External Sender Banners in Email March 10

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

Date::
February 24, 2020

University of Arizona email (UAConnect365 and CatMail) will begin including an External Sender Notification (ESN) on emails from outside the University, starting Tuesday, March 10.

What Will This Look Like?

The Subject line of the email will have [EXTERNAL] added at the front of the subject. When you open the email, it will have a message across the top letting you know the email originated from outside the University.

Subject: [EXTERNAL]?

** External Email - Use Caution with Attachments, Links or Sharing Data **

Why Is This Being Done?

A lot of phishing attempts pretend to come from someone at the university. These scams ask you to do something for them, like open an attachment, visit a link, purchase gift cards, or send private information. With the "External" banner, you will be more able to recognize these fraudulent attempts.

Who Will Be Affected?

This banner will be on all external email coming in through central University of Arizona email systems ? CatMail/Google and UAConnect365/Microsoft Office.

Email will be considered "internal" (no ESN) if it comes from UAConnect365, CatMail, or another campus email system, such as math.arizona.edu, where unique filtering has been coordinated. We are currently working with campus departments who use bulk email systems, such as Constant Contact or MailChimp, to get their emails recognized as "internal."

Email coming through Sympa lists (@list.arizona.edu) will not have a banner if the original sender is internal, and will have the banner if the original sender is external.

Is All "External" Email Spam?

No. You may receive email from many external sources ? such as colleagues or vendors outside the University. You may even see the "External" banner on email from a University
department, or someone from campus using their personal email. The "External" flag is meant to provide an additional layer of caution when opening and reviewing the email contents.

**ADDITIONAL EMAIL CHANGES**

Also on March 10:

- Faculty, Staff, DCCs, Student Workers, and Emeritus will **send as @arizona.edu** [1]. Sympa email lists (@list.arizona.edu) will be out of service while we update affected addresses.
- **DMARC security** [2] will be implemented (monitor only, no impact to your email).

**MORE INFORMATION**

Come to an Open Forum to learn more and ask any questions:

- **Tuesday, February 25**, 2:00?3:00 PM, Keating Bldg (Bio5), Room 103
- **Wednesday, March 4**, 2:30?3:30 PM, Education Bldg, Room 432

**Email projects** [3]

**Frequently Asked Questions** [4]

Send your questions to **email-sec-support@list.arizona.edu** [5]

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**Source URL**: https://uaatwork.arizona.edu/uannounce/external-sender-banners-email-march-10

**Links**

[1] https://uaatwork.arizona.edu/uannounce/send-arizonaedu-email-effective-march-10
[3] https://it.arizona.edu/email-projects
[5] mailto:email-sec-support@list.arizona.edu