WHERE DID THE CLICK COME FROM?
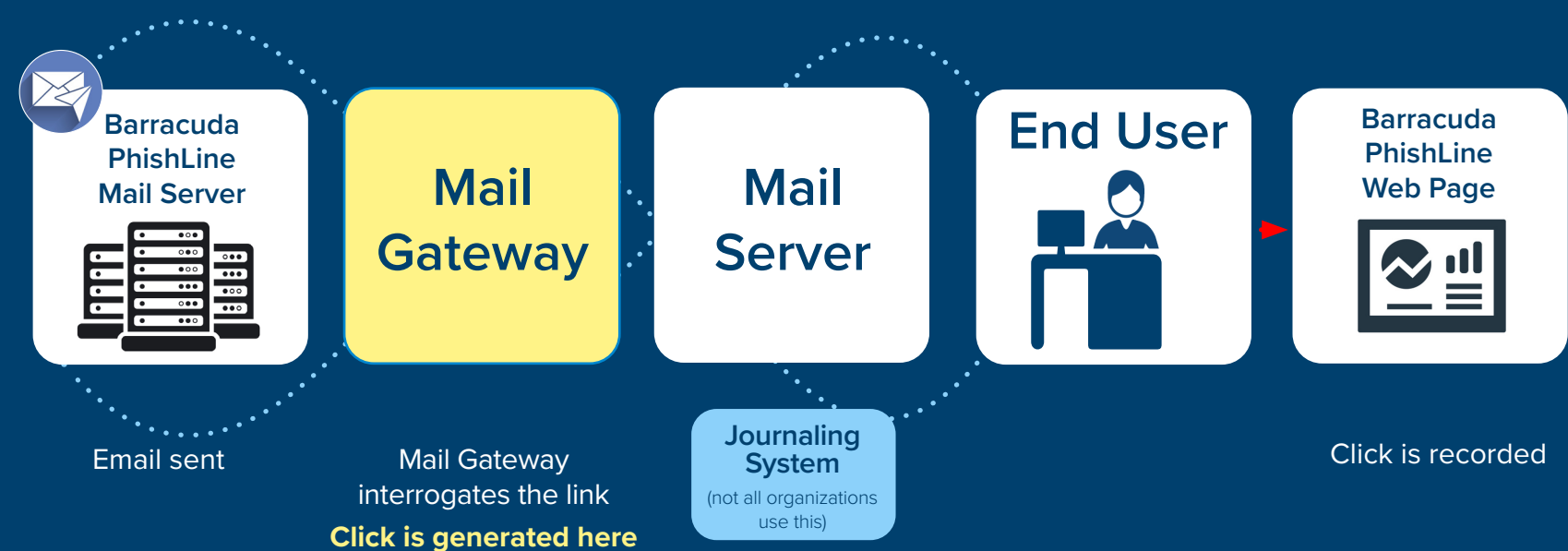
Barracuda PhishLine generates a unique link for every email it sends that's associated with the original recipient. If the email is forwarded, any click afterwards is associated with the original recipient. To explain this we've illustrated several scenarios below.
