

Emmanuel College- Spam-Phishing Best Practices

SPAM email are unwanted messages sent using large mailing lists to a large number of recipients. SPAM can be used for innocent purposes such as advertising, but more often than not it is used for more harmful purposes. These harmful effects usually involve sending a virus or other malicious code with the intent of acquiring any personal/sensitive information or controlling your computer. To combat this negative SPAM, the Helpdesk would like to give you a few basic guidelines to help minimize risk:

- 1. Organizations that have access to your personal information will never ask for that information through email. This includes your SSN, home address, date of birth, any username or password, etc. Some examples of these organizations are your bank, insurance company, place of employment or school. If you think an email may be legitimate, call the organization directly or the Helpdesk to be certain.**
- 2. Never download or open an attachment from an unknown sender. If there is contact information and you believe the email to be important, call the sender directly to get more information.**
- 3. If you receive an email from a known contact but the attachment has a strange name or file type (such as .zip or .exe) or the body of the email is blank/strange, contact the sender directly to confirm the file is legitimate.**
- 4. Beware of links to websites in email. SPAM email will sometimes lure users to click on web links by saying it is something that might interest you, such as a picture or greeting card. These web links can attempt to install harmful data onto your computer. If the link is from a known contact, call to make sure the link is legitimate.**

Although Emmanuel's Office 365 anti-spam filters block a large percentage of spam/phishing email per week, a small percentage of SPAM will get past our filters. We are constantly working to maximize the efficiency of these filters and would ask the community to continue using your Junk Email filter to 'blacklist' any suspicious email.

If you have any questions or concerns regarding this document, please contact the Helpdesk at Helpdesk@emmanuel.edu or call us at 617-735-9966.

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