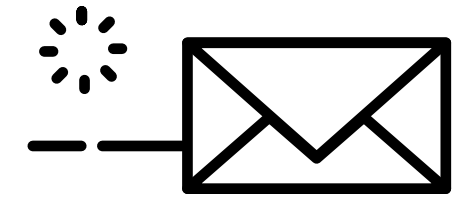


# don't click on that link!



## how to detect social engineering in your e-mail inbox

### who was the email sent to?

- I do not know who the other people are in the email I was cc'ed on.
- I received an email that was also sent to an unusual mix of people.

★ For example, the email may have been sent to a list of unrelated email addresses or to a really random group of people in your organization whose names all start with the same letter.

### who is the email from?

- I got an email from someone I've never communicated with before.
- This email is from someone outside my organization and is not related to my job responsibilities.
- This email was sent from someone inside the organization or from a patient or vendor and it is very unusual or out of character.
- The sender's email address looks like it's from a suspicious domain (maybe like IBM-support.com).
- I don't know the sender personally and they were not vouched for by someone I trust.
- This is an unexpected or unusual email with an embedded hyperlink or an attachment from someone I haven't communicated with recently.

### is this a safe hyperlink?

- When I hover my mouse over a hyperlink in the email, the link-to address is for a different website.
- There are only long hyperlinks in this email, with no additional information, and the rest of the email is completely blank.
- The email has a hyperlink that is a misspelling of a known website.

★ For example, [www.bankofarnerica.com...](http://www.bankofarnerica.com...) the "m" is really two characters - a "r" and "n."



### when did i receive the email?

delete it!

- I received an email that I normally would get during regular business hours, but it was sent at an unusual time like 3 am!

### what is in the subject line?

- I'm noticing that this email's subject line is irrelevant for what the message content is saying.
- This is an email in reply to something that I never even sent or asked for!

### when in doubt, don't open the attachment.

- Normally I don't receive this type of attachment from this sender.
- I think this attachment may possibly be a dangerous type of file.

### study what the email content actually says!

- I'm being asked to take an action (like click on a link or open an attachment) to avoid a negative consequence or for them to gain value.
- I'm finding a lot of bad grammar and spelling errors in this email.
- The sender is asking me to click a link or open an attachment which seems odd or illogical.
- I do not have a good gut feeling about the sender's request of me to open an attachment or click this link.
- The email is asking me to look at a picture of myself - why would I need to do that? That request seems unsettling.

