

A large number of scams, hoaxes, etc. continually show up in e-mail received by the college. Some of these e-mails fall into a category called “phishing”, which is a ploy to steal consumers' personal identity data and/or financial account credentials. The email is often “spoofed” to look as if it has come from Alverno, your bank, credit card company, eBay, FedEx, etc. How do you spot a phishing email? Please see the example on the following page for clues.

Below are three Federal Trade Commission (FTC) tips to help you avoid getting hooked by a phishing scam:

- Don't email personal or financial information. If you get an email or pop-up message that asks for personal or financial information, do not reply.
- Be cautious about opening any attachment or downloading any files from emails you receive, regardless of who sent them.

Consequences of replying to phishing emails:

- your personal information could be stolen
- your email account could be used to send out spam
- Don't click on any link in the message. Links or attachments may trigger an application that installs on your computer. A hacker can then use information gathered by the application to steal your identity.
- If your email is used to send spam, the College may be “blacklisted”. This means all email from @alverno.edu is rejected by providers that use these “blacklists” as a way to prevent spam from entering their mail system. It may take over a week to be removed from these lists.

Please use caution when you receive email that is asking for personal or financial information. Ask yourself the following questions before replying:

- Is the signature generic (support team, customer service, etc.)?
- Is it from a company you do business with? If so, did you provide them with your email?
- If the email appears to come from a legitimate source that you gave your email address to, is the format, tone, style, etc. similar to other information they send you?
- Does the name in the “from” line match the name in the header information?
- **Alverno College will NEVER ask for your password in an email.**

What should you do if you receive a phishing email?

The best action is to delete these messages and immediately delete them from your deleted items. If you **did** reply to this message, please **change your password immediately**.

Additional information can be found in the links below:

FTC Articles: <http://search.ftc.gov/query.html?qt=phishing&col=hsr&col=news&col=full>

Microsoft Write-up: <http://www.microsoft.com/protect/yourself/phishing/identify.msp>

Wikipedia Entry: <http://en.wikipedia.org/wiki/Phishing>

Did you know: <http://www.webopedia.com/DidYouKnow/Internet/2005/phishing.asp>

How to check where an email is really from: <http://office.microsoft.com/en-us/outlook/HA012303001033.aspx>

How to identify a Phishing Email

-----Original Message-----

From: ALVERNO.EDU [mailto:supportteam20@live.com]

Sent: Saturday, August 29, 2009 10:02 PM

To: @notification.net

Subject: CONFIRM YOUR ALVERNO.EDU EMAIL ACCOUNT IMMEDIATELY!!!

Did not come from an Alverno.edu address

Does not have an Alverno.edu address in the TO: field

EMAIL SUPPORT TEAM

ALVERNO COLLEGE
3400 South 43rd Street
P.O. Box 343922
Milwaukee
WI 53234-3922 ,

We do not normally include return addresses in emails.

Dear ALVERNO.EDU Subscriber,

British spelling of "program"

Misspelled

This is an update memo to inform all our students and staff of our upcoming systems upgrade programme that would begin soon. Due to this, the members of our team require that you verify that you still use the email account that you have been provided with by the system. To verify your ALVERNO.EDU account, you are required to send the below information to us for systems verification and subsequent upgrade. Do note that this is a measure taken to confirm the active email addresses as failure to provide the requested details below would lead to your account being deactivated. Do provide the information below:

Missing the word "you"

Login PAGE:

Username:

Password:

Date of Birth:

What is a "Login PAGE"?

TECH SERVICES WILL NEVER ASK FOR YOUR PASSWORD VIA EMAIL.

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

DO NOTE THAT THE UPGRADE PROCESS WOULD BE CONDUCTED IN A SWIFT MANNER THUS YOUR ACTIVITIES WOULD NOT BE INTERRUPTED.

Thank you for using ALVERNO.EDU!

THE ALVERNO.EDU EMAIL SUPPORT TEAM

We don't add copyright notices to emails.

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