

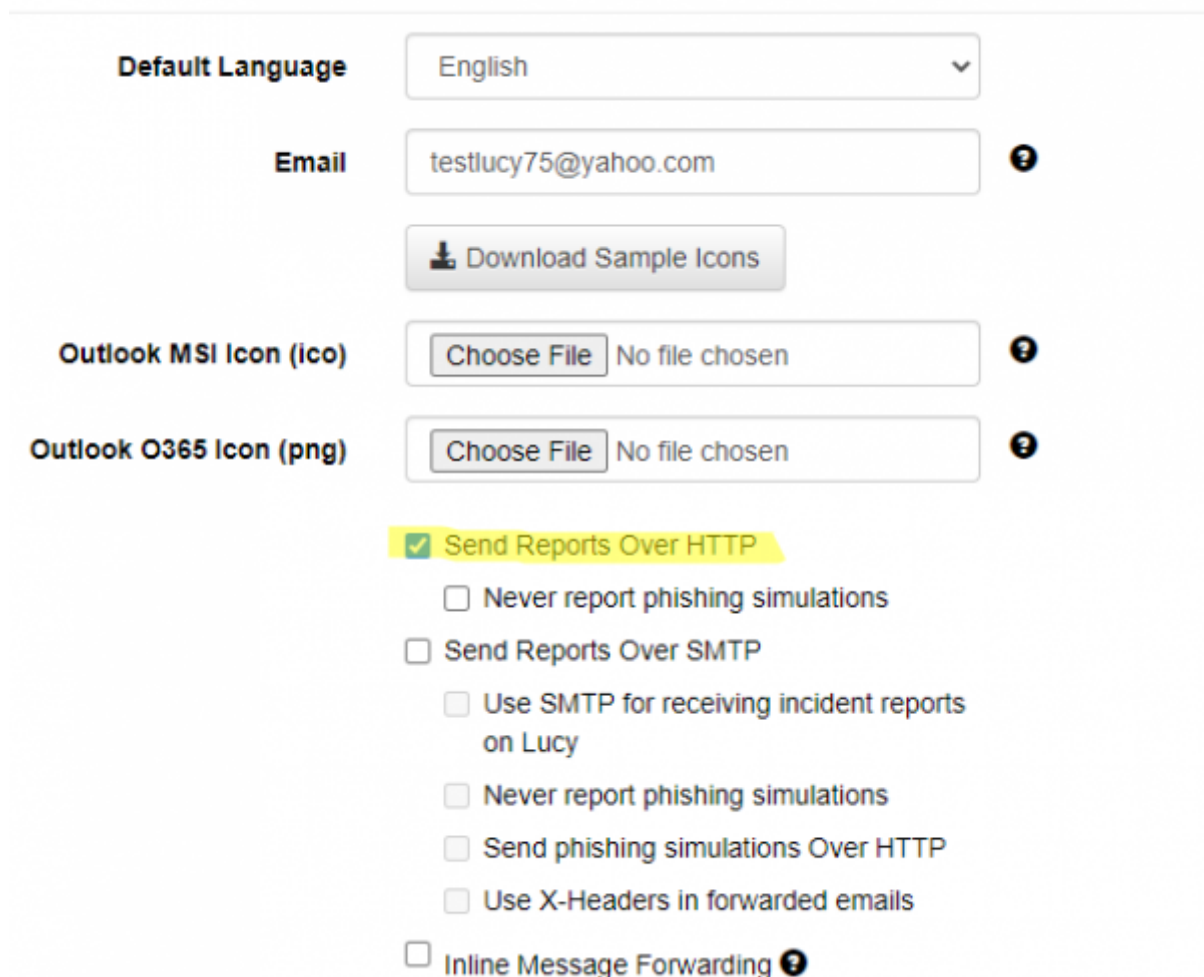
Sample plugin configurations

When configuring Incidents Plugin one has a whole variety of features to choose from. That might be a bit stunning especially when talking about initial integration of the feature into personnel training workflow. However, there are several common use cases for the plugin and in order to make acquaintance with the feature more pleasant, we added some standard configurations below. Start with those and change tool configurations depending on the awareness strategy that you choose.

Config.1: All the reports come to Lucy web-interface

The standard configuration: all the reported emails (including phishing simulations) will appear under **Incidents** tab in Lucy web-interface.

