

## Privacy & Information Security: Phishing Attacks

### Phishing Attacks

Phishing attacks attempt to get users to click on a link or open an attachment. When a user does this, a virus may infect the computer and, in some cases, allow remote control of the computer, extraction of sensitive data from the computer or spread malware to other computers throughout the network. The best defense is to be suspicious and delete all phishing email messages.

### How to Detect “Phishing” Emails

*Each tip corresponds with a number on the picture shown below:*

1. Check the email address. If the email appears to be from a legitimate organization, but the “From” address is someone’s personal account, such as @gmail.com or @hotmail.com this is most likely phishing. Don’t open or respond to any messages where you don’t recognize the sender. Delete the message immediately.
2. Be suspicious of emails addressed to “Dear Customer” or that use some other generic salutation. If a trusted organization has a need to contact you, they should know your name and information.
3. Phishing messages often include a lot of spelling and/or grammatical errors. Look closely for these errors.
4. Be suspicious of any email that requires “immediate action” or creates a sense of urgency. This is a common technique to rush people into making a mistake. Legitimate organizations will not ask you for your personal information.
5. Be careful with links, and only click on those that you are expecting. Also, hover your mouse over the link. This shows you the true destination of where you will go. If the true destination is different than what is shown, this is likely a phishing email that should be deleted.
6. Be suspicious of attachments. Only click on those you are expecting.

**From:** Package Delivery <tom1010@gmail.com> **1**  
**Sent:** Wednesday, July 23, 2014 1:07 PM  
**Subject:** Package Not Delivered – URGENT  
**Importance:** High

Dear Customer, **2**

**3** Unfortunately we unable to deliver you package this morning. We will be making two more attempts in the next 24 hours. If unable to deliver your package we will return to sendir at your expense. Please verify that your delivery address is correct by clicking the link below or updating the attached document. **4**

Order# AN00521-12

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Shipping Tracking Information

Tracking #: 1Z9y424V02321

Track Shipment: [www.FedEx.com/tracking/1Z9y424V02321](http://www.FedEx.com/tracking/1Z9y424V02321) **5**

Ship Date: 07/22/2014

Thank You  
Shipping Specialist

Attached:  Package Tracking Form.pdf **6**

*Note: A tooltip box over the link shows the actual URL: http://www.evilhacker.wanting.ur.information/ Ctrl+Click to follow link*