HOW TO SPOT A PHISHING EMAIL

**SENDER**
Is the email unexpected or from an unknown sender?

**SALUTATION**
Is there a generic salutation (i.e. Dear Customer)?

**BODY/CONTENT**
Am I being asked to submit or verify personal or confidential information (i.e. passwords, account information or credit card information)?
Am I being asked to click a link or open an attachment to avoid a negative consequence?
Does the sender (Queen's University) match the salutation and use proper titles?

**From:** QUEEN'S UNIVERSITY

Subject: Verify your account.
To: undisclosed recipients;

Dear QUEEN'S UNIVERSITY Webmail user,

We are currently verifying our subscribers email accounts in order 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 IT Services password change at: http://www.014282jotf0rm.com/queensu

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

**BODY/CONTENT**
Does the email have spelling errors or bad grammar? (i.e. inorder, QUEEN'SU.)

Does the hyperlink start with a number, contain misspellings, or have an odd ending?

If you answer YES to ONE OR MORE of these questions, then it's most likely a PHISHING EMAIL!

WHAT SHOULD I DO?

If you think you have RECEIVED A PHISHING EMAIL:

1. Do not respond
2. Forward the email to abuse@queensu.ca for action
3. Delete the email

**In addition, if you HAVE CLICKED ON THE LINK or opened an attachment in the phishing email:**

1. Scan your system for viruses and report any findings to your local IT Admin Rep. or the IT Support Centre (613-533-6666)
2. Change your NetID password by going to netid.queensu.ca
   - Click on Login to manage your account
   - Change your password
   - Modify your security questions and answers