Handling and Reporting Spam	Brought to you by **Byron Chancellor** - Manager of HelpDesk/IT for DOPM (in MT-403)

This Tip of the Week was suggested by one of your co-workers (a non-IT person who works here at DOPM).
Do **YOU** have an idea for a future Tip of the Week, that others might benefit from?
(If so, please let us know at dopmHelp@uabmc.edu or 934-7662.)

QUESTION:

An email came to me and the subject/preview was Chinese-like writing so I did not click it (i.e., I didn't see the full message).

I decided to drag it to my junk folder and that is where it currently remains (unread).

In situations like this, what do I do with the email?

I'm not sure what the exact terminology is for this type of email but a tip of the week with this info would also be helpful.

ANSWER:
Generally, emails that are unexpected, odd-looking, or have strange phrasing in the English sentences are called Junk or SPAM.
SPAM that asks you to do something (like click on a link and enter your password) are called PHISHING (pronounced "fishing") because the bad-guy is fishing for information. To keep it simple, just think of Junk/SPAM/Phishing as the same thing; basically, it's emails you don't want, and have been sent (in mass) to annoy, tempt, or trick you.

The UAB group that provides us with our @uabmc.edu email accounts (HSIS) wants to know about any SPAM you get, and has set up an email address (RSPAM@uabmc.edu) to make it simple for you to report that to them.

The email header is what helps them troubleshoot effectively. Therefore, you should email them the junk email <u>as an **attachment**</u> – which keeps that header info intact. Here's how to do that:
1. Create a <u>new</u> email message addressed to RSPAM@uabmc.edu (that stands for "Report Spam") and cc us at dopmHelp@uabmc.edu
2. Drag-and-drop that junk email from your Outlook into the body of that new email message.
3. Permanently delete the original junk email message:
   - Highlight the junk email message (one click).
   - Press and hold down [Shift] and then press [Delete].

- Click "YES" in response to the permanently delete question.

Note: You probably won't hear back from RSPAM (HSIS), but your input is helpful because it allows them to block email like that in the future.