silver lining
COMMUNICATION INNOVATION

Don’t take the bait with malicious email scams

Phishing emails appear to come from someone you trust, such as an online provider, bank, credit card company or popular website. These emails try to trick you into giving away sensitive information, such as your username, password or credit card details.

They may also try to install malware onto your computer by getting you to click a malicious link or open an infected attachment.

Some general rules to follow:

1 Investigate Before You Click

Managers are unlikely to ask you to spend money, share sensitive emails (especially passwords) or pay invoices ‘urgently’ without picking up the phone.

2 Personal Email

It would be unlikely that any staff would email from a personal address, so if you receive an email from name1234@gmail.com it’s almost certainly fake.

3 Attachments From Unknown

Don’t open attachments from unknown sources. Ask someone from your IT support desk to have a look if you are unsure, or better yet, delete the email.

4 Customer Email

The same logic applies to customers; if you receive an email from a customer from an unusual address, ignore it! – You can always follow up with a phone call or email their known address to confirm.

5 Before You Click

Hover over links to verify that links actual destination, even if the link comes from a trusted source.

6 Too Good to Be True

If its too good to be true it probably is. If you aren’t expecting it, its probably not legit.

7 Think Before You Act

Don’t make decisions under duress, if an email says that you need to do something quickly and that time is of the utmost importance, it’s a psychological trick!

If you receive an email that wants you to click a link or open a document, think 3 times about if you should proceed:

1. Do I know who it’s from?
2. Am I sure that’s who has actually sent it?
3. Is it something I would expect to receive?

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