

Spam: Why You are Receiving Spam from a University Email

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Spam from a university email address can be caused by a few situations:

- Your account, or another university account, has been compromised
- Your email, or another university email, is being spoofed
- An account user has sent inappropriate emails before

Compromised Account

Students

If you believe someone's account has been compromised in any way, follow the instructions provided below immediately:

1. Reset your **Wharton** and **PennKey** passwords
 - If you believe your device has been compromised, use another computer or call Student Support to help you change your passwords.
2. Change passwords that are similar or the same as your compromised password
 - Unique, complex passwords are one of the best ways to secure your account(s). Password managers, such as **LastPass**, autofill your credentials for you, allowing for easy and convenient account management while using long, complex, and secure passwords.
3. Notify the **Wharton Computing Support Team** of the problem (support@wharton.upenn.edu)
4. Complete the **Gmail Security checklist**
5. Determine if your password has been exposed in a data breach at <https://haveibeenpwned.com/> and/or <https://monitor.firefox.com/>

Faculty, Staff, and PhD Students

Please contact your **IT Representative** immediately.

Email Spoofing

Some spammers **spoof** email addresses that make it appear as if the mail they send is coming from a university email address. Unfortunately, there is not much Wharton Computing can do except suggest that you report the website/sender for spamming to sites like and or <http://www.spamhaus.org/>.

You might need to look up the site's IP address at a site like this:

<http://get-site-ip.com/>

Questions?

Students: Email support@wharton.upenn.edu

Faculty: Contact your **Academic Distributed Representative** (login required)

Staff: Email admin-support@wharton.upenn.edu

PhD Students: Contact your [Academic Distributed Representative](#) (login required)
