Your Questions! Our Solutions!

INFORMATION TECHNOLOGY HELP 660.562.1634

Beware of Phishing!

Don't Get Caught!

Phishing is a form of fraud or theft by deceit! Phishing takes the form of an individual(s) pretending to be a legitimate company or person in an email or other communication method in order to obtain your login credentials or sensitive personal information.

How Can I Avoid Getting Caught!

- Ignore and delete email messages asking you for your Northwest account credentials!
- Ignore and delete email messages asking you to click on a link to expand your mailbox size!
- Ignore and delete email messages asking you to click on a link to prevent your account from being closed!
- Ignore and delete email messages urging you to click on a link because the sender has been trying to reach you for a while!

Emails like those listed above are **SCAMS** and do **NOT** originate from Northwest! See Northwest Phish Tales:

www.nwmissouri.edu/compserv/ClientComputing/email/nw_phish_bowl.htm

Sense of Urgency - It's a Red Flag

Most email scams try to generate a sense of urgency! They want you to act quickly and impulsively!

If an email is urging you do something *immediately*, this should send up a **red** flag! Take a step back, a deep breath, and look for the signs of a scam!

What are the Signs of a Scam?

Below are some signs you should look for when determining if an email might be a scam. Criminals are clever so even if an email includes an authentic-looking logo, it might be a phishing scam!

- Unsolicited emails that ask for personal information or urge you to click on a link
- Spelling and grammar mistakes
- Salutation addressed vaguely like "Dear Valued Customer" or "Dear Client"
- Threatening or urgent language like "dire consequences" and "account termination"
- Email address of sender looks odd

Will Northwest ever ask me to click on a link in an email to prevent my account from being closed or to increase my account size?

No!

help@nwmissouri.edu

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Hover over email links before you click!

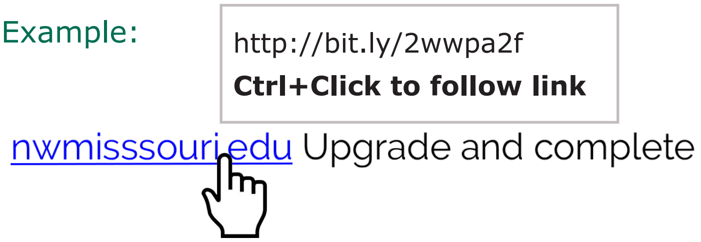
Don't ever assume a link will take you to a legitimate web site.

As a precaution hover over the link to see its full web address (URL).

To hover, simply place your mouse pointer over the link! **Do NOT click the link!** The actual web address should appear!

If the underlying link is **different** from what is being claimed, **don't** click on the link!

Example:



http://bit.ly/2wwpa2f

Ctrl+Click to follow link

nwmisssouri.edu Upgrade and complete

Be cautious of any link that doesn't clearly indicate where it links!

From isn't always reliable!

While the name of a sender might look legitimate, if you examine the email address critically it has a **From** address that doesn't make sense or doesn't match the domain where it really came from.

Example of an illegitimate Northwest address:

From: Bobby Bearcat <executive.server@aol.com>

Example of a legitimate Northwest address:

From: Bobby Bearcat <bobbyb@nwmissouri.edu>

Check Email Headers!

From and **Reply to** can be faked! You can view full email *headers* to try and determine where an email originated. You want to closely examine the received by and return-path details.

How do I check email headers?

In your Northwest Email (Office 365) do the following to see full email headers:

- Login to your Northwest Email
- Select a message in your Inbox
- In the preview pane, click on the small, black, down arrow next to *Reply all*
- A drop down menu will appear
- Click on *view message details*
- A window will open that essentially shows the complete journey of the email message

You clicked on a link or opened an attachment in a suspicious email!

What do you do?

Action Steps:

- Change your password immediately on a different computer (if possible)!
- Check forwarding and rules in your email
- Contact the **Northwest Technology Service** Center for help!

View real life Northwest phish tales here:

www.nwmissouri.edu/compserv/ClientComputing/email/nw_phish_bowl.htm

help@nwmissouri.edu