

GCTS community,

Due to the recent activity of malicious emails, the helpdesk would like to offer 3 practical steps to avoid being scammed

1. **NO legitimate email will EVER ask for your username/password/personal information.** That information is stored on the databases of the institutions. Never give out your username or password to an email address unless you have already been communicating with that particular person beforehand.
2. **Just because you know the sender does not mean you can trust the email.** Many email addresses are either hijacked, or are spoofed [spoofing is the process of pretending to be an email sent from one email address, when in reality it is sent from a different address.] If there is anything suspicious about an email sent by somebody you know, compose a new email (do not hit reply) and verify the authenticity of the email.
3. **Beware of emails which attempt to scare or intimidate you into responding.** Legitimate emails will abide by professional courtesy. Many spam frauds use fear to keep you from thinking rationally.

We hope this information is helpful,

Your friendly neighborhood, IT Helpdesk

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