There are two ways of configuration in such a case depending on the delivery method (HTTP or SMTP). For HTTP delivery method:



Default Language: English

Email: testlucy75@yahoo.com

Download Sample Icons

Outlook MSI Icon (ico): Choose File No file chosen

Outlook O365 Icon (png): Choose File No file chosen

☒ Send Reports Over HTTP

☐ Never report phishing simulations

☐ Send Reports Over SMTP

☐ Use SMTP for receiving incident reports on Lucy

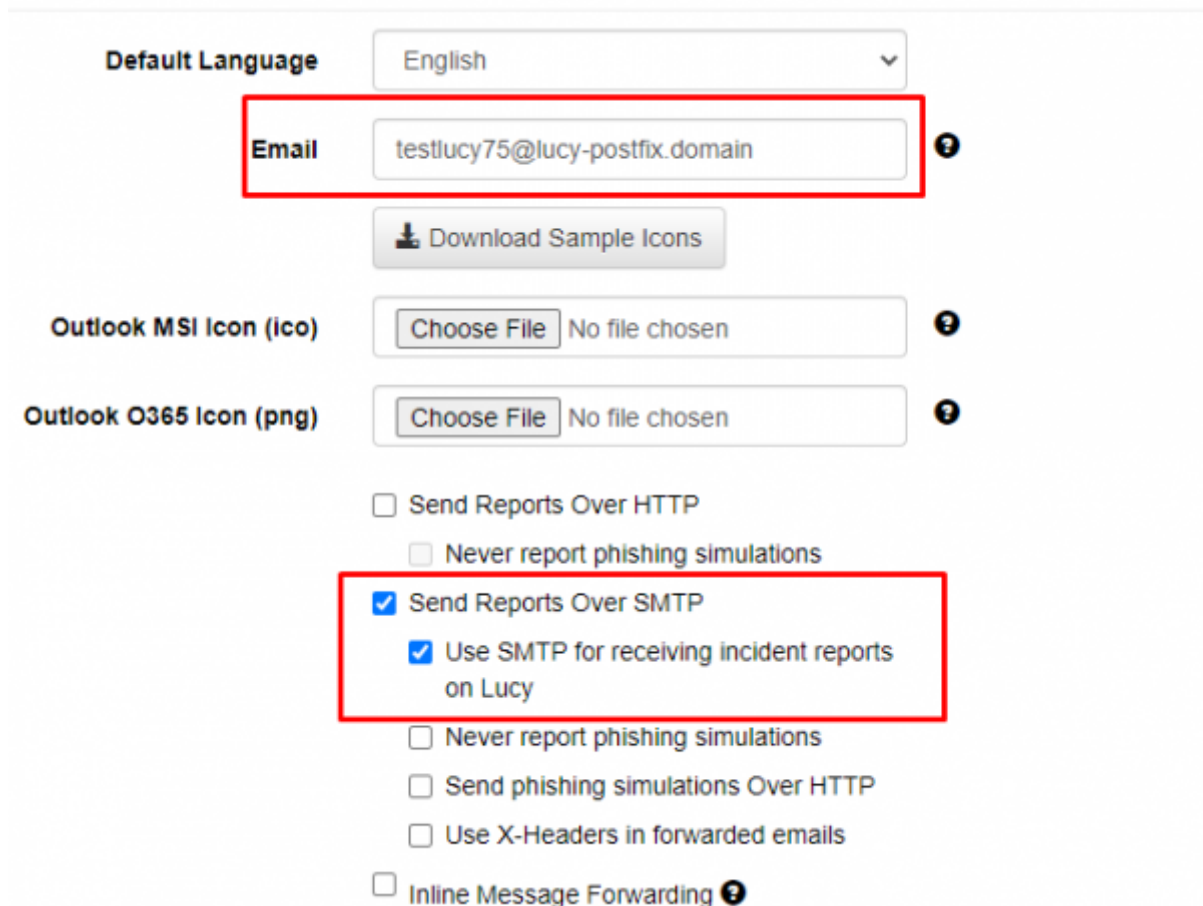
☐ Never report phishing simulations

☐ Send phishing simulations Over HTTP

☐ Use X-Headers in forwarded emails

☐ Inline Message Forwarding

For SMTP delivery method:



Default Language: English

Email: testlucy75@lucy-postfix.domain

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Outlook MSI Icon (ico): Choose File No file chosen

Outlook O365 Icon (png): Choose File No file chosen

☐ Send Reports Over HTTP

☐ Never report phishing simulations

☒ Send Reports Over SMTP

☒ Use SMTP for receiving incident reports on Lucy

☐ Never report phishing simulations

☐ Send phishing simulations Over HTTP

☐ Use X-Headers in forwarded emails

☐ Inline Message Forwarding


Please note that the email address should have the domain name which MX records point to LUCY.

