HAMPTON VA

No. IT– 028	_Under Revisions_	Policy Name: Spam Procedures
Effective Date: 7-1-2011 Last Revised Date: 7-4-2014		Citywide Policy _ IT Policy _ IT Procedure X
Approved By: IT Director		

Spam Procedures

Purpose: To streamline the processing of spam email for all IT staff and IT customers.

Policy: Spam email is commonly received by all email users. The City's Network staff process spam and all spam should be forwarded to them for handling.

Procedure:

When you or your customers receive copies of inappropriate email, please forward the email to spam@hampton.gov, and then delete the email. There's no additional value in forwarding these to the IT Helpdesk or other coworkers in IT.

The first time someone attempts to forward an email to —spam, the address probably will not resolve to spam@hampton.gov, but Outlook should present a list of options & spam@hampton.gov should be one of the options. If you haven't tried it before, please do, so you'll know what to tell customers to expect.

If it's easier for customers to remember, they can also forward the email to —Spam Report, which will end up in the same pot as those sent to spam@hampton.gov. The Spam account will capture the sender's user id and filter subsequent emails from that sender.

Please help educate our customers about spam filters. We subscribe to a service that continu-ally updates itself based on known spam, but some spam will always get through until the filters pick it up. Forwarding the spam to the filter and then deleting the copy in your mailbox is the best first step to take in the battle.

If a particular spam is received on multiple occasions over the course of a month and the sender's id is ex-actly the same, then (and only then) you should send a copy to the helpdesk to evaluate.