Updated External Email Banner

To::
Campus Community
Names and titles:
University Information Technology Services

Date::
March 13, 2020

Due to the impact on campus emails, the Information Security Office has approved reducing the size of the External Sender Notification. External emails will now appear with a shorter notice in the subject line and smaller banner in the body:

Subject: [EXT]

External Email

It is still important that external emails be identified. Scammers target campus with numerous phishing campaigns that pose as messages from the University. Carefully check emails marked External that ask you to click a link, open an attachment, share sensitive information, or perform a financial transaction.

Not all external email is spam.

- Email from your friends and colleagues outside the University, vendors, and University colleagues using personal email will have the External banner.
- Some IT services used by the University may show the ESN in their emails, such as Zoom, Box, Slack, and Office 365 apps like Teams and One Drive.
- A department that sends email to students or employees through another system or third-party vendor (e.g. MailChimp, Constant Contact) may show the ESN. Departments can request an exception [1].

When in doubt:

- Check Phishing Alerts [2].
- Ask your departmental IT staff
- Call the 24/7 IT Support Center at 520-626-TECH (8324)

Source URL: https://uaatwork.arizona.edu/node/45419
Links
[1] https://it.arizona.edu/email-projects-2020-faqs#exception
[2] https://security.arizona.edu/phishing_alerts