# HOW TO IDENTIFY SCAM EMAILS

# SOCIAL ENGINEERING RED FLAGS

## FROM

- You do not recognize the sender's email address and they were not verified by someone you trust.
- This email is not related to your usual job responsibilities.
- This email is unusual or out of character for who is sending it.
- Is the sender's email address from a suspicious domain.
- You have no past communications with the sender.
- This is an unexpected or unusual email with an embedded hyperlink or an attachment from someone you have not communicated with recently.

## DATE

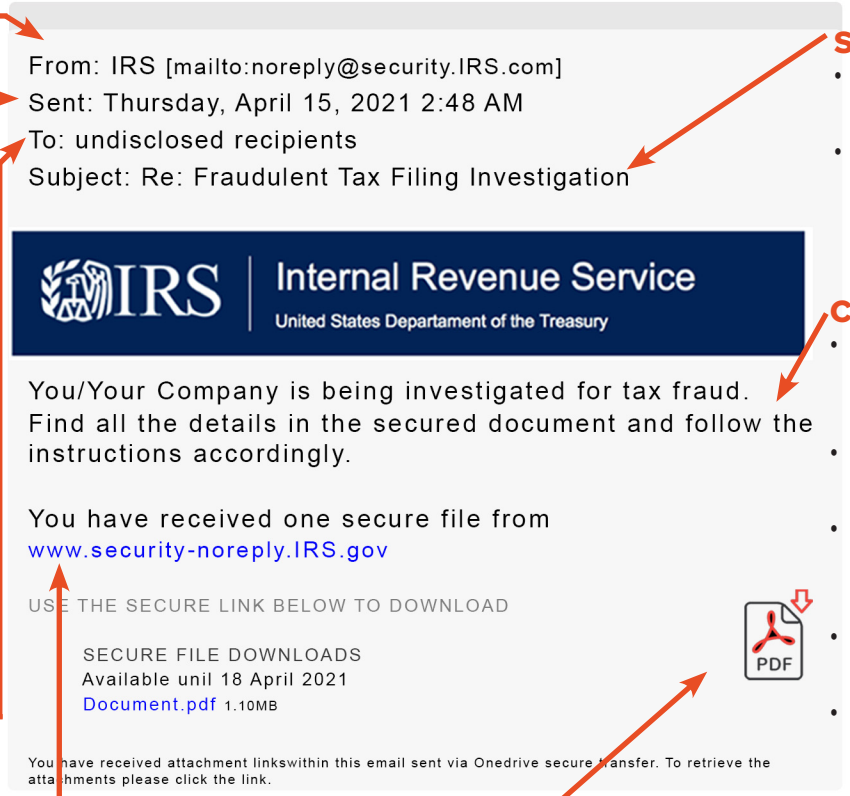
- Receive an email that you normally would get during regular business hours, but it was sent at an unusual time like 3 a.m.?

## TO

- You were cc'd on an email, but do not know the other people it was sent to.
- Received an email that was also sent to an unusual mix of people. example: sent to a random group of people at your organization whose last names start with the same letter, or a whole list of unrelated addresses.

## HYPERLINKS

- Hovering over a hyperlink in the email message, but the link-to address is for a different website. (This is a big red flag!)
- Receiving only a hyperlink with no further information.
- Receiving a hyperlink that is a misspelling of a known web site. example: www.bankofarnerica.com - the "M" is really two characters: "R" and "N."




## SUBJECT

- Received an email with a subject line that is irrelevant or does not match the message content?
- Is the email message a reply to something you never sent or requested?

## CONTENT

- Sender is asking you to click on a link or open an attachment to avoid a negative consequence or to gain something of value?
- Is the email out of the ordinary, or does it have bad grammar or spelling errors?
- Received an email asking you to look at a compromising or embarrassing picture of yourself or someone you know?
- Is the sender asking you to click a link or open an attachment that seems odd or illogical?
- Have an uncomfortable gut feeling about the sender's request to open an attachment or click a link?

## ATTACHMENT

- The sender included an email attachment that you were not expecting or that makes no sense in relation to the email message. (This sender does not usually send you this type of attachment.)
- Receive an attachment with a possibly dangerous file type? (The only file type that is always safe to click on is a .txt file.)

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