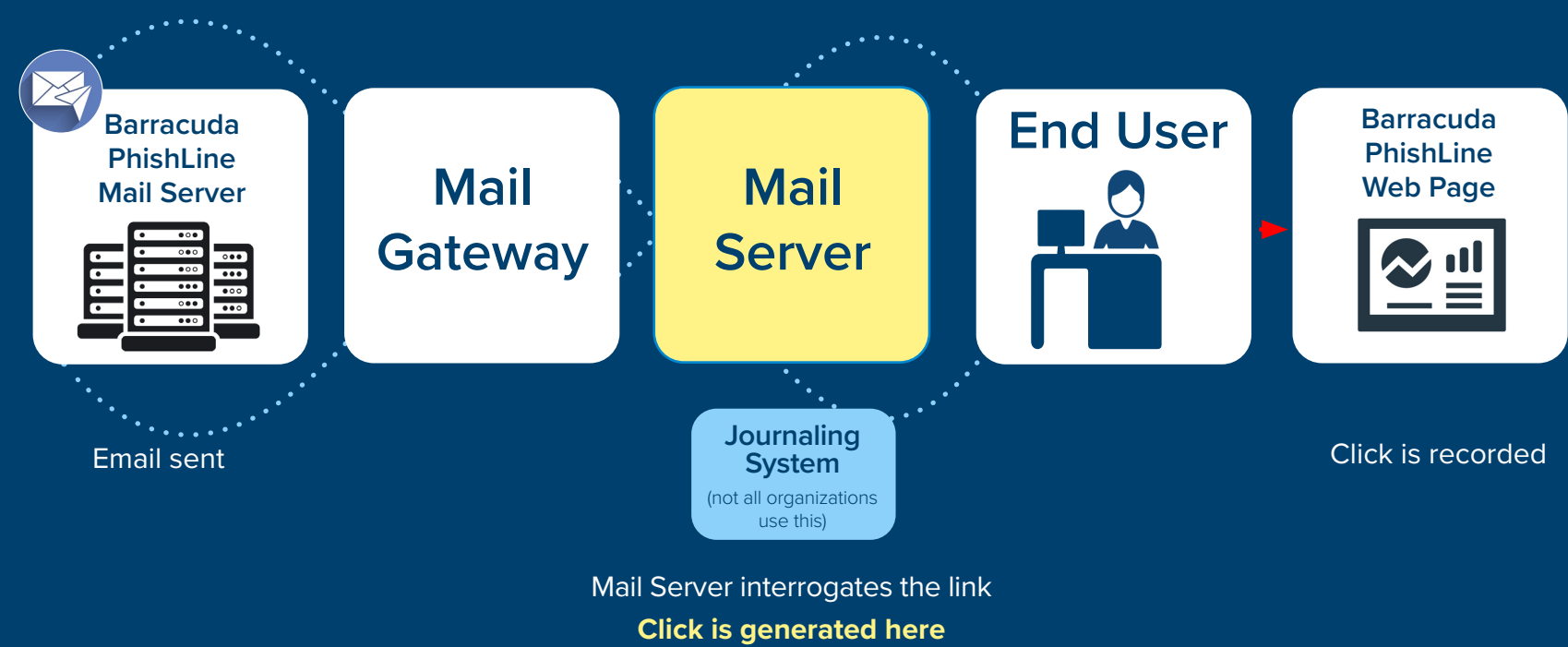
Scenario: Mail Gateway
In this case, the Mail Gateway interrogates the link when it receives it from Barracuda PhishLine.
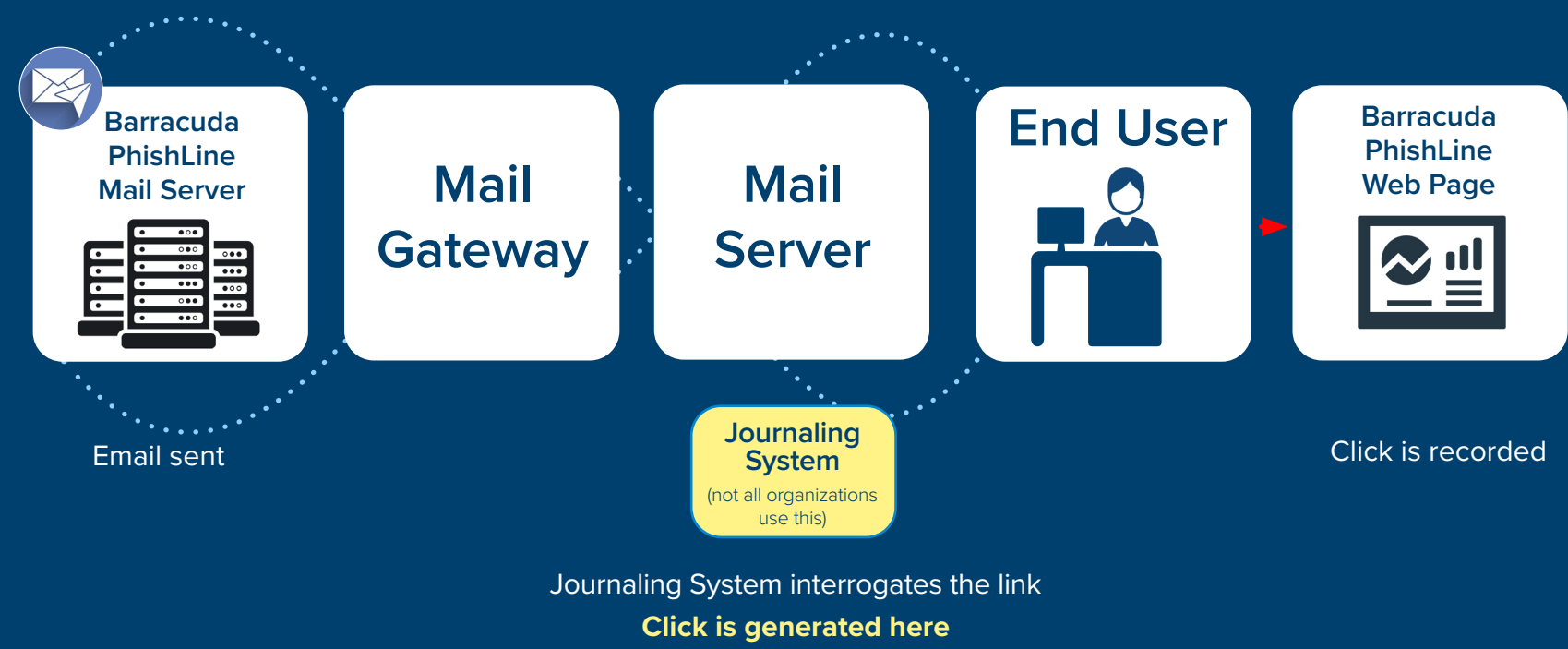
Barracuda PhishLine Mail Server → Mail Gateway → Mail Server → End User → Barracuda PhishLine Web Page

