GSD. Outlook - Block the Sender of a Potential Spam or Phishing Email in Outlook 2016

General Information:

Possible symptoms/errors:

User wants to know how to Block the Sender of a Potential Spam/Phishing Email in Outlook 2016

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Emails make communication easier, but some unwanted emails make their way into user's inbox. Outlook 2016 lets them mark and block senders of unwanted emails to prevent them from sending emails to them in the future. This guide shows how to do just that.

NOTE: User can read How to detect and report a phishing email? (Updated KBA link) article to know the characteristics of spam or phishing emails.

Details:

Advise user to right-click on the mail that they want to mark as a spam.User must click Junk > Block Sender.

The marked email should now disappear from their inbox and moved to the Junk Folder.

NOTE:

User can read How to use the Phish Alert Button in Outlook as additional reference.Inform user to remember that receiving spam emails and security events should be reported. Refer to the How to detect and report a phishing email? article.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

How to detect and report a phishing email:

https://fmcna.service-now.com/sp?id=kb_article&sysparm;_article=KB0038953

How to use the Phish Alert Button in Outlook

https://fmcna.service-now.com/sp?id=kb_article&sysparm;_article=KB0038954

How to detect and report a phishing email?

https://fmcna.service-now.com/sp?id=kb_article&sysparm;_article=KB0038954