Find and delete Phishing emails

Email Audit & Management · https://gatlabs.com/knowledge/tech-tips/find-and-delete-phishing-emails/

How to Find and delete Phishing emails in Google Workspace?

There are multiple reasons to have the ability to identify and remove emails that have been received by all or any of your domain users.

Here are some unwanted scenarios:

- **Phishing** emails
- An email is **sent to the wrong** user or group
- An email contains **inappropriate** content
- An email that contains **sensitive information**
- An email that has gone past **spam** filtering

GAT+ allows **admins** to find and remove these emails from all accounts at once.

Find emails

To find the emails in **real-time** we will use **Email Content Search**

> **Note:** This will find any email as long as it exists in any of your users' email box.

In GAT+ click on the **Email** tab then select **Email Content Search**

In the "**Query builder"** enter the search parameters.

For this example, we search for the Email subject:

- Query: **subject: "Important email for Sales team"**
- Scope: **/** (top Org.unit) - include sub.OUs

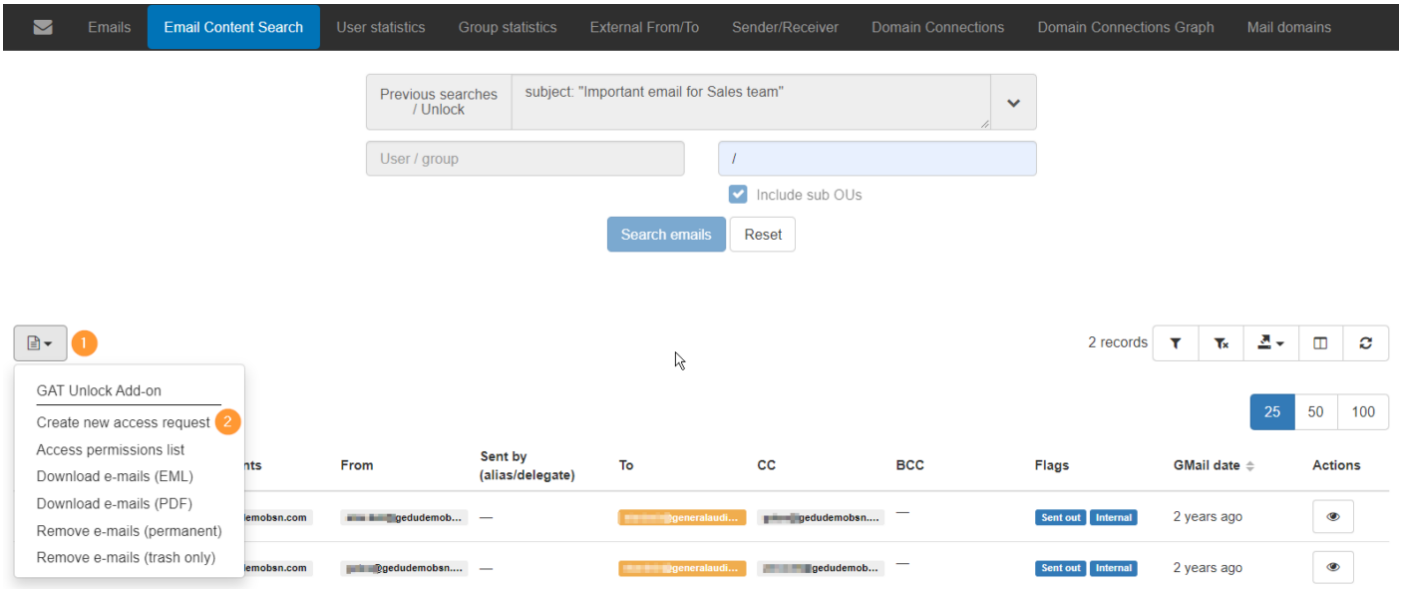
Click on **Search emails**

The result will show all emails with the subject: "*Important email for Sales team*" - use quotes to get the exact subject name.

Select the emails (by clicking on the check-mark beside the subject) and click on the "**Email operations**" button above the result.

This will show a menu with options:

- Access 'Unlock' grants
- **Create new access request**
- Access permissions list
- Download e-mails (in .EML format)
- Download e-mails (in .PDF format)
- Remove e-mails (permanent - skip trash)
- Remove e-mails (trash only)



Click on the **Create new access request** button.

A pop-up menu will be displayed, fill in the details

- **Request access until** - Pick the date until access to those emails will be granted
- **Message** - Leave an (optional) Message to the Security officer
- **Additional permissions** - Check the box to **Enable** or **Disable** the option to **Allow removing emails**

Click on **Send request** to proceed.

