SPAM CONTROL DAILY CHECKLIST

☐ **1. Log into SC Team Google Group and Hangout**

- Check for any Zap reports, Announcements, Status Updates from Team Leader, and/or other team members.

☐ **2. Log into Spam Control Help Scout (HS) Mailbox**

- Look for reports. Start by investigating the oldest first.
- Tag HS message with your name.
- *If a report leads to a Zap*, **complete steps 3b, 4a, 5 and 6 for the zapped account(s) before starting to scan or moving away from SC activities**.
- Reply to any messages that need replies, using the Saved Reply dropdown to select the appropriate reply.
- Make notes using Note feature. Document relevant details like User ID info, related HS message numbers, links to zap report in Google Group (GG)

☐ **3. Open SC Team Google Sheet**

- (a) Review previous scan logs (Watchlist, Zap report log)
- (b) *If you Zap an account*, note the zap on the line for the current day.
- (c)Note the most recent post ID for the current date. If no Post ID is entered you will begin at 00:00 UTC for the current Date.
- (d) If there are unscanned sections of time from a previous day, you can go back and scan them after the current day is caught up.

☐ **4. Log onto Spamtool**

- (a) Begin with completing the oldest open report of all reported posts or members.
- (b) Scan from the current day. Click Display post then scroll down to navigate forward or backwards from the landing page to the current day.
- (c)If scanning results in a zap, **complete steps 3b, 5 and 6 for the zapped account(s) before moving away from SC activities**.

☐ **5. *If you have zapped account(s):*** Send warning emails via Help Scout (if 25 or fewer replies) or request warning emails to be sent from SC webmail box.

☐ **6. *If you have zapped account(s):*** Complete Zap Reports, send to google group (GG) email.

☐ **7. Send status update to team google group** to document any open or incomplete investigations (if needed).

☐ **8. Log out of all systems, spreadsheets, and tools to reduce unnecessary strain on servers or system tools.**

SPAM CONTROL DAILY CHECKLIST: MAILBOX

☐ **1. Log into SC Team Google Group and Hangout**

- Check for any Zap reports, Announcements, Status Updates from Team Leader, and/or other team members.

☐ **2. Log into Spam Control Help Scout (HS) Mailbox**

- Look for reports. Start by investigating the oldest first.
- Tag HS message with your name.
- *If a report leads to a Zap*, **complete steps 3b, 4a, 5 and 6 for the zapped account(s) before starting to scan or moving away from SC activities**.
- Document relevant details like User ID info, related HS message numbers, link to zap report (GG)
- If there are no reports, or when you are finished investigating reports, reply to any messages that need replies, using the Saved Reply dropdown to select the appropriate reply .

☐ **3. Open SC Team Google Sheet**

- (a) Review previous scan logs (Watchlist, Zap report log)
- (b) *If you Zap an account*, note the zap on the line for the current day.
- (c)Note the most recent post ID for the current date. If no Post ID is entered you will begin at 00:00 UTC for the current date.
- (d) If there are unscanned sections of time from a previous day, you can go back and scan them after the current day is caught up.

☐ **4. Investigate Reports in Spam Tool (and Modtools if necessary)**

If you find verifiable spam or scam, **complete ALL of the following steps for each zapped account before moving onto another zap or task**:

- ■ Zap the account.
- ■ Note the Zap in the SC Team Google Sheet on the line for the current day.
- ■ Send warning emails via Help Scout (if 25 or fewer replies) or request warning emails to be sent from SC webmail box.
- ■ Complete Zap Reports, send to google group (GG) email.
- ■ Reply to the message(s) that reported the zapped account.

☐ **7. (if needed) Send a status update to team google group** to document any open or incomplete investigations.

☐ **8. Log out of all systems, spreadsheets, and tools to reduce unnecessary strain on servers or system tools.**

SPAM CONTROL DAILY CHECKLIST: SCANNING

☐ **1. Log into SC Team Google Group and Hangout**

- Check for any Zap reports, Announcements, Status Updates from Team Leader, and/or other team members.

☐ **2. Open SC Team Google Sheet**

- Review previous scan logs, Watchlist and the Zap report log.
- Note the most recent post ID for the current date and copy/paste it along with the post time into the next row of the sheet.
- If no Post ID is entered, begin at 00:00 UTC for the current date and enter the post ID number.
- (Optional) If there are unscanned sections of time from a previous day, you can go back and scan them after the current day is caught up.

☐ **3. Scan pending and active posts (preferably in this order)**

- *Bulk Pending.*
- *Last 50 Pending.*
- *Display Posts:* scan posts for the current day.
- *Bulk Post Responders.*

  If you find verifiable spam or scam, **complete ALL of the following steps for each zapped account before moving on**:

  - Zap the account.
  - Note the Zap in the SC Team Google Sheet on the line for the current day.
  - Send warning emails via Help Scout (if 25 or fewer replies) or request warning emails to be sent from SC webmail box.
  - Complete Zap Report(s) (one per account) by posting directly to the SC Google Group, or sending to the GG email.

☐ **4. (If needed) Send a status update to team google group** to document any open or incomplete investigations.

☐ **5. Log out of all systems, spreadsheets, and tools to reduce unnecessary strain on servers or system tools.**