Reporting Unwanted Email for DC Metro, IL, MA, NY and PA- Article no. 2083

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

Reporting Unwanted Email

- **Select** the **email** in the inbox and press the Spam button on the **Webmail toolbar** to move the message to the **Spam Folder**

- The sender gets a **Spam Fingerprint** associated with their sending email address, their advertised website URL, or the content of their message

- When these steps are followed, you **should not receive** the **same** spam message again, taking into account **time** to process the **Spam Fingerprint** and for **reporting action** to happen

- It is possible you may receive *different* messages from that sender in the future

- Follow the steps above to report **each unwanted email**