Learn to identify a phishing email

SENDER
Is the email unexpected or from an unknown sender?

Does the display name match the email address?

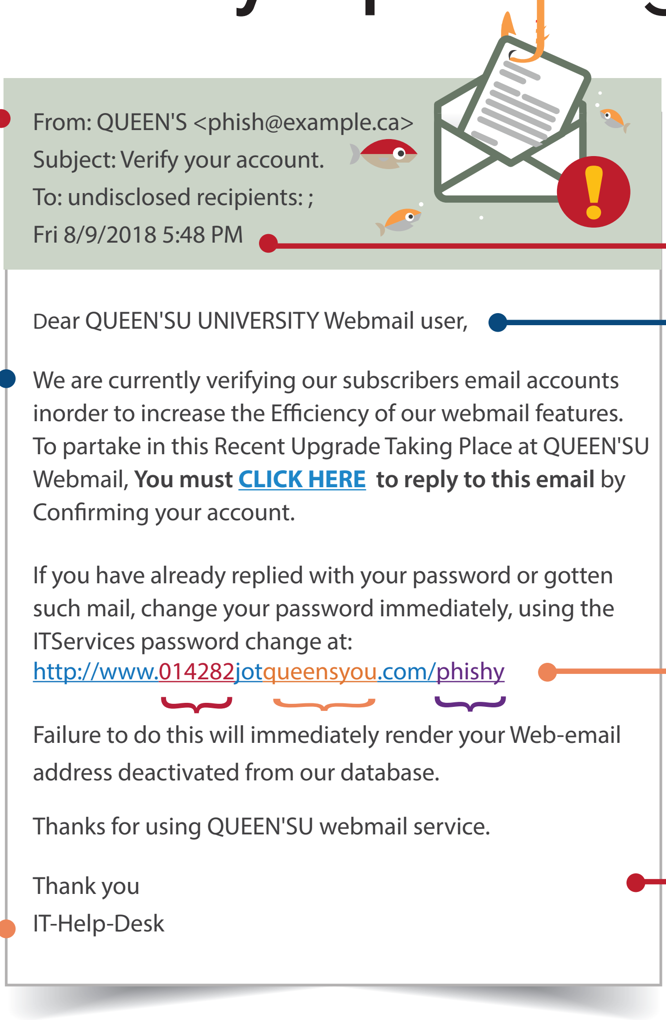
BODY/CONTENT
Am I being asked to submit or verify confidential information? (e.g. passwords, account, or credit card information)

Am I being asked to click a link or open an attachment to avoid negative consequences?

Is there a sense of urgency to the message?

Does the email have spelling errors or bad grammar?

SIGNATURE
Does the sender match the signature and use proper titles and department names?



From: QUEEN'S <phish@example.ca>
Subject: Verify your account.
To: undisclosed recipients: ;
Fri 8/9/2018 5:48 PM

Dear QUEEN'SU UNIVERSITY Webmail user,

We are currently verifying our subscribers email accounts inorder to increase the Efficiency of our webmail features. To partake in this Recent Upgrade Taking Place at QUEEN'SU Webmail, **You must** **CLICK HERE** **to reply to this email** by Confirming your account.

If you have already replied with your password or gotten such mail, change your password immediately, using the ITServices password change at:
http://www.014282jotqueensyou.com/phishy

Failure to do this will immediately render your Web-email address deactivated from our database.

Thanks for using QUEEN'SU webmail service.

Thank you
IT-Help-Desk

DATE AND TIME
Is the timing of the email suspicious? (e.g. after business hours, on weekends)

SALUTATION
Is there a generic, inappropriate, inaccurate salutation? (e.g. Dear Customer)

LINK
Does the URL start with a number, contain mispellings, or have an odd ending?

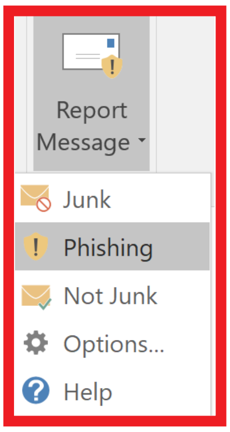
LOGO
Brands and logos can be easily copied.

What do I do if I get a phishing email?

DO NOT RESPOND
to the email.

DO NOT CLICK
any links.

DO NOT OPEN
any attachments.



REPORT
the email using the “Report Message” button in Outlook to advise IT Services and Microsoft of the phishing attack.

Note: if you are on a mobile device, you can report the email by forwarding it to **abuse@queensu.ca**

What do I do if I’ve put myself at risk?

SCAN
your system for viruses and apply outstanding system updates. Report results to the IT Support Centre by calling (613) 533-6666.

CHANGE
your NetID password securely and modify your security questions and answers by visiting **netid.queensu.ca**

REMEMBER
that support centres, legitimate businesses, and financial institutions will never ask you for personal or confidential account credentials via email.

Need help? IT Services has you covered!

☎ **(613) 533-6666**
Monday - Friday:
8 am - 9 pm

Online Help Form
queensu.ca/its/helpform

Mackintosh-Corry Hall B205
Appointment recommended;
call (613)533-6666

queensu.ca/its