Config.2: Reports only for real phishing emails in Lucy ****Incidents****

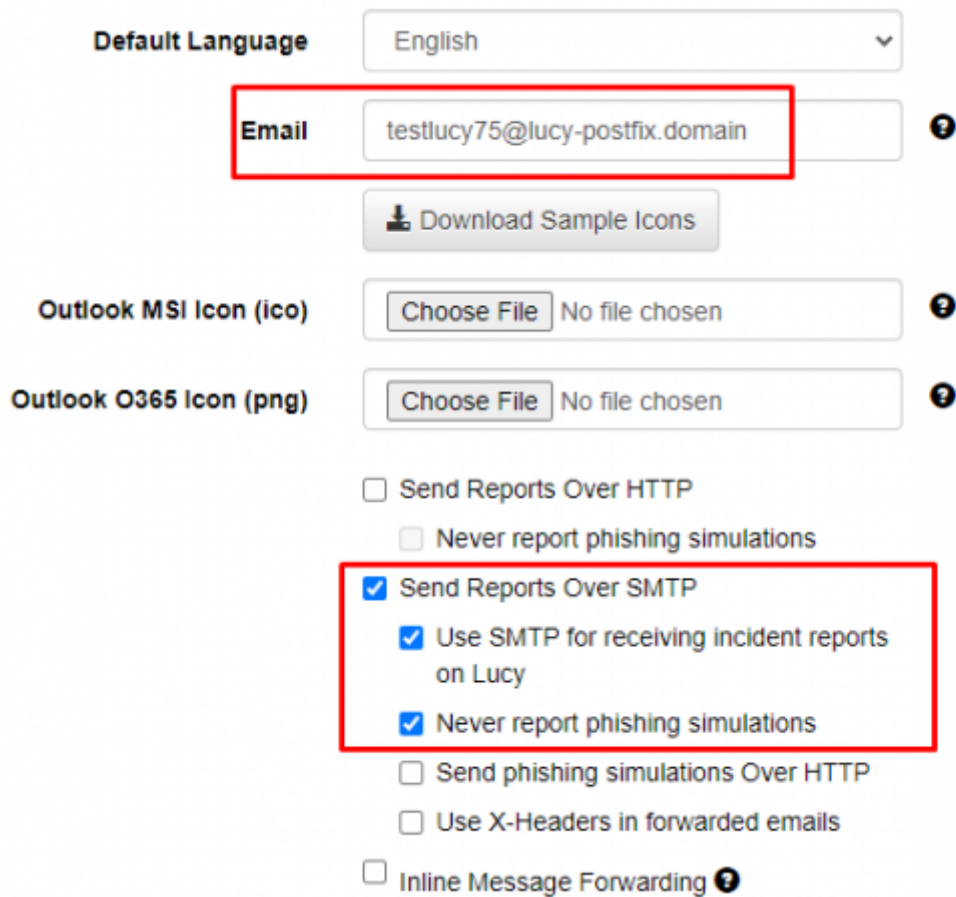
The reports will appear at Lucy **Incidents** tab. No phishing simulations will be delivered, only real spam emails reported by the users.

There are two ways of configuration in such a case depending on the delivery method (HTTP or SMTP).

[For HTTP delivery method:](#)

Default Language	English	▼
Email	testlucy75@yahoo.com	?
	 Download Sample Icons	
Outlook MSI Icon (ico)	<input type="button" value="Choose File"/> No file chosen	?
Outlook O365 Icon (png)	<input type="button" value="Choose File"/> No file chosen	?
<input checked="" type="checkbox"/> Send Reports Over HTTP		
<input checked="" type="checkbox"/> Never report phishing simulations		
<input type="checkbox"/> Send Reports Over SMTP		
<input type="checkbox"/> Use SMTP for receiving incident reports on Lucy		
<input type="checkbox"/> Never report phishing simulations		
<input type="checkbox"/> Send phishing simulations Over HTTP		
<input type="checkbox"/> Use X-Headers in forwarded emails		

For SMTP delivery method:



Default Language: English

Email: testlucy75@lucy-postfix.domain

Download Sample Icons

Outlook MSI Icon (ico): Choose File No file chosen

Outlook O365 Icon (png): Choose File No file chosen

☐ Send Reports Over HTTP

☐ Never report phishing simulations

☒ Send Reports Over SMTP

☒ Use SMTP for receiving incident reports on Lucy

☒ Never report phishing simulations

☐ Send phishing simulations Over HTTP

☐ Use X-Headers in forwarded emails

☐ Inline Message Forwarding

Please note that the email address should have the domain name which MX records point to LUCY.

