Why are some of my @uncc.edu emails being tagged with [EXTERNAL]?

Tell Me

- Emails from EXTERNAL senders (not @uncc.edu accounts) are used to bait UNC Charlotte employees into malicious email scams.
- To reduce this risk, UNC Charlotte adds tags within subject lines and in-email when messages to emails received from external senders.
- This tagging helps to make it clear on any device that the message originated from outside the university.
- Emails from a non-UNCC email address will display a subject beginning with [EXTERNAL] and an in-email alert:

  From: Office of State Human Resources
  Subject: [EXTERNAL] NCFlex Member Alert - FSA Changes

  [Caution: Email from External Sender. Do not click or open links or attachments unless you know this sender.]

- Emails (from a non-UNCC email address) that contain an attachment that our security team is unable to scan will display a subject beginning with [UNTRUSTED ATTACHMENT] and an in-email alert:

  From: Kathy
  Subject: [UNTRUSTED ATTACHMENT] Red Hat invoicing

  [Caution: Attachment could not be scanned by our email security antivirus. Do not open links or attachments unless you trust this sender.]

Hi,
We haven’t had this invoice paid yet.

Related FAQs

- How do I report SPAM or phishing emails?
- How do I prevent an email from being marked as [EXTERNAL]?
- What do I do if I think email is missing and/or it is not being delivered to me?
- Why are some UNC Charlotte messages going into the SPAM label?
- What do I do when I receive an email that says the attachment couldn’t be scanned?