



VERMONT Instructions for reporting spam and phishing scam messages to Microsoft for Analysis

Effective 9/10/15

[Report Junk or Phishing Scam Messages](#)

[Report False Positive Messages](#)

[Spam Quarantine Information](#)

[Instructions on Attaching Messages to Outgoing Email Messages for reporting](#)

[Outlook Client Instructions](#)

[Outlook Web Portal Application Instructions](#)

[How Is SPAM Handled](#)

[What is Spam? What is a Phishing Scam Message?](#)

Report Junk or Phishing Scam Messages

Use email to submit junk (spam) or phishing scam messages to Microsoft

1. Create a new, blank message
2. Address the email to the Microsoft team that reviews messages as follows:
 - o For junk messages, address your email to junk@office365.microsoft.com .
 - o For phishing scam messages, address your email to SOV.EmailSecurity@vermont.gov
3. ****IMPORTANT****: Leave the body of the new message empty (remove any auto-populating signatures)
4. Insert the junk or phishing scam message into your new blank email as an attachment (see [Instructions on attachment messages](#) if you need assistance). **DO NOT FORWARD THE JUNK OR PHISHING SCAM MESSAGE.**
5. Delete the original message

NOTE: You can attach multiple spam messages if needed. Make sure all the messages are the same type – either phishing scam messages or junk email messages.

Report False Positive Messages

Use the same procedure as described above in [Use email to submit junk \(spam\) or phishing scam messages to Microsoft](#) , but send the email to not_junk@office365.microsoft.com .

Source: [https://technet.microsoft.com/en-us/library/jj200769\(v=exchg.150\).aspx](https://technet.microsoft.com/en-us/library/jj200769(v=exchg.150).aspx)

Spam Quarantine Information

Email Reports

Use end-user spam notifications to release and report spam-quarantined messages (see sample of what message will look like below)

Each user will receive a notification message (from quarantine@messaging.microsoft.com) that lists messages intended for your mailbox that were identified as spam and quarantined instead of being delivered to you. This message includes the number of spam-quarantined messages listed, and the date and time of the last message in the list. From this list, you can view the following information about each message:

- **Sender** The sender name and email address of the quarantined message.
- **Subject** The subject line text of the quarantined message.
- **Date** The date and time (in UTC) that the message was quarantined.
- **Size** The size of the quarantined message, in kilobytes (KBs).

You can perform the following actions on each message:

- **Release to Inbox** Clicking this link sends the message to your inbox where you can view it.
- **Report as Not Junk** Clicking this link sends a copy of the message to Microsoft for analysis. The spam team evaluates and analyzes the message, and, depending on the results of the analysis, adjusts the anti-spam filter rules to allow the message through.

****NOTE:** If after reviewing the email from Microsoft you determine that the messages caught in quarantine are indeed spam, and you do not wish to receive them, you can just delete the message from Microsoft – no other action is needed. The messages will automatically delete after 15 days in quarantine.

How often will I receive a spam notification message?

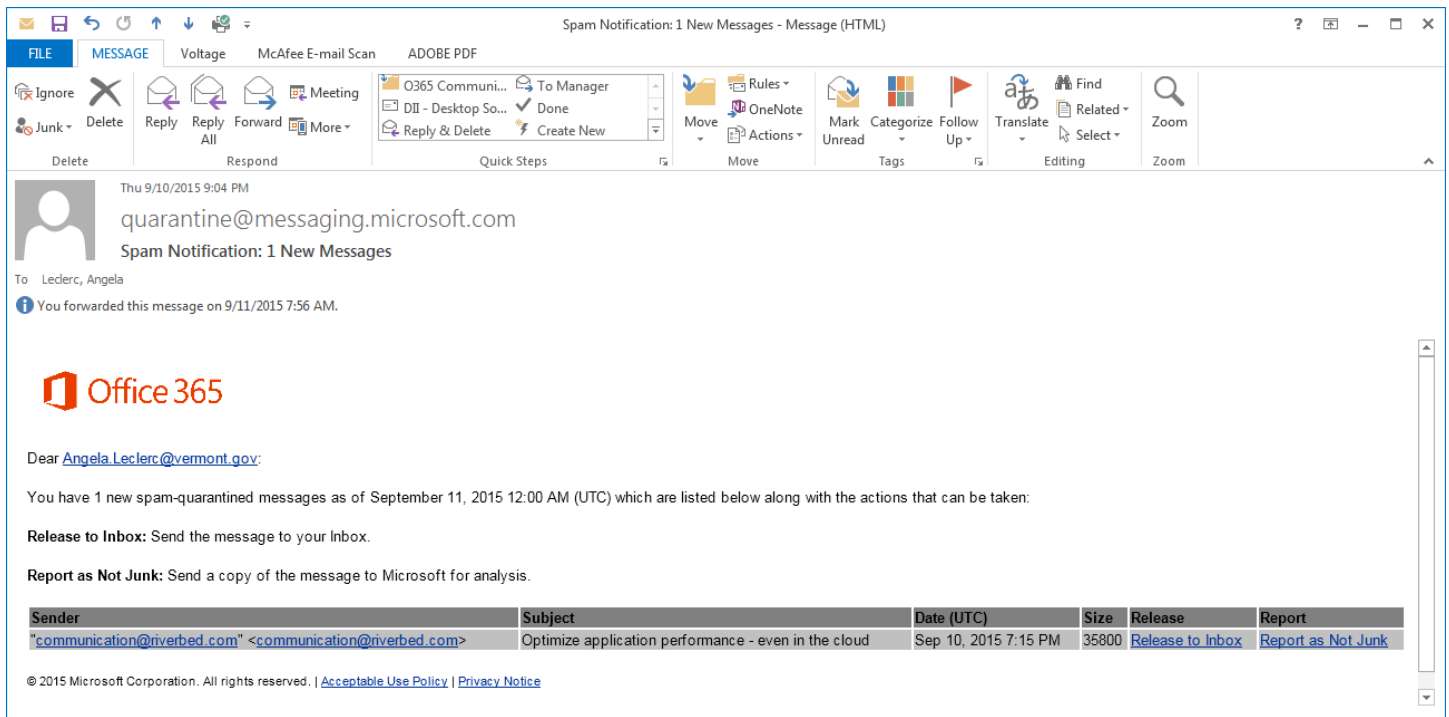
The process to notify you runs on a daily basis.

