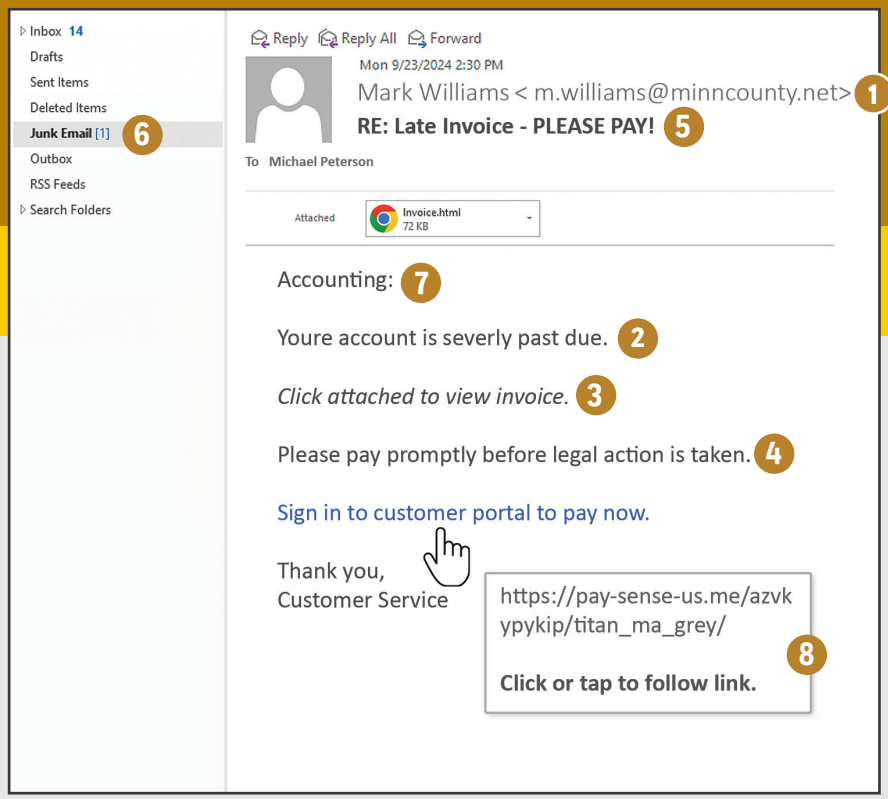
Loss Prevention
QUICK REVIEW
DATA SECURITY

Phishing



RECOGNIZE PHISHING SCAMS

1. **The sender's address is in a different format than the rest of the organization's** (e.g., all emails within the organization follow the format of "*firstname.lastname@county.gov*" but the message claiming to be from someone within the organization is different).
2. **There are frequent misspellings and poor grammar.** Many attacks originate in non-English speaking parts of the world.
3. The message **asks users to click on links or open attachments.**
4. **It sounds too good or too bad to be true** (e.g., "Claim your tax return now" or "We have your kids.")
5. The message **includes outrageous or sensational headlines or imagery** that entices you to click on them.
6. **The message is in a spam or junk email folder.** Many IT departments and email providers have filters that automatically screen spam messages. If a message is in the spam folder, it can be a clue that it may not be legitimate.
7. **There is a vague greeting and sender.** Often bulk phishing attempts are not directed to individual people. Messages may start with "attention" or another generic word or phrase. Similarly, messages that end with a title or vague location should be viewed with suspicion (e.g., "web administrator" or "help desk").
8. Hovering the mouse cursor over the link shows a **different Web address than the indicated link.**

PREVENTION

If a message has one or more of the elements above, you should:

- Contact IT and follow their directions.
- Forward any requests for private information to the responsible authority for your organization.
- Do not open the message, click on any links or items or follow instructions in the message, such as sending confidential information or passwords.

NOTES:

Click Wisely