

Email Safety Cheat Sheet

Where this sheet says **"IT,"** that means your IT support — or, at home, a tech-savvy person you trust.

1 Slow down — scammers want you to rush.

2 Check by phone, at a number you know.

3 Never share passwords or codes — with anyone.

WORDS YOU'LL HEAR — IN PLAIN ENGLISH

Phishing: a fake email or text posing as someone you trust.

Spoofing: faking who an email, text or call is from.

Payment scam: a fake boss, vendor or relative asks for money.

Malware: harmful software, like a virus, hidden on your device.

Ransomware: malware that locks your files until you pay.

Tech-support scam: a fake virus alert or call, after your money.

WARNING SIGNS — ANY ONE MEANS STOP

- ◆ Asks for money, gift cards or a password
- ◆ A link to "log in" or "verify" your account
- ◆ A look-alike address: **rn**icrosoft.com
- ◆ An attachment or QR code you didn't expect
- ◆ Asks you to press keys or paste something
- ◆ Someone you know asking for something odd

Spotted one? Don't click, open or reply. Report it, then delete it.

IF THIS HAPPENS...

DO THIS

You clicked a link or opened an attachment

Close it without typing anything. Call IT and tell them what you clicked.

You gave your password to a web page or a caller

Change it now — and anywhere else you use it. At work, call IT first so they can lock the account.

An email asks for money or new bank details

Call them at a number you already have — even if it seems to be someone you know. Gift cards are always a scam.

A pop-up or caller says your computer has a virus

It's a scam. Real warnings never ask you to call. Don't call, pay, or let anyone connect to your computer. Tell IT.

A sign-in request or code you didn't ask for

Tap Deny. Never share the code. Someone may have your password — change it and tell IT.



Virus or ransomware? Get the computer offline — fast.

Signs: a demand for payment · files that won't open · someone else moving your mouse

1 Get offline now. Also unplug any USB stick or backup drive.

Windows: click the Wi-Fi symbol  by the clock, then **Airplane mode** 

Mac: click the Wi-Fi symbol  at the top right, then switch Wi-Fi **off**

Cable plugged in? Pull it out, or unplug the laptop from its dock

2 Leave it on — shutting down can erase clues. Can't get offline? Then hold the power button until it's off.

3 Hands off. Don't click or pay. Take a photo of the screen with your phone.

4 Call IT from your phone — not from that computer or by email.