



July 22, 2008

Dear Faculty, Staff and Students:

Recently we have seen some attempts in **phishing** – an attempt to steal your personal information, often by a seemingly credible source – and in this case, LTU's IT Department.

LTU **WILL NEVER** request by email that you verify your information, send us your email address, name, social security number, address, password, or any other identifiable information. Please delete the emails, and if they contain attachments, do not attempt to open them.

Phishing tactics are commonly part of a larger identity theft operation, where someone is trying to obtain your personal information. There are some key points that will help you to identify emails that are attempts at phishing.

- LTU will not send you an email asking for your personal information (social security number, name, email address, residential address, credit card number, password, mother's maiden name, etc.).
- LTU will not ask you to verify or confirm your information by email.
- Often you will see demands, or in the recent case, warnings! We will not send you a warning that your account will be deleted or suspended for failure to provide us information. LTU email accounts are only suspended after employment has terminated or a student has left the university for more than a year.
- There are grammatical or typographical errors. You may notice something just seems wrong with the grammar. Sometimes these emails are translated from other languages and not proofread carefully.
- The return address is something unknown to you. In the case of the recent email, it came from a very obscure address.
- Some emails request you click on a link to verify your information. **DO NOT** click on the link.
- A request to "unsubscribe" in these emails may be used to verify you have a valid email address. Do not unsubscribe via the "unsubscribe" link.

Generally, unless you are expecting to receive an email from an unsolicited source, you should avoid replying to the email.

If you have received a suspicious email, feel free to contact IT Services for clarification (248.204.2330).

William Wachob, Executive Director, IT Services

Charlene Ramos, Director, LTU Help Desk Services