

Email & online accounts | Easy | 2 min read

How to stop spam emails

Spam is unwanted email, from adverts to scams. You cannot stop it entirely, but you can reduce it a lot and keep it from hiding the messages that matter.

Quick fixes to try first

- Mark junk as spam using the **Report spam** or **Junk** button in your email. This trains the filter.
- Do not open or reply to spam. A reply shows the sender your address is real.
- Do not click links or open attachments in messages you did not expect.

Step by step

1. Select the unwanted message and choose **Report spam**, **Junk** or **Mark as junk** in your email app or website.
2. For ordinary newsletters from firms you recognise and once signed up to, open the email and use **Unsubscribe**. This is usually at the bottom.
3. For messages from unknown senders, do not click **Unsubscribe**. Mark as spam instead.
4. Use **Block sender** where your email offers it. Scammers often use many addresses, so blocking is only partly effective.
5. Check your spam folder now and then, in case a genuine message was sent there. Mark it as **Not spam** if so.

Reduce spam in future

- Keep one email address for important things such as banking, and another for shopping and sign-ups.
- Avoid putting your address on public websites and social media.
- Take care with ticking boxes that allow marketing.

Scam emails

If an email looks like a scam, forward it to report@phishing.gov.uk. If you lost money or gave details, contact your bank and report to Report Fraud at reportfraud.police.uk or on 0300 123 2040. In Scotland, call Police Scotland on 101.

When to get more help

Stop and ask for help if you receive many emails that appear to come from you, get lots of password reset emails you did not request, or have clicked something and are worried. Tell us your provider and what the emails look like.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.