Spam, junk or phishing?

Not every unwanted email is dangerous. Here's how to tell them apart and what to do with each.

ANNOYING

Marketing

Newsletters and sales emails you signed up for, maybe years ago. Safe to unsubscribe from senders you know.

UNWANTED

Spam

Bulk email from strangers selling something. Delete it, or mark it as junk.

DANGEROUS

Phishing

Pretends to be someone you trust so you'll sign in, pay or open something. Report it.

What to do with each

Marketing you don't want

- Use the unsubscribe link only if you know the company.
- Can't remember signing up? Treat it as spam instead.

Spam

- Mark it as junk so your filter learns.
- Don't reply, and don't unsubscribe. That tells spammers your address works.

Phishing

- Don't click, reply or open attachments.
- Forward it to **check@scan.fluxlabs.net** for a free verdict.
- Report it so it's removed from everyone's inbox.
- Clicked already? Call your IT support right away.

Is a real email going to junk?

- [ ] Check your junk folder once a day for a week after any email change.
- [ ] Mark real emails as "not junk" so the filter learns.
- [ ] Ask IT to allow a sender you trust, instead of turning filtering off.
- [ ] Your own emails landing in other people's junk? Your domain's security records may need work. The free email security check at fluxlabs.net grades them.

> **When in doubt, treat it as phishing.**
> Asking costs nothing. A wrong click can cost a lot more. Forward anything you're unsure about, or ask IT.

Cut down the junk you get

- Use a separate address for shopping, newsletters and sign-ups.
- Don't post your work email on public pages if you can use a contact form instead.
- Unsubscribe from real companies you no longer want to hear from. It works for them.
- Never reply to spam to ask to be removed.