

THE ITEAM EMAIL SECURITY GUIDE



Follow these steps before you click:

1 FROM:

- Is the sender unfamiliar to you?
- When you hover over the email address, is it different than what appears in the header?
- Is the email out of character?
- Is the email from someone outside of your organization and asking you to do something outside of your typical role?
- Is the sender a stranger?
- Does the email include a link or attachment?

2 TO:

- Is the email being sent to multiple people that you don't know?
- Was the email sent to multiple people within your organization who typically would not be cc'd on the same messages?
- Is your name spelled wrong?

4 DATE:

- Was the email sent at an odd hour compared to when you received it?

5 HYPERLINKS:

- Is there a hyperlink included in the email?
- When you hover over (but don't click) on the link, does it go to a different website?
- Does the hyperlink look similar to a legitimate website but differ slightly?

3 SUBJECT:

- Does the subject line differ from the contents of the email?
- Does the email subject line have language quirks that seem out of place?
- Does the subject line say something that makes you panic or feel like something has gone wrong?
- Does it imply you must take action immediately?

6 ATTACHMENTS:

- Is there an attachment?
- Does the attachment end in anything other than .txt?
- Was the attachment unexpected?
- Did it ask you to enable macros?

FILE MESSAGE

From: CEO
Sent: 3:20 a.m.
To: CFO
CC: Admin
Subject: Urgent—Vendor Invoice Past Due
Attachments: Invoice

Rick,
It has been brought to my attention that this invoice was not paid. The products we need are being held until we wire the payment. The invoice is attached, and the details for completing the wire are in the link below:

clickthislinkandloseyourdata.com

Please take care of this immediately—I must report to the shareholders tomorrow.

J. Smith,
CEO

Red arrows point from the 'FROM' field to question 1, from the 'TO' field to question 2, from the 'Sent' time to question 4, from the 'Subject' line to question 3, from the suspicious hyperlink to question 5, and from the 'Attachments' field to question 6.

IF YOU ARE ABLE TO ANSWER YES TO ANY OF THE QUESTIONS ABOVE, PROCEED WITH CAUTION