SPAM E-MAIL ALERT

Many of you have been receiving spam e-mails from contacts, that have a blank subject line and only a random web address in the body of the email. These messages are not unique to GMO, but are finding their way into e-mail inboxes everywhere.

If you receive such a message, DO NOT click on any link you see. DO NOT copy and paste the web address into your browser. We will soon be implementing a system to drastically reduce the number of these messages. We need your help to make sure it works correctly.

When this type of message comes into the system, we will place the word "Spam" in the subject line. Open the message to see if it is actually spam, and take the appropriate action:
- If it is NOT spam, send an e-mail to your Community Leader with 1) your username, 2) the full name of the contact, and 3) the date of the message. Then answer the e-mail as usual. Our tech team will use the information you send to determine why the message was incorrectly labeled as spam.

- If it IS spam, look at the History to see if the message is from a good contact-that is, one who is engaging in dialog by responding to one or more OM messages.
-- If it is NOT a good contact, use Reassign-->Close Message -- No Response Needed. If you continue to get spam messages from the contact, Reassign to your Community Leader and ask him/her to label the contact Abusive, which will permanently bar that contact from the ARC system.
-- If it IS a good contact, Reply and let them know that someone is using their e-mail account to send spam. If other spam messages come from the contact, use Reassign-->Close Message -- No Response Needed.