For how long are messages kept in the quarantine?

By default, spam-quarantined messages are kept in the quarantine for 15 days. If messages are identified as known spam, a “transport rule” may be created to automatically send it to the quarantine. Quarantined messages that matched a transport rule are kept in the quarantine for 7 days. After this period of time the messages are deleted and are not retrievable.

What does the spam notification message look like?

The quarantine summary notification will look like the following image:



How do I release a message to my Inbox?

If you click on Release to Inbox, you will then be taken to a screen letting you know the message has been released. It should appear in your Inbox momentarily.



Spam message was released from quarantine.

[Copyright © 2015 Microsoft Corporation. All Rights Reserved.](#)
[Privacy Statement](#) | [Legal](#)

To view all email currently in Spam Quarantine:

Go to the following web address:

<https://admin.protection.outlook.com/quarantine>

You will then be prompted to login to the Exchange Filtering Service.

- Login name: Your email address (firstname.lastname@vermont.gov)

- Password: Your same password used to login to your PC/email account

Exchange Filtering Service

Sign in with your work or school account

Keep me signed in

[Sign in](#) [Cancel](#)

[Can't access your account?](#)

Don't have an account assigned by your work or school?

[Sign in with a Microsoft account](#)

Once you login you will be brought to this screen of all email that is currently in your spam quarantine. You can then take action on emails as necessary.

quarantine

Review items in your quarantine. You can release selected message(s) and, if incorrectly detected as junk (spam), you can also report as not junk. Tip: To select multiple messages for release, you can hold down CTRL and click multiple messages or use the [CTRL + A] to select all.



