What you should and shouldn't report

If you're receiving unsolicited emails asking you to email back personal information, advertising a good or product, or directing you to a website that isn't asking for your UGA login credentials, then you should proceed with the directions outlined below for reporting spam.

However, if you have received an email directing you to a suspicious or non-UGA website where you are asked to enter any UGA login credentials, or if you are receiving spam from another @uga.edu email address, please immediately forward that message to abuse@uga.edu. You can ignore the process outlined below in these special cases.

Why must we go through this process?

It is not enough to simply forward spam to us or to Microsoft directly. Forwarded messages usually just include the text in the email and the email address from which the spam appears to originate. The problem with this is that spammers are sophisticated - they can 'spoof' the email address that they appear to be using, such that the email you forward will not really contain any information that will be useful in investigating and stopping spam. The information that is most useful for this is called the headers or metadata that go along with the message. This information contains the Internet pathways through which the message traveled, allowing spam investigators to see exactly where this message is coming from and allow them to stop it at the source.

The instructions below allow spam investigators to get the headers they need in order to do their jobs.

How to report spam

Reporting spam depends on how you check your email. Please follow the instructions that best fit how you check your email:

Webmail (Any operating system)

If you're currently using the Outlook web app (OWA), to report spam to Microsoft, right click on the spam message and then left click the option 'Mark as junk'. In order for this to work properly, 'Junk reporting' has to be enabled in the 'Automatic processing' tab under Options > MAIL.

Windows Email Clients

Outlook

If you are using Windows and either the Outlook clients:

1. Save the message you want to submit as spam to Microsoft. This can be done by dragging a copy of the Spam message to the desktop.
2. Create a new, blank message and attach the spam message to it. This can be done by dragging a copy of the Spam message saved on the Desktop on to the new message addressed to Microsoft.
3. Copy and paste the original spam message subject line into the new message subject line. Important: Leave the body of the new message empty.
4. Address the email to junk@office365.microsoft.com
MacOS Email Clients

MacMail or Outlook

If you are using MacOS with either Mail.app (MacMail) or Outlook:

1. Save the message you want to submit as spam to Microsoft. This can be done by dragging a copy of the Spam message to the desktop.
2. Create a new, blank message and attach the spam message to it. This can be done by dragging a copy of the Spam message saved on the Desktop on to the new message addressed to Microsoft.
3. Copy and paste the original spam message subject line into the new message subject line. Important: Leave the body of the new message empty.
4. Address the email to junk@office365.microsoft.com

Further Information

Microsoft’s spam team examines submitted messages and adjusts the spam filters accordingly in order to prevent future abuse. Any submitted items are evaluated at the network-wide level. False-positive submissions are examined and assessed for possible rule adjustment to allow future messages through the spam filters. Therefore, notifying the service of false positives and also unfiltered spam is advantageous to all customers. The spam team examines indicators within each submitted message, such as the following:

- From address
- Sending IP address
- Keywords
- Phrases
- Frequency of transmission
- Other trends and patterns