

What are Safe Links and Safe Attachments?

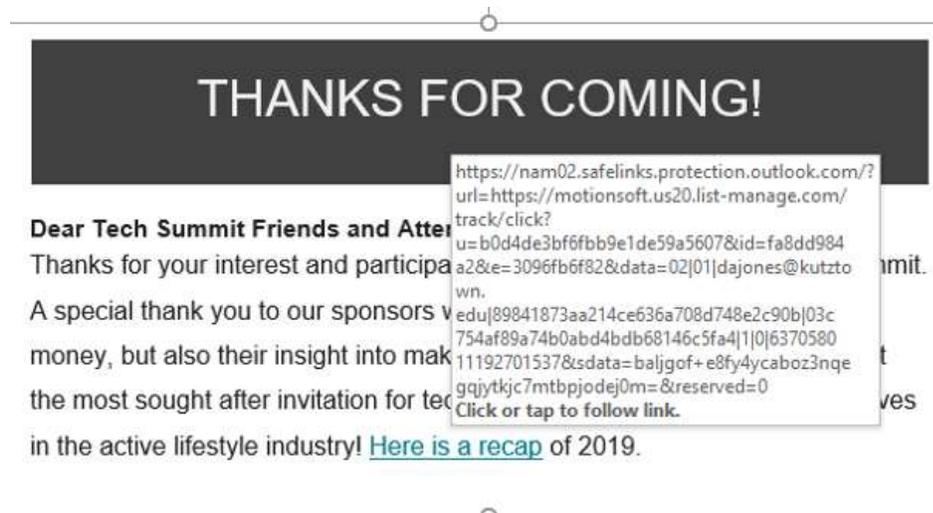
Safe Links and Safe Attachments are features of Microsoft's Office 365 Advanced Threat Protection which are designed to protect students, faculty, and staff from phishing attempts and malicious software.

Safe Links

Safe Links works by analyzing any non-whitelisted links for known malicious sites. If a URL is identified as suspicious or malicious, you might be blocked from opening the URL when you click it. Instead of going directly to the site, you might see a warning page.

www.kutztown.edu has been whitelisted and will appear as usual.

You can see the Safe Links URL by hovering over the link. It will display a URL that begins with <https://...safelinks.protection.outlook.com....>



If the link is determined to be malicious you will see a protection page like the one below.



Safe Attachments

Safe Attachments scans attachments for malicious software. If nothing is found, the attachment will be sent as normal. If the attachment is determined to be malicious, it will be removed and the body of the email will be delivered. You should receive a notification that the attachment has been removed.

Note: Safe Attachments can cause a small delay in email delivery, depending on the size of the attachment.

Please remember, even with protection in place, **always be cautious of suspicious links and attachments.**

FAQ

Does Safe Links and Safe Attachments impact my email or Office 365?

Safe Links and Safe Attachments only look for, and protect you from email phishing links/web sites that are known to contain malicious software, email attachments, and links in SharePoint, and OneDrive.

What should I do when I encounter the Safe Links protection page?

First, you should verify that the site you were trying to access is correct by looking closely at the site named in the browser bar. Sometimes a misspelled word or string of characters in the site name takes you to a web site you may not have intended to visit. If you think that this was blocked in error, and there is a business or academic reason to get to the site, contact the KU IT Help Center.

Does Safe Links and Safe Attachments work when I use SharePoint, OneDrive, Teams or other Office 365 applications?

Yes. These services search SharePoint sites and OneDrive to identify if any documents contain phishing links or malicious software.

Is there a delay in the time it takes for my email to be received if I attach a file?

The recipient of an email may experience a small delay if the email contains a large attachment.

What should I do if I think the protection event is in error?

If you have a business or academic need to access a site that has been blocked, you may submit a ticket by contacting the KU IT Help Center.

If I get the Safe Links protection page, does that mean I was infected with malware?

No, just the opposite. You were prevented from accessing the malware site before you could be infected.

Does Safe Links protect me from malicious sites when I'm browsing the web?

No. Safe Links only scans email, SharePoint, and OneDrive to identify phishing links and links to web sites that are malicious.

What happens if a user, or group of users, needs to access a blocked site?

The user or group of users with a legitimate academic or business need can request access to a blocked site by contacting your local campus service/help desk. The system office security team will evaluate each request.

Have questions or need more help? Contact the KU IT Help Desk at 610-683-1511.