Email sent

Mail Gateway interrogates the link
Click is generated here

Journaling System (not all organizations use this)

Click is recorded

Scenario: Mail Server
In this case, the Mail Server interrogates the link when it receives it from Mail Gateway.

Barracuda PhishLine Mail Server → Mail Gateway → Mail Server → End User → Barracuda PhishLine Web Page

Email sent

Journaling System (not all organizations use this)

Mail Server interrogates the link
Click is generated here

Click is recorded

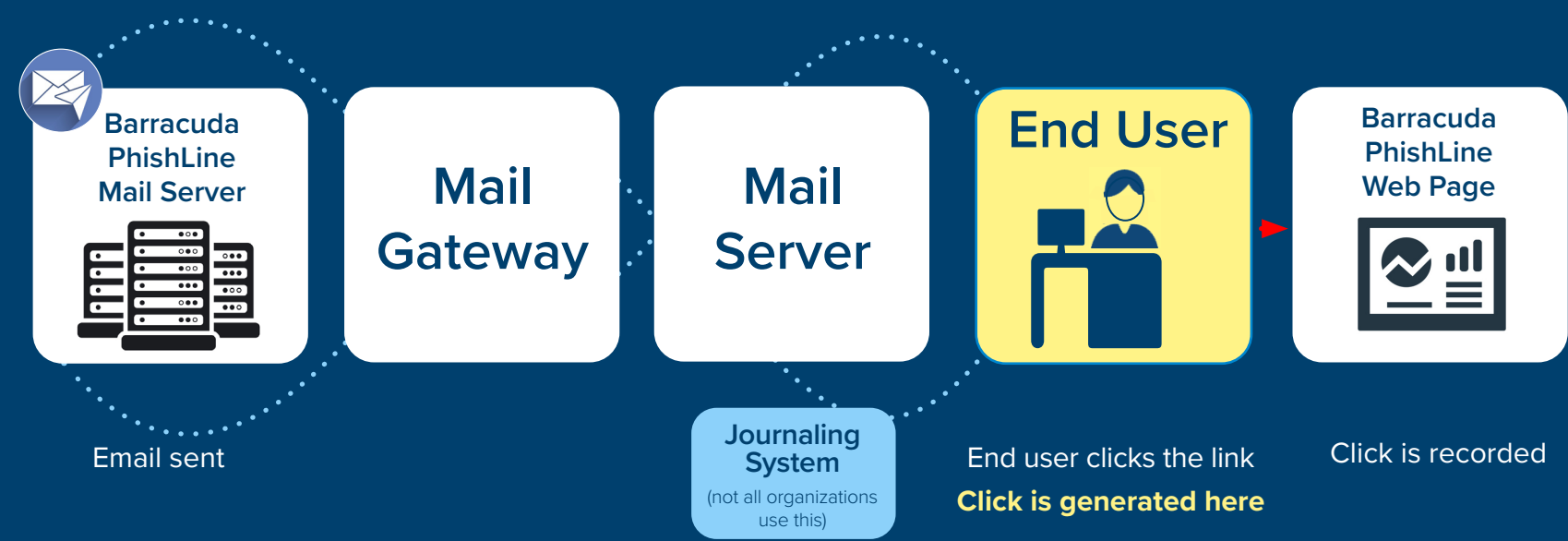## Scenario: Journaling System
In this case, the Journal System interrogates the link when it receives it from Mail Gateway.

