

# HWS Information Technology Services Bulletin

**Number:** 2009-16

**Date:** May 6, 2009

**Title:** Hoax E-Mail Alert

**Description:**

To all HWS network account users:

It has been brought to our attention that several people on campus received an e-mail requesting they type their password in a reply. This e-mail is signed HWS.EDU WEBMAIL SUPPORT TEAM, WEBMAIL SUPPORT, WEBMAIL ADMINISTRATOR, WEBMASTER, or similar.

This message is NOT from HWS IT Services. We would never ask you to type out your password in an email and send it to us. We do not manage network or e-mail accounts in this manner. It is best practice to never share your password unless you verify, in person, that it is a legitimate request.

Below are some examples of the most recent messages.

-----  
From: Technical Service Unit [mailto:www.support\_team@live.com]  
Subject: Dear Webmail account User

Technical Service Unit

Your mailbox has exceeded the storage limit set by your administrator. You may not be able to send or receive new mail until your mailbox size is increased by your system administrator. You are required to contact your system administrator through e-mail with your

current Username:{ } and  
Password:{ } to increase your storage limit.

System Administrator

E-mail: [technical\\_service\\_unit@informaticos.com](mailto:technical_service_unit@informaticos.com)

You will continue to receive this warning message periodically if your inbox size continues to exceed its size limit.

-----  
**From:** Webmaster <[webmaster@info.edu](mailto:webmaster@info.edu)>  
**Subject:** Mailbox Shutdown Notification  
**Reply-To:** "[phillip@philipcoasterloan.com](mailto:phillip@philipcoasterloan.com)"

You are expected to verify your email account to avoid mailbox shutdown by furnishing us with the following details :

Login Username:

Login password: \*\*\*\*\*

To avoid shutting down of your mailbox which could lead to loss of your important files on our server, you must send these details on receipt of this message.

Thank you very much.

Webmaster

-----

If you ever have concerns, please call the Help Desk at 315-781-4357.

**Contact:** Current information about this bulletin may be found at <http://web.hws.edu/administration/itservices/alerts.asp>. If you have any questions or concerns, please contact IT Services at [helpdesk@hws.edu](mailto:helpdesk@hws.edu) or call 315-781-HELP.

---

**Type:**  
    Unscheduled

**Category:**  
    Alert

**Distribution:**  
    hwsnetworkaccounts@hws.edu