Config.3: All the reports come to custom mailbox

The standard configuration: all the reported emails (including phishing simulations) will be forwarded to the defined mailbox outside Lucy (custom mailbox)

Default Language: English

Email: testlucy75@yahoo.com

Download Sample Icons

Outlook MSI Icon (ico): Choose File No file chosen

Outlook O365 Icon (png): Choose File No file chosen

☐ Send Reports Over HTTP

☐ Never report phishing simulations

☒ Send Reports Over SMTP

☐ Use SMTP for receiving incident reports on Lucille

☐ Never report phishing simulations

☐ Send phishing simulations Over HTTP

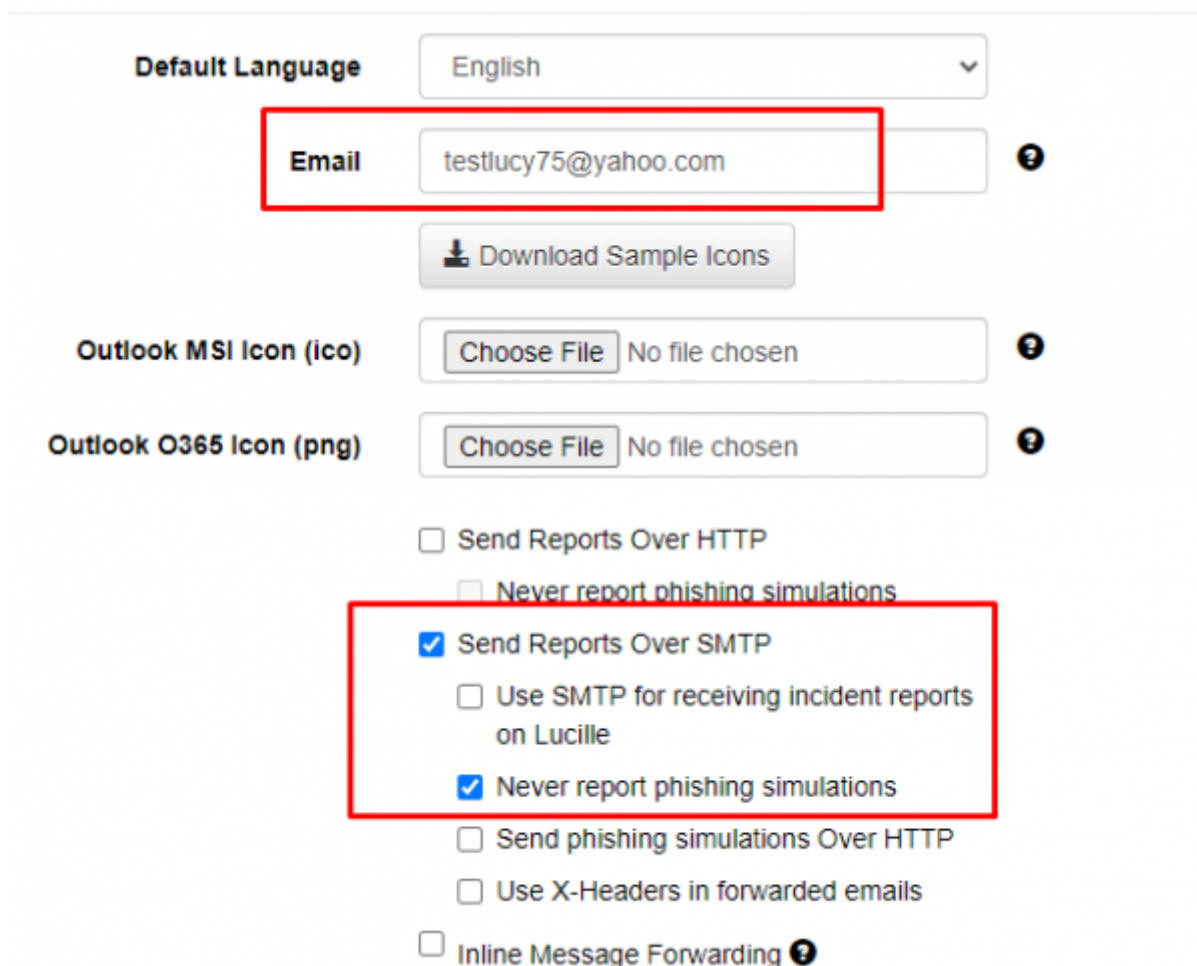
☐ Use X-Headers in forwarded emails

☐ Inline Message Forwarding

One can add several mailboxes divided by the semi-colon (;) to the email field. Reports will be forwarded to all of those. Please note that If **Send reports via SMTP** feature is enabled one cannot send emails to the same domain (e.g. "example.com") anymore: this setting will cause Lucy to intercept all the emails to "example.com" domain.

Config.4: Reports only for real phishing emails to a custom mailbox

The reports will be forwarded to a predefined custom Lucy mailbox and will not appear in Lucy web interface. Only real spam emails will be reported and reports for phishing simulations will be ignored.



Default Language: English

Email: testlucy75@yahoo.com

Download Sample Icons

Outlook MSI Icon (ico): Choose File No file chosen

Outlook O365 Icon (png): Choose File No file chosen

☐ Send Reports Over HTTP

☐ Never report phishing simulations

☒ Send Reports Over SMTP

☐ Use SMTP for receiving incident reports on Lucille

☒ Never report phishing simulations

☐ Send phishing simulations Over HTTP

☐ Use X-Headers in forwarded emails

☐ Inline Message Forwarding

Please note that If **Send reports via SMTP** feature is enabled one cannot send emails to the same domain (e.g. "example.com") anymore: this setting will cause Lucy to intercept all the emails to "example.com" domain.

Config.5: Real spam emails are delivered to a custom mailbox and phishing simulations appear in Lucy web-interface

