Southern Connecticut State University

Microsoft Report Message Tool

Introduction

      SCSU email accounts are part of a cloud service known as Office 365, hosted by Microsoft. Each Office 365 account is supplied with Microsoft's spam filtering, however as spam and phishing attempts are ever-evolving, these filters are not always fool-proof. Microsoft's Report Message add-in allows users to report certain types of emails to help Microsoft improve these filters.

      This document will show how to utilize the Report Message add-in tool, which can be found in both the Outlook Web App and the Outlook application. This tool can be used to report a phishing email, mark an item as junk, or mark an item as being mistakenly marked as junk.

Reporting an email

1. Whether using the Outlook application or the Outlook Web App (OWA), select the email you intend to submit a report for.
2. Select the "Report Message" add-in tool. Within the Outlook application, this will be located on the top menu ribbon. Within OWA, you will need to select the "…" icon in the upper, right-hand corner of an email to view more actions, then select "Report Message".

Outlook application:
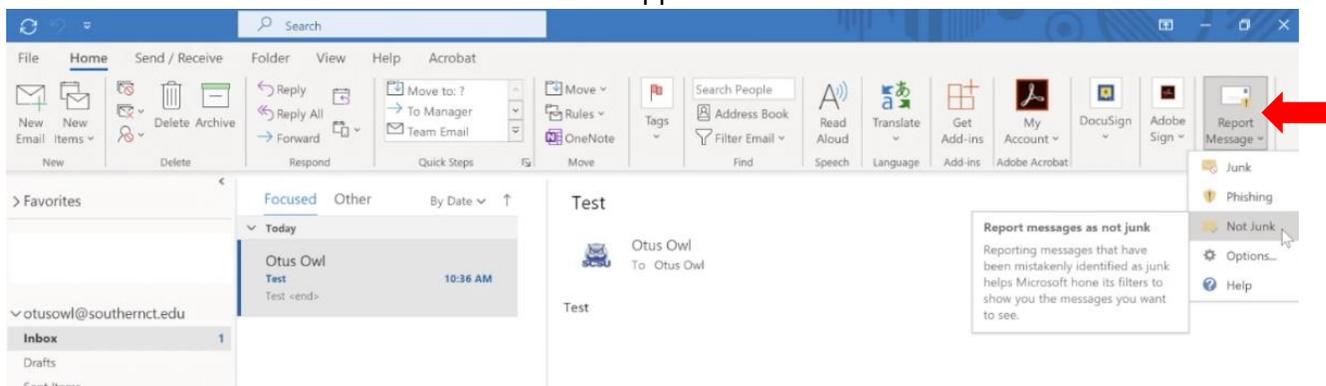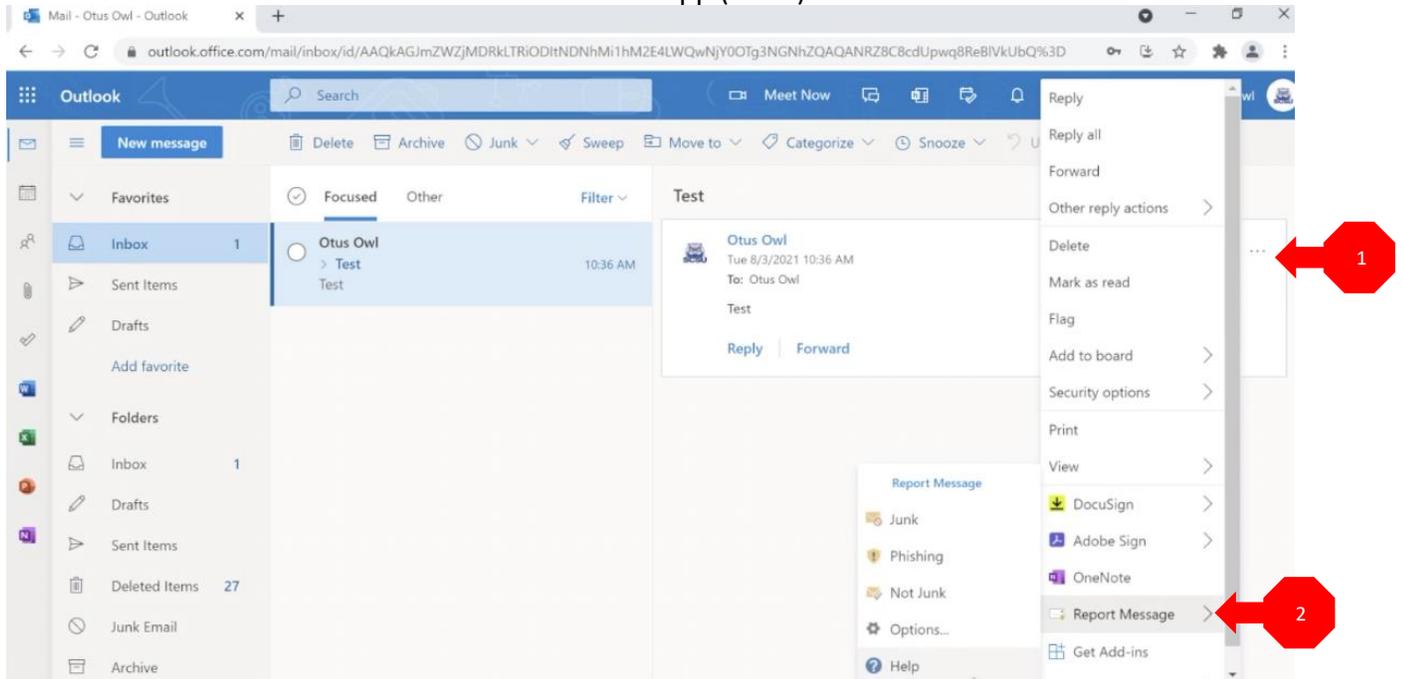
3. Select the type of message you would like to report the email as: Junk, Phishing, or Not Junk. Reference the next section for in-depth descriptions of these classifications by Microsoft.
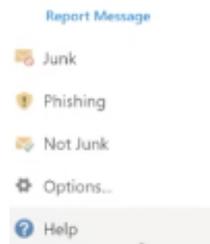
4. A pop-up will appear asking to confirm your selection. Select "Report" to submit or "Cancel" to return to the Report Message menu. Items marked as "Phishing" and "Junk" will be momentarily moved to your Junk folder. Emails within your Junk folder that are marked as "Not Junk" will be moved back to your inbox.

Email Classifications

Junk

Junk email messages are typically referred to as spam. These are messages that you don't want to receive that may be advertising products you don't use or find offensive. If you choose the **Junk** option, a copy of the message may be sent to Microsoft to help update our spam filters, and the message will be moved from your Inbox to your Junk Email folder.

Phishing

Phishing is the practice of luring you into disclosing personal information, such as bank account numbers and passwords. Often phishing messages look legitimate, but have deceptive links that actually open fake websites. If you select **Phishing**, a copy of your message may be sent to Microsoft to help update our filters, and the message will be moved from your Inbox to your Junk Email folder.

Not Junk

If you know the sender and you're expecting the message, or if you receive a message that's mistakenly marked as junk, you can use the Report Message add-in to mark the message as **Not Junk**. This will move the message from the Junk Email folder back to your Inbox.