# 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**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=431