In order for Lucy phishing emails to appear in campaign statistics in **Reported** section, the simulation emails must be delivered to Lucy. None of the real emails will be forwarded to Lucy Incidents, but one will be able to see which users reported phishing simulations. Please note that such configuration also excludes the possibility of analysis for the reported emails (in case user reports a real spam email) inside Lucy. The reported emails will be forwarded only to the predefined mailbox.

The screenshot displays the Lucy configuration interface with the following elements:

- Default Language:** A dropdown menu set to "English".
- Email:** A text input field containing "testlucy75@lucy-postfix.domain", highlighted with a red box.
- Download Sample Icons:** A button with a download icon.
- Outlook MSI Icon (ico):** A file selection area with a "Choose File" button and "No file chosen" text.
- Outlook O365 Icon (png):** A file selection area with a "Choose File" button and "No file chosen" text.
- Send Reports Over HTTP:** An unchecked checkbox.
- Never report phishing simulations:** An unchecked checkbox, crossed out with a red line.
- Send Reports Over SMTP:** A checked checkbox, highlighted with a red box.
- Use SMTP for receiving incident reports on Lucille:** An unchecked checkbox.
- Never report phishing simulations:** A checked checkbox, highlighted with a red box.
- Send phishing simulations Over HTTP:** A checked checkbox, highlighted with a red box.
- Use X-Headers in forwarded emails:** An unchecked checkbox.
- Inline Message Forwarding:** An unchecked checkbox.

Please note that the email address should have the domain name which MX records point to LUCY.

Config.6: Reports are delivered to Lucy via SMTP from custom plugin

If recipients for some reason stick to using the good old plugin that has been built in the mail client for ages, one may configure Lucy to receive both attack simulations and real phishing reports from 3rd party plugin.

Default Language English

Email testlucy75@lucy-postfix.domain

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Outlook MSI Icon (ico) Choose File No file chosen

Outlook O365 Icon (png) Choose File No file chosen

☐ Send Reports Over HTTP

☐ Never report phishing simulations

☒ Send Reports Over SMTP

☒ Use SMTP for receiving incident reports on Lucille

☐ Never report phishing simulations

☐ Send phishing simulations Over HTTP

☐ Use X-Headers in forwarded emails

Please note that the email address should have the domain name which MX records point to LUCY.

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