Reporting a threat incident

With the Datto SaaS Defense Report Threat application installed, an end user has the ability to report a threat incident within each email. By submitting a report, the end user is providing valuable information used to improve the product's threat detection techniques.

There are two situations in which an end user *should* report a threat incident:

- The end user identifies an email as a security threat that should have been quarantined by Datto SaaS Defense, but it wasn't.
- The end user verifies that a quarantined email is not actually a threat. Therefore, Datto SaaS Defense should not have quarantined the email.

When reporting an incident, the end user is required to select a specific reason that identifies the type of threat. The threat incident that applies to each reason is described the table below.

Report Threat Reason	Description
Fake Attachment	An email including a file attachment that appears suspicious.
Unknown Sender	An email that is received from a suspicious source.
Credentials Requested	An email requesting you provide your login credentials to company resources.
Unknown Links	An email that contains suspicious links.
Extortion	An email threatening a malicious attack (i.e., denial of service, data compromise) unless payment is received.
Spam	An email usually sent to many recipients for advertising purposes.
Incorrectly Flagged as Malicious	An email that has been quarantined by Datto SaaS Defense that you have determined is *not* malicious.

Perform the following steps to report a threat incident:

1. If you are using the *webmail* version of Microsoft Outlook, above the email content, click the **Report Threat** icon.
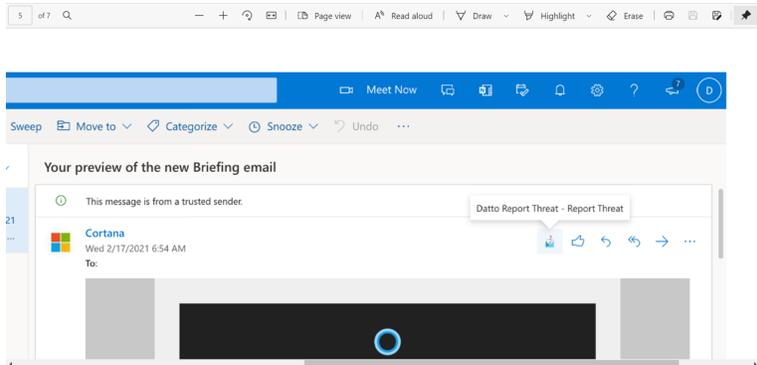
If you are using the *desktop* version of Microsoft Outlook, click the **Report Threat** icon located on the Outlook toolbar.
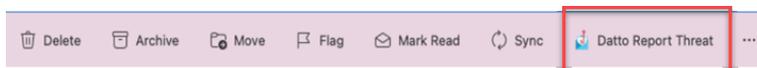
> **NOTE** The Microsoft Outlook toolbar may appear differently depending on the version of Outlook you are using.

2. In the pop-up window, select the reason for which the email is a threat.

3. Click **Send**.

IMPORTANT An email that has been quarantined by Datto SaaS Defense is moved to your "Junk Email" folder. If you determine a quarantined email is *not* malicious, double-click the email to open it. Follow steps above and in step 2, select **Incorrectly Flagged as Malicious**.