

Reporting Junk E-mail

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

There are two main types of “junk” e-mail:

- 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 e-mails to abuse@tri-c.edu by creating a new, blank message and adding the message as an attachment.

- Spam - Unsolicited e-mail 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 e-mail addresses at the same time.

Do not forward spam to abuse@tri-c.edu.

Reporting junk e-mail to Microsoft will help them improve their screening services.

- From Outlook:
 1. Right-click the message that you want to report as junk
 2. Select Junk. Click Report Junk
 3. If you are sure that you want to submit the messages you selected as junk, click **Yes**
- From OWA (Webmail): *this is opened when you click the e-mail icon in myTri-Cspace*
 1. Create a new, blank message and add the message you wish to report as an attachment
 2. Copy and paste the original message subject line into the new message subject line. *Important:* Leave the body of the new message empty
 3. Send your message to the abuse@messaging.microsoft.com.

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

To report a legitimate message that has mistakenly been identified as spam:

1. From Outlook: right click the message, select Junk, and click Not Junk.
2. From OWA:
 - a. Create a new, blank message and add the message you wish to report as an attachment
 - b. Copy and paste the original message subject line into the new message subject line.
Important: Leave the body of the new message empty
 - c. Send your message to false_positive@messaging.microsoft.com.