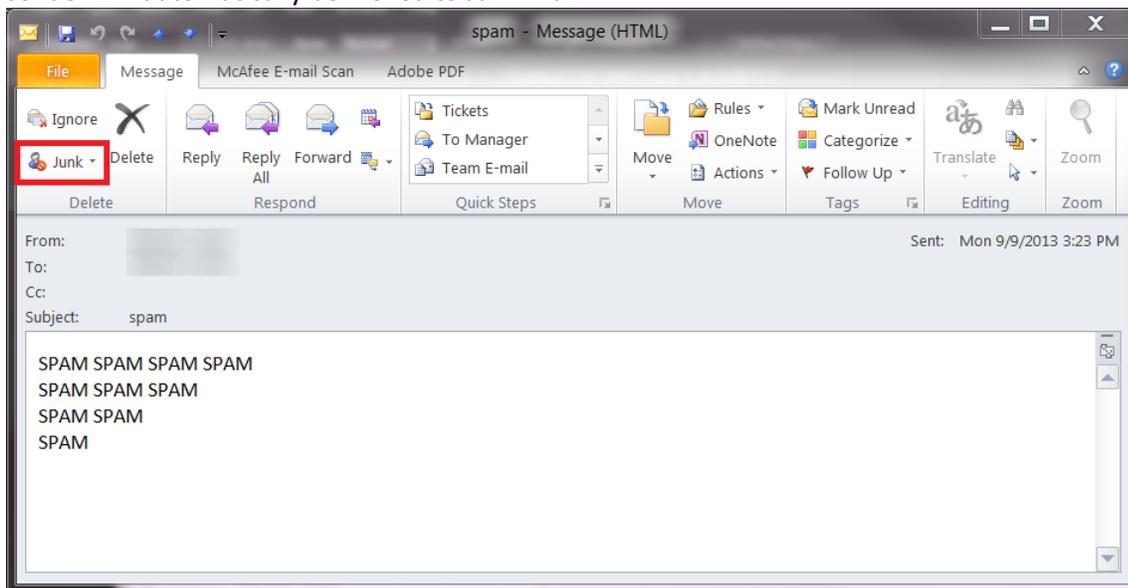


How to Block Spam in Outlook

Dealing with spam (unwanted emails) can be an annoyance. Fortunately, Microsoft Outlook has built-in tools for dealing with spam messages. Here are some tips & tricks:

1. The University filters out a great deal of spam and malicious email at the system-wide level. A lot of spam gets automatically blocked without your even realizing it!
2. When you receive a spam message, simply click Junk and choose Block Sender. Future messages from this sender will automatically be moved to Junk Mail.



3. Review your Junk Mail folder periodically. While Outlook is learning your preferences, it is possible that legitimate emails may accidentally end up in your Junk Mail. Click on Junk and choose Never Block Sender to prevent these messages being marked as Junk.
4. Do not respond to spam or suspicious email! All this accomplishes is to let the spammer know your email account is active, so that they can target you with more spam.
5. Beware of “phishing” scams! For example a currently-popular scam masquerades as a phony UPS tracking slip. If you click on the link, you will be prompted for personal information that might be used for malicious purposes. When in doubt, contact the organization using their published phone number to verify whether the email is legitimate. **UMass departments such as AFS Help Desk will NEVER solicit personal information such as your username/password by email!!**
6. Use separate email addresses for your University vs. personal correspondence, so that a spammer who learns one email address will not have access to the other.
7. Be careful posting your email address publically, such as on websites or newsgroups, as this can drastically increase your exposure to spam email.
8. Use discretion when mass-forwarding emails (such as urban legends, virus warnings, cute photos of kittens, etc.) to your entire contact list.
9. It is not necessary to contact AFS Support each time you receive a spam email. Simply ignore the email and click “Block Sender.”
10. Please understand that as a University employee, your email address is public record. Therefore there is no 100% effective method to prevent all spam.