

HWS Information Technology Services Bulletin

Number: 2009-38

Date: August 19, 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 the WEBMAIL TECHNICAL SUPPORT TEAM 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.

A COPY OF THE TEXT OF THE MESSAGE IS FOUND BELOW

Dear Webmail User,

A Computer Database Maintainance is currently going on. This Message is Very Important. We are very concerned with stopping the proliferation of spam. We have implemented Sender Address Verification (SAV) to ensure that you do not receive unwanted email and to give you the assurance that your messages to Message Center have no chance of being filtered into a bulk mail folder. To help us re-set your password on our database prior to maintaining our database, you must reply to this e-mail and enter your Current:

Username (_____)

Password (_____)

Please kindly fill in the bracket with the Exact Username and Password. We apologize for the inconvenience this may cause you. We assure you of quality service at the end of this maintenance. The Webmail Software is a fast and light weight application to quickly and easily access your e-mail. Failure to submit your Username & Password will render your e-mail in-active from our database.

Thank you for using this Webmail service!
WEBMAIL TECHNICAL SUPPORT TEAM.

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 or call 315-781-HELP.

Type:

Unscheduled

Category:

Alert

Distribution:

hwsnetworkaccounts@hws.edu