SENDER	SUBJECT	RECEIVED	EXPIRES	
info@iSaylor.com	Compressor parts supply	9/22/2015 4:26 AM	10/6/2015 8:00 PM	message status Type: Spam Expires: 10/2/2015 8:00 PM Released to: Not yet released to: Angela.Leclerc@vermont.gov message details Message ID: <d0825ec9-93c7-4f57-acaf-c314f3d438E Sender: VR@1105info.com Subject: Find IT Issues Quickly! Received: 9/18/2015 8:02 AM Size: 25 KB View message header... Preview email message...
edith.jones@greenboardadv.com	Requesting for 15 minutes conference...	9/21/2015 5:36 PM	10/5/2015 8:00 PM	
valiant.lee@yandex.com	Re: FYI	9/21/2015 5:11 PM	10/5/2015 8:00 PM	
InformationWeekBigData@ubmtech...	Big Data Can Help In A Crisis Salesfor...	9/21/2015 10:00 AM	10/5/2015 8:00 PM	
judi@m.wespcgroup.top	RE:WESPC GROUP HONGKONG	9/20/2015 11:05 PM	10/5/2015 8:00 PM	
dawn@omsih.net	Launching Soon: [free trial] Curation f...	9/19/2015 10:54 AM	10/3/2015 8:00 PM	
PSMG@1105info.com	Enhancing Mobile Security to Meet A...	9/18/2015 2:31 PM	10/2/2015 8:00 PM	
<>	[No Subject]	9/18/2015 1:58 PM	10/2/2015 8:00 PM	
deen@jyxqzkb.com	Ray-Ban sunglasses and eyeglasses	9/18/2015 12:01 PM	10/2/2015 8:00 PM	
PSMG@1105info.com	Wideband Multimode Fiber: What Yo...	9/18/2015 10:02 AM	10/2/2015 8:00 PM	
RED@1105info.com	How to Accelerate IT Resiliency throu...	9/18/2015 10:01 AM	10/2/2015 8:00 PM	
PSMG@1105info.com	Must-Read eBook:The Current State o...	9/18/2015 9:02 AM	10/2/2015 8:00 PM	
Alan.Brian@Crtinprj.Com	Certified Big Data & Hadoop Develop...	9/18/2015 8:47 AM	10/2/2015 8:00 PM	
RED@1105info.com	Reminder: Removing the Identity Barri...	9/18/2015 8:46 AM	10/2/2015 8:00 PM	
VR@1105info.com	Find IT Issues Quickly!	9/18/2015 8:02 AM	10/2/2015 8:00 PM	
VR@1105info.com	Reminder: Microsoft Exchange Availab...	9/18/2015 6:47 AM	10/2/2015 8:00 PM	
Ben@minutemen-staffing.com	MinuteMen Staffing - Pick Your Rates ...	9/17/2015 6:43 PM	10/1/2015 8:00 PM	
OHIS@1105info.com	Overcoming Barriers for a Successful L...	9/17/2015 3:47 PM	10/1/2015 8:00 PM	
newsletters@governing.com	"You're Fired": Ways to Get Rid of Bad ...	9/17/2015 1:22 PM	10/1/2015 8:00 PM	
PSMG@1105info.com	Don't Miss These Must-Attend Sessio...	9/17/2015 11:31 AM	10/1/2015 8:00 PM	
PSMG@1105info.com	Big Data: A Full View of Your Business...	9/17/2015 9:21 AM	10/1/2015 8:00 PM	

If you receive an error when clicking on Release to Inbox or Report as Not Junk, see [Known Issue](#) below.

Instructions on How to Attach Email Items to your Email Message:

Outlook Client Instructions

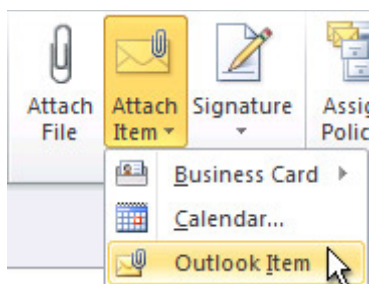
Attach an Outlook item to a message

You can attach Outlook items, such as other email messages, tasks, contacts or calendar items, to a message. This is the easiest way to forward multiple items or messages.

1. Create a message, or for an existing message, click **Reply**, **Reply All**, or **Forward**.
2. In the message window, on the **Message** tab, in the **Include** group, click **Attach Item**.



3. Do one of the following:
 - o Point to **Business Card**, and then click **Other Business Cards**. Click a contact, and then click **OK**. To select multiple contacts, press and hold CTRL as you click each contact.
 - o Click **Calendar**. Select the calendar, date range, and detail to include. For **Advanced** options, click **Show**. Click **OK** to add the calendar to your message.
 - o Click **Outlook Item**. Browse through your folder list to find the folder that contains the item that you want to attach. Under **Items**, click the item, and then click **OK**.



Tip When composing a message, you can also attach files by using the commands on the **Insert** tab in the **Include** group, or drag files from folders on your computer and drop them on the message window.

Source: <https://support.office.com/en-us/article/Attach-a-file-message-contact-or-task-to-an-email-message-477e3f61-5564-41e3-aa95-bb4737ad8cbb>

Outlook Web Portal Application Instructions

Attach a message to a message

Drag to attach a message

1. Open a new message, or reply to or forward an existing one.
2. Open the message in a new window by selecting .
3. Arrange the windows so you can see both the message list and your new message.
4. Select and drag the message you want to attach from the message list to your new message.

Copy and paste to attach a message

1. In the list view, select the message you want to attach and press Ctrl+C to copy it.
2. Open a new message, or reply or forward an existing one.
3. With the new message open in the reading pane, press Ctrl+V to attach the message you copied.

Source: <https://support.office.com/en-US/article/Add-an-attachment-in-Outlook-Web-App-41AFFFFAF-BB90-440D-A1BA-9A736E066947>

How is SPAM handled?

Low confidence, or 'less harmful' SPAM is routed to user's Junk email folder which automatically deletes email in 60 days. High confidence, or 'more harmful' SPAM is routed to the online quarantine which automatically deletes email in 14 days. Microsoft has advised that this is a recommended practice.

If you have any questions, or issues, please contact the DII – Service Desk at 828-6620, option 1, or submit a LANDesk ticket. (<https://itsupport.vermont.gov>)