

Reporting Junk Email – Office 365

The Microsoft Exchange Online Protection Service used by the College includes the ability to report junk e mail directly to Microsoft for analysis.

There are two main types of “junk” email:

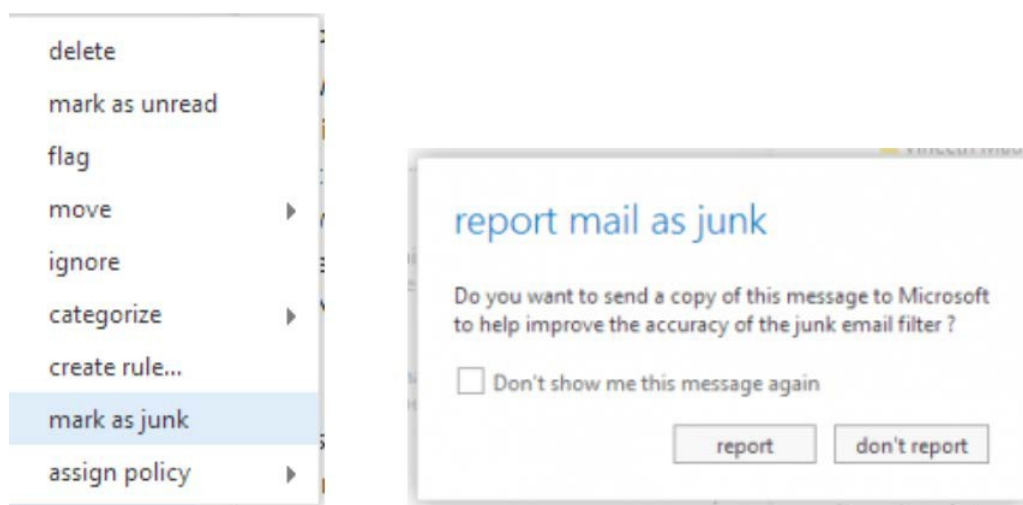
- Phishing – The sender is masquerading as a trustworthy site or person to get information like usernames, passwords, and credit card details. Users may be directed to a fake website where they complete a form that captures these details. Since a large percentage of internet users choose the same password for almost every web service, the sender is hoping to use it to gain access to your online accounts.

Send phishing emails to the College at abuse@tri-c.edu. Create a new, blank message and add the phishing message as an attachment.

- Spam - Unsolicited email that tries to sell you a product or service, such as a new diet pill or a medicine that’s priced way below market. The messages are sent to thousands or millions email addresses at the same time.

Do not forward spam to abuse@tri-c.edu. Instead, report it to Microsoft to help them improve their screening services, then delete the email.

1. Click the ellipsis (**...**) in the upper right hand corner of the message.
2. Click “mark as junk”. Click “Report”.



Caution: Reporting e-mails from legitimate businesses as spam can blacklist them and negatively impact their ability to send emails. Legitimate businesses normally provide a way to unsubscribe from their service.

To report a legitimate message that is *mistakenly* identified as spam and sent to your junk folder:

1. Click the ellipsis (**...**) in the upper right hand corner of the message.
2. Click “mark as not junk”.