

# Malware and spam: Phishing emails

Last Modified on 05/02/2024 1:56 pm EDT

This article reviews what **spam** and **phishing** are, as well as **how to protect yourself**.

## See also:

- [Malware & Spam: Ransomware](#)

## Spam

### What is it?

Spam is **unsolicited email**. Much like physical junk mail, spam can simply be **deleted** or **ignored**. Microsoft 365's Online Protection features automatically identify and block spam emails – but **no anti-spam solution is perfect!**

### What to look out for

**Attention:** Never download an **unknown attachment!** Attackers will include malware that infects your device.

- Advertising an **item or service** to purchase
- Advertising a **cause** to support
- Convincing you to download an **attached file**

### How to block it

Microsoft 365's Online Protection automatically identifies and blocks spam – but **no anti-spam solution is perfect!**

- **Do not respond** to unknown senders
- [Mark items as Junk](#)
- Report particularly sophisticated messages to the [Help Desk](#)

- Be aware of what sites are **asking for your College email**

# Phishing

## What is it?

Phishing consists of emails sent with the purpose of **gaining personal information**. This information is then used to **compromise account(s)** and, in turn, send out similar messages to other unsuspecting recipients.

## What to look out for

**Attention:** Email **spoofing** is quite common – allowing attackers to be disguised as **known companies or users**.

- **Threatening or aggressive** language
- **Time-sensitive** actions
- Convincing you to **click a link** or **reply**

## I think I'm compromised!

1. [Change your password](#)
2. Contact the [Help Desk](#)

If you encounter this issue outside of Help Desk hours, call the Help Desk when it opens or email [help@brynmawr.edu](mailto:help@brynmawr.edu).

## Questions?

If you have any additional questions or problems, don't hesitate to reach out to the **Help Desk!**

**Phone:** 610-526-7440 | [Library and Help Desk hours](#) ☐

**Email:** [help@brynmawr.edu](mailto:help@brynmawr.edu) | [Service catalog](#) ☐

**Location:** Canaday Library 1st floor

