

HOW TO HANDLE SPAM EMAIL

Step 1: Identify the Sender

Sent: Thursday, April 24, 2014 2:49 PM
To:
Subject: [PBX]: New message 2 in mailbox 7401

There is a new voicemail in mailbox 7401:

From: "ILLEGAL SCAM" <5103588568>

Length: 2:27 seconds

 Expand

- A) Does the email come from someone you know? Are they a trusted colleague or client?
- B) If the answer is yes, but the message still appears suspicious, send an email to the person you think it came from and verify.
- C) Do NOT use the reply button to send a verification email to the sender. Instead, create a New Email message and type in the address manually.
- D) If the sender replies and confirms they sent the message, then the message is clearly not spam.
- E) If you are still suspicious, move on to step 2.

Step 2: Identify the Message Content

 This item will expire in 28 days. To keep this item longer apply a different Retention Policy.
Links and other functionality have been disabled in this message. To turn on that functionality, move this message to a folder.
This message was marked as spam using a junk filter other than the Outlook Junk E-mail filter.
We converted this message into plain text format.

Good morning!

This is a payment ticket sent on 10/03/2014

Total: \$323.70

Transaction ID: M-12350742

Remaining Balance: \$5.77

Status: Processed

**I made no payments of
this kind, on this date.**

 Expand

- A) Does the content of the message correlate to a project, document, or conversation you are working on?
- B) Does the message contain an attachment? Is it a safe and recognizable format?
- C) SAFE Formats: PDF, JPG, DOC, XLS, VSD, WAV
- D) UNSAFE Formats: EXE, ZIP, RAR, TZ

Step 3: Submit a ticket to the Helpdesk

- A) If you are still suspicious, the message is most likely spam.
- B) Do not click on any attachments.
- C) Submit a ticket to your helpdesk with a screenshot of the email message.

Step 4: Block the Sender



A) Do not click on any attachments.

B) Right-Click on the message and select JUNK-->BLOCK SENDER

The best anti-spam is your brain! Read all message content carefully before ever opening attachments.