Security officer

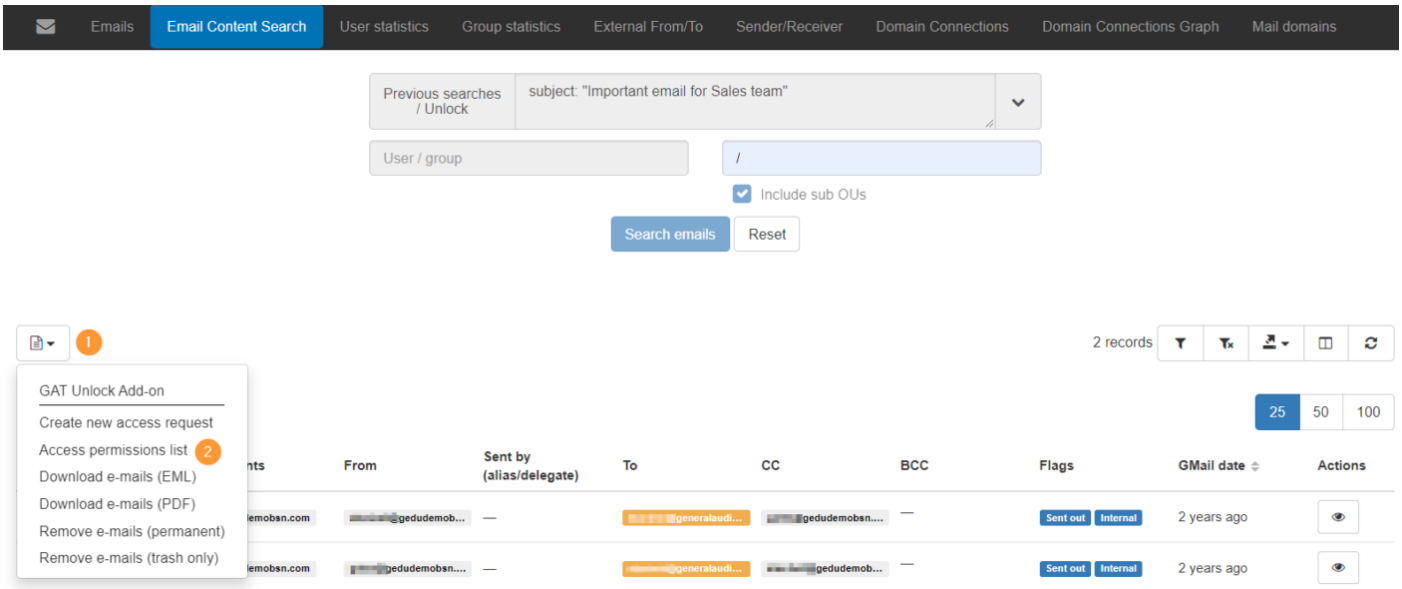
When the request is sent the Security officers receive an email for **approval.**

The **Security Officer** then can **approve** or **deny** the request.

When it is approved, click on **Email content search** and select **Previous searches**

From the **Previous searches** (Recent email content searches) select any of the **green checkmarks** under **Actions.**

This will open the previous results and the **Email operations** button will be displayed



From the options select the **Access permissions list**

A pop-up menu will be displayed, select the newly approved request (Investigating suspicious emails to the Sales team)

Result

Click on the **checkmark** under the **Actions.**

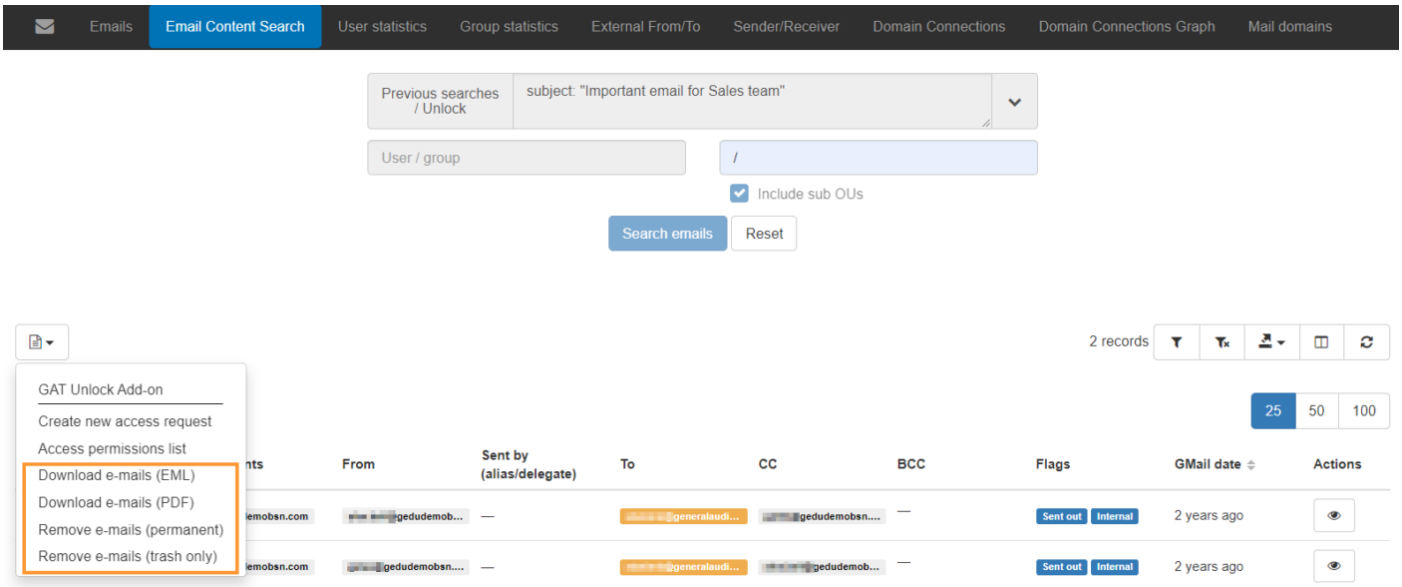
This will load the result and emails.

On the right side under Actions, the Admin can take **individual** action on each of the emails

- **Download as PDF**

- **Download as EML**
- **Show email content**

On the left side - select the emails (bulk) and click on the **Email operations** button



Bulk options will be available.

- **Download e-mails (EML)**
- **Download e-mails (PDF)**
- **Remove e-mails (permanent)**
- **Remove e-mails (trash only)**

As a result, an Admin can apply a **live search** on the domain, find all **phishing** or **accidental** emails, request access to them to **View** their content, **Download** and **Remove emails** (individually or in bulk)

Restore deleted emails

If emails are deleted permanently and done by mistake they can be resoted via the Admin console for 25 days from the day of deletion.

The process is explained in this Google article