# Messages Flagged as "This sender failed our fraud detection checks and may not be who they appear to be."

NOTE: The "fraud detection" alert is letting you know that the message may not be from who it says it is from. It is letting you know that you should review the message a little closer to make sure it is valid before clicking any links or responding.

Users may see more messages being flagged as failing fraud detection checks. The anti-spam service checks the headers of messages to verify the "From" field is the same as where the message originates. These messages may also get flagged as spam and moved to the Junk Email folder. Examples of messages that may get the "fraud detection alert" -- using a third party service to send a message "from" @thiel.edu address, listserv messages, etc.

Spoofing is one of the common tactics of spammers. Spammers are becoming more creative in their messages. As a result, many email domains are choosing either to block these messages more aggressively or to flag them for their users in hope that the user will stop and think or confirm a message before they click a link in the message.

For instance, if you use an outside vendor to send email with a From address of @thiel.edu, the recipients may get the
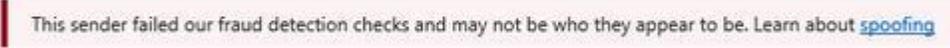
message This will appear at the top of their message.

Listserv lists also frequently get this message because the sender is using their email account as the From field, however, listserv lists will say From "listname@listaddress.edu" which the anti-spam service thinks is spoofing the From field.

- Jane sends a message to testlist @list.thiel.edu from Jane@gmail.com
- Listserv asks Jane to confirm that she sent the message.
- Jane says yes/ok.
- Listserv sends Jane's message to the testlist @list.thiel.edu listserv *on behalf of* Jane.
- Jane's email gets delivered to her inbox and to the inbox of the other test list subscribers.

Jane sees the failed fraud detection message because the email that she received has hidden information in it, referred to as message headers. The message header shows the message originated from Jane@gmail.com using an email server for @gmail.com. However, the message header also shows that the listserv server sent

the message from @lthiel.edu. @list.thiel.edu is not part of @gmail.com email servers so Jane's spoofing check says that the message failed the fraud detection test (@gmail.com and @list.thiel.edu.edu do not match nor do they trust each other). We were able to fix this error for listserv senders and recipients within the @thiel.edu domain by our server admins making certain changes to allow it. Unfortunately, for senders and recipients outside @thiel.edu there is nothing that we can do to make this warning not happen.

For further information see: https://blogs.msdn.microsoft.com/tzink/2016/02/23/how-antispoofing-protection-works-in-office-365/

How Do I Manage Junk Email and Spam?

Turning On The Junk Email Filter

Note: Junk Email Filtering is turned on by default; however, individual users can turn it off (not recommended).

1. Login to OWA (https://webmail.thiel.edu)
2. Choose **Settings** (gear icon)
3. Select **Mail**
4. Choose **Junk Email Reporting**
5. In the "When messages are marked as junk" section, select **Automatically send reports to Microsoft.**
6. In the "Share Reports" section, select **Share reports with other companies that fight junk mail**.
7. Click **Save**.
8. In the Accounts section, select **Block or Allow**
9. Select **Automatically Filter Junk Email**
10. Click **Save**.

Adding a Sender to the Safe Senders List

Office 365 OWA:

1. Click on the **gear** icon in the top right corner.
2. Scroll the gear panel down to the bottom and select **Mail** under the **Your app settings**
3. On the left hand side, select **Mail** -> **Accounts** -> **Block or Allow**
4. Select **Automatically filter junk email**
5. Under **Safe Senders and Recipients**, enter the sender's email address and click the + button.
6. Click **Save**

Outlook 2016 (Windows):

1. Select the message that was incorrectly identified as junk
2. On the **Home** tab, in the Delete group, click **Junk**, and then click **Junk E-mail Options**.
3. **Safe Senders** tab, click **Add**.
4. In the **Enter an e-mail address or Internet domain name to be added to the list** box, enter the name or address that you want to add.
5. Click the **+ plus sign** to the right of the dialog box and repeat for each entry that you want to add.

Outlook 2011 (Mac):

1. Click **Tools**.
2. Click **Junk Email Protection** and select the **Safe Domains** tab.
3. Type in the sender's email address and click **Ok**.

Outlook 2016 (Mac):

Outlook 2016 (Mac) users will need to log into **Office 365 OWA**, as this option is no longer available client side. See steps above.

Adding a Sender to the Blocked Senders List

Office 365 OWA:

1. Click on the **gear icon** in the top right corner.
2. Scroll the gear panel down to the bottom and select **Mail** under **Your app settings**
3. On the left hand side, select **Mail** -> **Accounts** -> **Block or Allow**
4. Under **Blocked Senders,** enter the sender's email address and click the + button.

Outlook 2016 (Windows):

1. On the **Home** tab, in the Delete group, click **Junk**, and then click **Junk E-mail Options**.
2. On the **Blocked Senders** tab, click **Add**.
3. In the **Enter an e-mail address or Internet domain name to be added to the list** box, enter the name or address that you want to add.
4. Click **OK** and repeat for each entry that you want to add.

Outlook 2011 (Mac):

1. In the message list, select a message from the sender whom you want to block.
2. On the Home tab, click **Junk**, and then click **Block Sender**. Outlook adds the sender's e-mail address to the blocked senders list.

Outlook 2016 (Mac):

Outlook 2016 (Mac) users will need to log into **Office 365 OWA** as this option is no longer available client side. See steps above.

Why is valid email going into my Junk E-mail folder and how do mark it as not junk?

If you are missing important email (e.g., mass mails, listserv messages, messages from faxes or printers, etc.) that you think should be in your Inbox, please check your Junk E-mail Options.

Outlook 2016 (Windows):

1. Open the Junk Email folder
2. From the HOME tab, select the message that shouldn't have been moved
3. Select **Not Junk**.
4. You will be asked if you want to send the report to Microsoft - select Report or Don't report.
5. The message will be moved back to the Inbox.

Outlook 2016 (Mac) and Office 365 OWA:

1. Login to **OWA** (https://webmail.thiel.edu)
2. Click on the **Mail** icon
3. Open the Junk Email folder and select the message that shouldn't have been moved.
4. Select **Not Junk**
5. The message will be moved back to the Inbox.