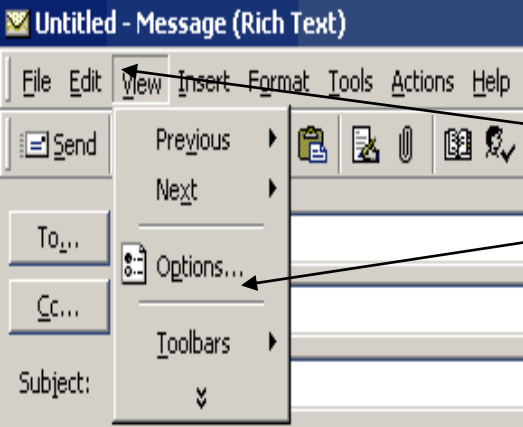

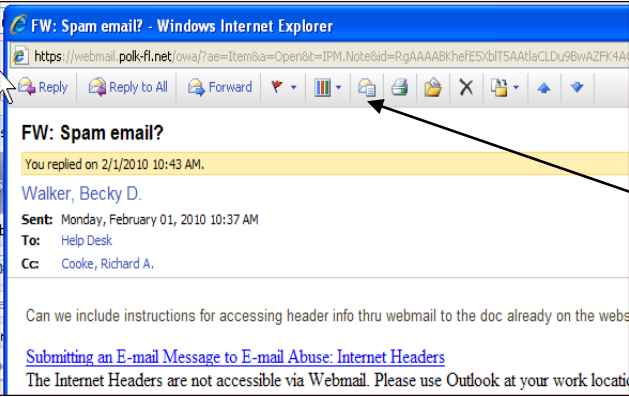

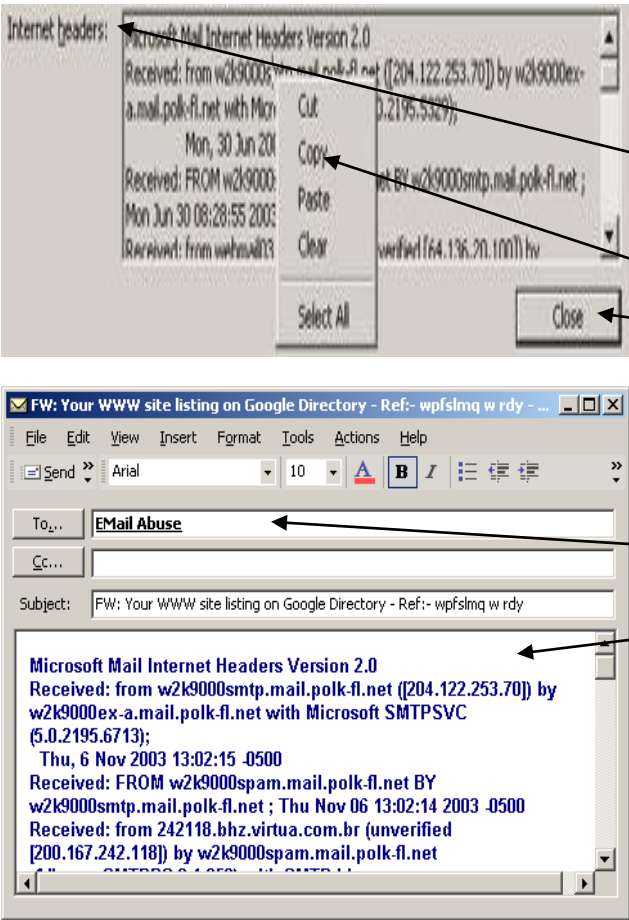


Procedure for Reporting SPAM/Virus to E-mail Abuse – Office 2003 and 2007

If you receive a message that you believe to be a virus or spam, follow the instructions below. *We cannot block these types of messages if you do not send in the internet header information.*

Steps	Screen Displayed	Procedures
<p>1</p>	  	<p><u>Instructions for Office 2003</u></p> <ul style="list-style-type: none"> • Open the Email • Click on View to pull down the Menu • Click on Options <p><u>Instructions for Office 2007</u></p> <ul style="list-style-type: none"> • Open the Email • Click on the Small Arrow to the right of the Options box <p><u>Instructions for WEB MAIL</u></p> <ul style="list-style-type: none"> • Open the Email • Click on the Message Details icon. 

Procedure for Reporting SPAM/Virus to E-mail Abuse – Office 2003 and 2007

Steps	Screen Displayed	Procedures
2	 <p>The top screenshot shows the 'Internet Headers' dialog box with a context menu open over the header text. The menu options are Cut, Copy, Paste, and Clear. The 'Close' button is visible at the bottom right. The bottom screenshot shows an email composition window with the 'To' field set to 'EMail Abuse' and the body containing the copied internet headers text.</p>	<p><u>A dialog box will appear. At the bottom you will see information for “Internet Headers”.</u></p> <ul style="list-style-type: none"> • <i>Left Click</i> at the top and <i>Select</i> all text in this box. • <i>Right Click</i> on the highlighted text. • <i>Left Click</i> on Copy • <i>Click</i> the Close button <p><u>Forward the email:</u></p> <ul style="list-style-type: none"> • <i>Forward</i> the email in question to: Email Abuse • <i>Right Click</i> in the body of the Email Message • <i>Click</i> Paste • <i>Click</i> Send button