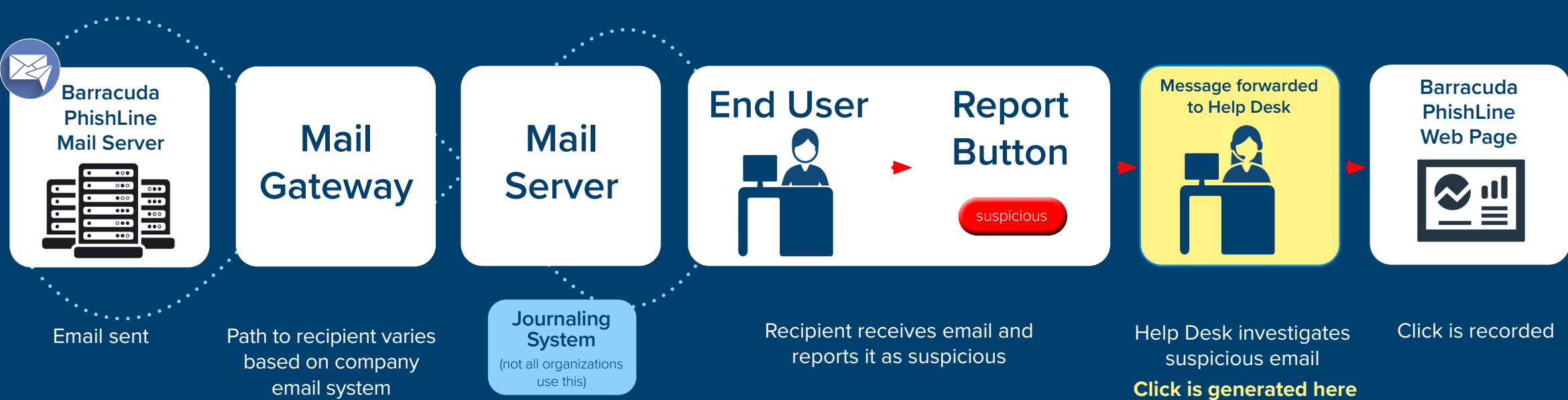Barracuda PhishLine Mail Server → Mail Gateway → Mail Server → End User → Barracuda PhishLine Web Page

Email sent

Journaling System (not all organizations use this)

Journaling System interrogates the link
Click is generated here

Click is recorded

Scenario: End User
In this case, the End User falls for the simulated phish and clicks the link.

Barracuda PhishLine Mail Server → Mail Gateway → Mail Server → End User → Barracuda PhishLine Web Page

Email sent

Journaling System (not all organizations use this)

End user clicks the link
Click is generated here

Click is recorded

Scenario: User Reports Email - 1
In this case, the user does the right thing but someone else along the line clicks the link as part of the investigation.

Barracuda PhishLine Mail Server → Mail Gateway → Mail Server → End User → Report Button (suspicious) → Message forwarded to Help Desk → Barracuda PhishLine Web Page

Email sent

Path to recipient varies based on company email system

Journaling System (not all organizations use this)

Recipient receives email and reports it as suspicious

Help Desk investigates suspicious email
Click is generated here

Click is recorded

Scenario: User Reports Email - 2
In this case, the user does the right thing but someone else along the line clicks the link as part of the investigation.

Barracuda PhishLine Mail Server → Mail Gateway → Mail Server → End User → Report Button (suspicious) → Message forwarded to 3rd Party Security Service → Barracuda PhishLine Web Page

Email sent

Path to recipient varies based on company email system

Journaling System (not all organizations use this)

Recipient receives email and reports it as suspicious

Automated Third Party Service investigates suspicious email
Click is generated here

Click is recorded

Barracuda
Your journey, secured.