 email within your browser rather than within the Outlook application, the button will be found in the icon for “All Apps” in the top right of any email, which looks like a rounded square with 4 other squares inside it, pictured below. Clicking “Phish Alert” will open the reporting function for the email you have selected.



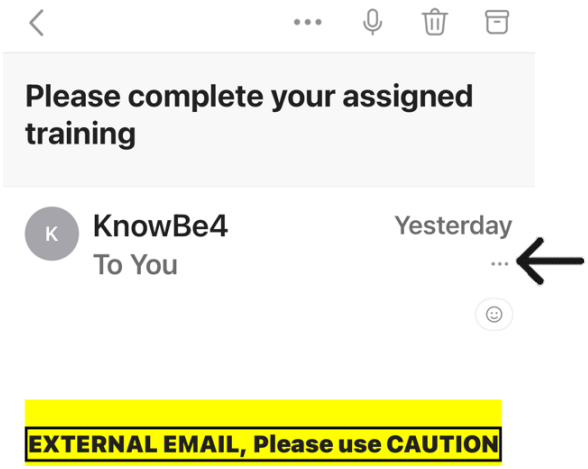
Back to top

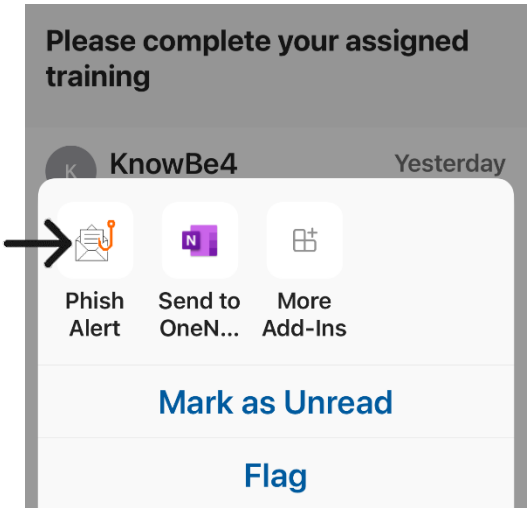
Phishing Alert Button Instructions for Use

Mobile Outlook application

If you are using your mobile phone to check your work emails, we highly recommend using the Outlook app (as opposed to the more general mail app) because the PAB is present and usable within the Outlook app.

When opening an email within the Outlook app, you will see a 3 dot menu right below the sender name and timestamp. This is the menu where you will find the PAB. Do **NOT** use the 3 dots at the very top of the email, a reporting function exists in this menu but it will not send to us at Titamus.





Press the PAB as shown above, and your email will be reported to us and removed from your inbox.

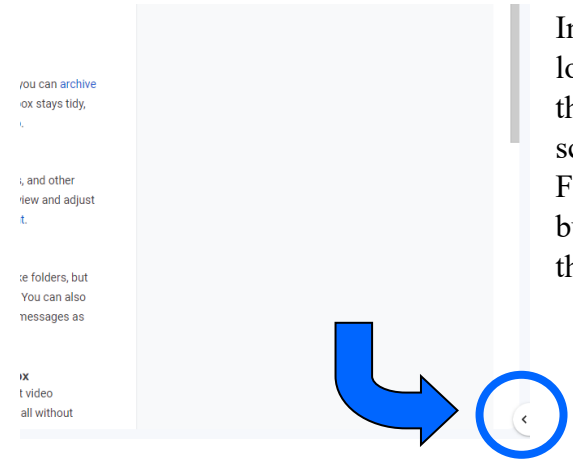
If you are using the general Mail application for your mobile device, please wait to report until you are on a computer and can use the PAB. Do not interact with the email or click on any links or attachments included.

Back to top

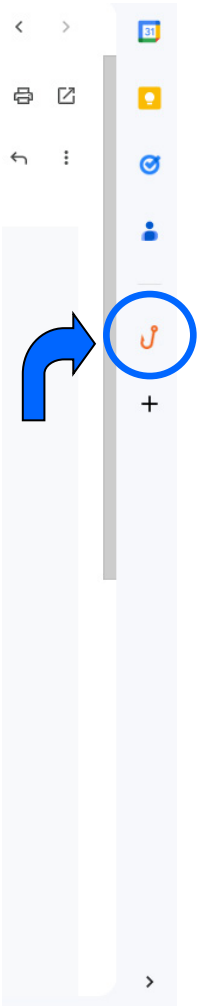
Phishing Alert Button Instructions for Use

Gmail web browser

Note: if you are accessing Gmail through the Outlook application, please let us know, as the phishing alert button will not automatically appear for you.

