

SPAM FILTERING

'Spam', or unsolicited bulk email, is a problem many email users encounter. Niagara College is no exception. Some estimates report that the volume of spam doubles every four to eight months.

What Niagara College does to combat spam

Incoming and outgoing email is searched and filtered by a product called *Exchange Online Protection*. This solution will eliminate a large proportion of spam.

Block Lists and Filtering

The most common method of blocking spam are lists maintained by organizations such as Spamhaus. These lists contain details on senders and servers that send out spam email. Generally, these lists are updated several times a day.

In addition to industry standard block lists, Niagara College maintains a secondary list of blocked senders and message sources based on the type of mail the college receives. Other filtering options add to the likelihood that a message is spam.

These two spam blocking mechanisms block the majority of unwanted messages. It's not likely that a legitimate email will be blocked, but if this were to happen, Niagara College employees can easily manage their Junk Email settings.

Spam vs Unwanted Email

It's important to understand that there's a difference between spam and unwanted email. Spam email is generally unsolicited, similar to flyers that appear in your mailbox. They generally offer quick ways to instant wealth, discount pharmaceuticals, and offers far too good to be true. Unwanted email – that is, newsletters, RSS feeds and product offers – that you signed up for are not considered spam. Recent Canadian anti-spam legislation states that companies must have an 'unsubscribe' option and most reputable companies will offer this option. Users are encouraged to be mindful of signing up for such services and if not needed, unsubscribe from that particular sender. For example, if you receive email from a company like Best Buy or Amazon, you can easily remove yourself from their lists.

Important: Employees are responsible for checking and managing their Junk Email for messages that may have been incorrectly identified as spam. Employees wishing to turn off Junk Email altogether should contact the ITS Service Desk. **NOTE:** ITS does not recommend this option, but it is available to meet the requirement that some areas may have to never miss an email despite the possibility it might be spam. However, messages identified as viruses cannot be released nor omitted from scanning as this can pose a significant security risk to the college.

Phishing, Scam and Virus Emails

Niagara College now has multiple levels of protection from viruses and the vast majority of email viruses will be purged. However, in the event that you receive a suspicious attachment or mail from a suspicious sender, **do not open the attachment!** Please contact the ITS Helpdesk right away and report the message. Some examples of scam and phishing emails include:

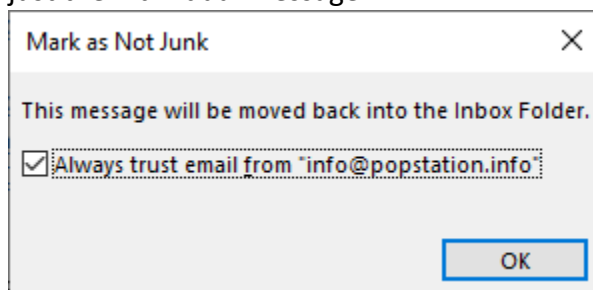
- Impersonation Scams
- Email Support/Account Verification, Maintenance, or Upgrade Scams
- "Your Order from [company name] Has Shipped!" and Delivery Scams
- "I'm Stuck in [foreign country]" Scams
- Nigerian (and other) Fund Transfer Scams
- Governmental or "Official" Scams
- "Mystery Shopper" and Job Posting Scams
- "Winner!" Scams

Niagara College ITS staff will never ask for your account and email information in an email or through a web link. Furthermore, banks and official governmental agencies will not contact you through email unless you have contacted them by phone first. Another indication that an email is a scam or a phishing attempt is to look at the language of the email. Broken English, poor spelling and grammar and punctuation are key indicators the message should be treated with caution.

Managing Junk Email

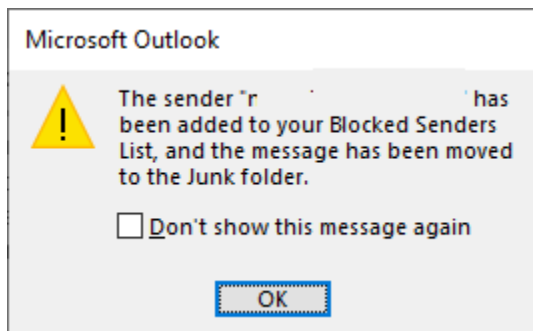
Managing your Junk Email is done through the Outlook application or through Outlook on the Web at <https://outlook.office.com> . Messages flagged as **Spam** and **Bulk** are automatically moved to your **Junk Email** folder. If a message is sent to Junk Email you can mark it as not junk. To do this

1. Right click on the email and select **Junk > Not Junk**
2. You will receive a confirmation prompt. You can choose to always trust the sender or just the individual message.



Employees can also add messages to Junk.

1. Right click the email select **Junk > Block Sender**
2. Future email from this sender will be sent to your Junk Email folder



If you would like more detailed information on managing Junk Email please see the link below
<https://support.microsoft.com/en-us/office/overview-of-the-junk-email-filter-5ae3ea8e-cf41-4fa0-b02a-3b96e21de089>

If you have any questions or require assistance with managing your spam please contact the ITS Service Desk at ext 7642 or its servicedesk@niagaracollege.ca