

How to Identify Spam

Recently, this email was received by a Southeast employee. Information Technology will NEVER ask you for personal information or to validate your account. Let's break down the message to show what makes it a spam e-mail. Beware of e-mails with the University logo. Our logos can be downloaded for anyone to use.

Sent: Wednesday, November 04, 2015 9:24 AM
Subject: [IT Services] SEMO Account Security Modifications - Effective Immediately



What's in a Name?

Usually, the first thing to look for is the greeting. If there is no greeting or provides only a generic greeting (Dear Valued Customer), it is most likely spam. The IT Department knows your name and will use it when contacting you.

Effective immediately, all POP3, IMAP and SMTP connections to FMH email must utilize Secure Socket Layer (SSL) or Transport Layer Security (TLS) for authentication. These changes may require you to adjust your email settings on smart phones, tablets, and any other third-party email clients (e.g. Thunderbird, Pegasus, or Evolution).

For smart phones and tablets, you will need to check your email settings and ensure SSL is turned on. If you have configured your mobile device including iP devices to access your SEMO email, ITSS recommends setting them to Exchange ActiveSync with SSL enabled. For directions on how your mobile device can be configured to Exchange ActiveSync for your mobile device, please visit <http://semo.edu/eas/account/configure>.

If you have previously configured a third party email client (e.g. The Evolution) to access your Outlook account, you must select SSL or TLS to securely access SEMO email. For more help on POP3, IMAP and SMTP, please [check here](#).

Is the Message Asking You to Click a Link?

Don't be fooled. Links can provide a false impression. The location that is actually linked can actually be harmful or even install unwanted malware when clicked. Preview your link location by resting your mouse on the link. The actual link location will display in the lower left corner of your browser. When in doubt, DON'T CLICK THE LINK.

Please note that external access to SEMO email continues to be available through Outlook Web App: with no changes required.



IT Help Desk

Tel: [240-566-3388](tel:240-566-3388)

Email: itshelpdesk@semo.edu

Are They Ending on a Good Note?

Many email programs allow you to set up a default signature to be included at the end of every message. Most people use these signatures as an easy way to give their name and alternate ways of reaching them as well as their company. This signature, however, has multiple errors. Again, just because the logo is used, doesn't mean that it is from the Help Desk!

What is the Message Saying?

If there is a sense of urgency, that is another indicator that the e-mail is spam. Also, grammatical and spelling errors can often be found. In this e-mail, the message is using an excessive amount of acronyms and terminology that the common user doesn't understand. The Help Desk will never send you messages you cannot understand.