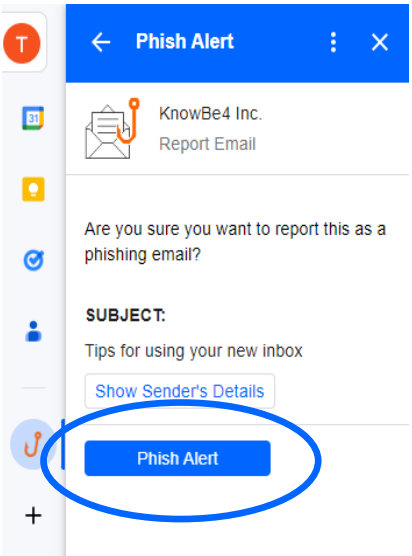


In the most default view for Gmail, whether you are looking at your entire inbox or one email in particular, there will be an arrow on the bottom right of your screen indicating you can expand a menu (pictured). For some mailboxes this may already be expanded, but if it is not it can be easy to miss. Click to expand this if you do not see it expanded.



You will see a small menu of icons appear along the right-hand side of your screen. Once you have clicked on the email you would like to report, click on the orange fishhook (shown to the right). This is the only way to report phishing directly to the technicians. Any other method will result in you reporting to Google and not to us. When you hover over it, the button should be identifiable as "Phish Alert" rather than something more generic such as "Report Phishing".

Once you click this button, another screen will appear confirming that this button is the Phish Alert button associated with KnowBe4 and asking you to confirm that you would like to report this email (pictured below).

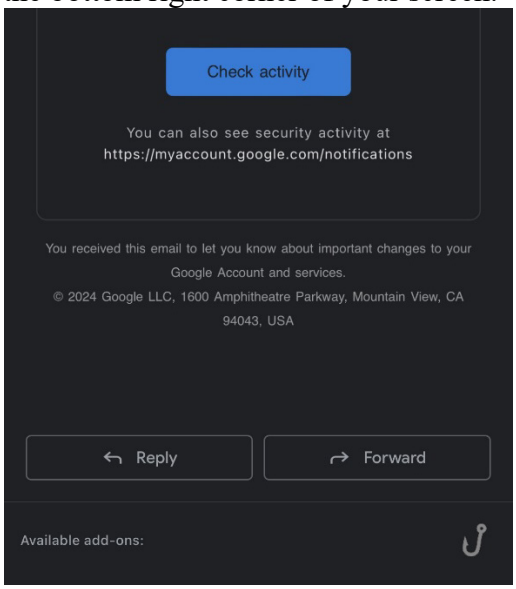


Back to top

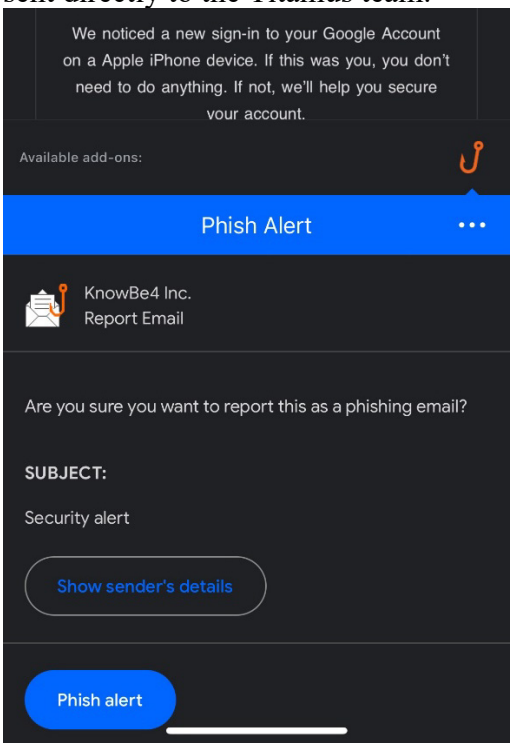
Phishing Alert Button Instructions for Use

Mobile Gmail application

When using the mobile Gmail application, you will be able to see the PAB feature when you scroll to the very bottom of an email. Click on the email you would like to report and scroll to the bottom until you see a separation line and see the words “Available add ons” with a fish hook on the other side. This may look slightly different than pictured depending on whether your mobile device is set to dark or light mode, but will appear in the same place. Click the hook in the bottom right corner of your screen.



The menu verifying you intend to report this email will expand from the bottom of your screen. Click the button that says “Phish alert” to complete the report. The email will be quarantined and sent directly to the Titamus team.



Phishing Alert Button Instructions for Use

If you are using the general Mail application for your mobile device, please wait to report until you are on a computer and can use the PAB. Do not interact with the email or click on any links or attachments included.

Back to top

This button allows you to report phishing directly to both the KnowBe4 team and us at Titamus, and accurate reporting will improve filtering against phishing getting to any inbox in the first place. Thank you for reporting, every report makes our system smarter and more able to proactively block malicious emails from getting to your inbox!