Cry for <u>H</u>elp

Computer Tips & Tricks

eMail Bugs & Scams

The number of scam eMails we receive daily is sky rocketing, so here are some tips for identifying and dealing with them.

- If you don't know the sender or you are not expecting the eMail, then click on "block sender" so that you don't get any more from them.
- Remember also that a sender can fake their name and eMail address - so even if you do know the sender, they might not have intentionally sent you this eMail.

To check these things you can review the eMail in a preview pane, without opening it.

- If it has an attachment that you are not expecting, block them.
- if the attachment is a .zip file or .html file, block them. Never click on these attachments as they have the ability to install viruses like "Ransome Ware" on your computer.
- do NOT click on hyper links in an eMail. If you trust the sender, copy and paste the link into a browser.
- if the sender's name is NOT the same as the name in the eMail address, block them.
- if you don't recognise the domain name of the sender, this is the bits after the @ in the eMail address.
- if the eMail has words like SPAM in the subject line, it probably is, block.
- if the eMail is NOT personally addressed with a "Hi Jon" or "Dear Mr Harrs", them block.
- if the eMail is offering a deal or offer two good to be true - then it probably isn't true.
- if it uses bad grammar, block.
- if the eMail is asking you to provide information, block.
- if you want to report a scam, you can do it at: www.scamwatch.gov.au

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