

Suspicious Emails

Dos & Don'ts



Do:



- ✓ Trust your instincts. If it looks or feels weird, it probably is!
- ✓ Tag the email in your inbox as Spam or Phishing
- ✓ Use normal methods to delete the email

Don't:



- ✗ Forward suspicious emails
 - ✗ Click the links or download attachments in suspicious emails. This can be enough to infect your computer!
- (However, it's ok to hover over a link in order to better see where the link is going in the bottom left corner of your browser window)



Normally, that should do it. If you think the email needs further attention, you should:

- ➔ Contact your internal IT Team/Help Desk to manually inspect it in-person. If you are remote, take a screenshot of the email (with any visible headers) and send an email with the screenshot to your IT Team/Help Desk.
- ➔ Be sure to let your IT Team/Help Desk know if you deleted the email and it magically reappears.
- ➔ Also, if you notice any unusual behavior on your computer like mysterious pop up windows, or sudden changes in speed in performance, you should also contact your IT Team/Help Desk.

And perhaps the most important item here:

➔ If you do get compromised, let your IT Team/Help Desk know! ←

So ya got duped!

It may feel embarrassing or even shameful to admit you've been tricked. But whether or not we want to admit it, we've all been there. If you make a mistake, let your IT Team/Help Desk know so that they can focus on containment!



Phishing attacks are a huge problem! Here are some industry facts on its scale:

- 35%** | 34.9% of all spear-phishing e-mail was directed at an organization in the **financial** industry
Symantec Internet Security Threat Report 2016
- 66%** | 66% of malware is installed via malicious email attachments
Verizon Data Breach Investigations Report (DBIR) 2017
- 64%** | 64% of organizations have experienced a phishing attack in the past year
Check Point Research Security Report - 2018
- 50%** | 50% of recipients open emails & click on phishing links within the 1st hour of being sent
Verizon Data Breach Investigations Report 2015
- 30%** | 30% of phishing messages were opened in 2016 – up from 23% in 2015
Verizon Data Breach Investigations Report (DBIR) 2016