

# HWS Information Technology Services Bulletin

**Number:** 2011-46

**Date:** September 20, 2011

**Title:** Hoax E-Mail Alert

## **Description:**

It has been brought to our attention that several people on campus received an e-mail from "Hws Webmaster Alert" stating that a suspicious log in attempt had occurred with their account. The email instructs recipients to enter their usernames and passwords and reply to the email.

This message is NOT from HWS IT Services. IT Services does not manage accounts in this fashion, nor will we ever ask you to provide your username and password via email or to validate your account. If you ever feel your password may have been compromised contact the Help Desk or reset your password at <http://password.hws.edu>.

Below is an example of the most recent message.

-----  
CLICK REPLY BEFORE FILLING DETAILS

Attention:

An Attempt has been made to login from a new computer. For the security of your account, we are poised to open a query. Kindly verify your login details by responding to this email and providing your Username/ID {\_\_\_\_} Password {\_\_\_\_} Alternate Password {\_\_\_\_} in the spaces.

Do not ignore this message to avoid termination of your webmail account.

Webmaster Customer Care.

---

All official IT Services notices and emails will always be sent from [helpdesk@hws.edu](mailto:helpdesk@hws.edu). Messages sent from any other address posing as official IT Services notices should be ignored and deleted.

**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.