

## Security Awareness Message Regarding Spam

Most of the email sent to NYSeMail servers is filtered out, and never delivered to your INBOX. The percentages for a recent month were as follows for Office of Children and Family Services users:

1. 93.15% was detected as spam by the filters put in place by NYSeMail.
2. 0.54% was blocked by custom rules written to block spam and virus email that isn't caught by the automatic filters.
3. 0.04% is detected as virus infected
4. This leaves 6.27% which is likely to be valid email, and is delivered to your INBOX.

However, sometimes email that is SPAM that may be either just unwanted email, or may be email that is infected with a worm or virus that is not yet known to the filtering software. Some SPAM emails that have been recently reported are ones that say "Hi" with the recipient's name or "HELP!" in the subject line, with a plea to send cash as the sender is stranded in a foreign country.

This communication is being sent as a reminder to **NEVER** open these e-mails, and to use the following process to report them as Junk. By reporting them as Junk, they can be analyzed, and, if appropriate, added to the filter so no one else gets them.

### To report email as Junk or spam:

- Highlight the email you want to submit.
- Be sure** you don't double click when you highlight the item as that will open the email, and may release a worm or virus on your PC.
- Click on the "Report as Junk and Delete" toolbar button. It looks like this: .
- Click Yes if prompted.
- Please note that you can only report one email at a time.

Following these actions, you will receive a notice that the message in question will be forwarded to Microsoft for analysis. The spam email will be removed from your inbox, and an email from you addressed to [abuse@frontbridge.com](mailto:abuse@frontbridge.com) will appear in your "Sent Items" folder.

After using the "Report as Junk and Delete" icon, you will receive an email from [abuse@frontbridge.com](mailto:abuse@frontbridge.com) confirming receipt of your report. Note that you will only receive one notice every 24 hours, even if you submit junk mail multiple times in one day. This prevents overloading your inbox with acknowledgements.

Please be sure to delete the offending spam email from your Deleted Items folder, as well as the email to [abuse@frontbridge.com](mailto:abuse@frontbridge.com) in your Sent Items, as it will contain the spam as an attachment. Doing this will both prevent overloading your mailbox, and inadvertently opening the spam.

Please note: the Report as Junk and Delete icon is not available on a Blackberry. Blackberry users need to go to Outlook to use the icon, or send it to [abuse@frontbridge.com](mailto:abuse@frontbridge.com) from the Blackberry.

**If you have questions:** please contact your LAN administrator, or send them to the [ocfs.sm.committee.acceptable-use](mailto:ocfs.sm.committee.acceptable-use) mailbox.