

You can check out more useful publications and eSafety guides on the Hub or Moodle and around the LMC campus.

Contact Computer Services for any help with this or any other IT related issues.

If you feel unsure about your online security or need more help and advice then you can talk to your Course Tutor, Computer Services or Student Services

On-line advice is also available at [www.CEOP.co.uk](http://www.CEOP.co.uk) or [www.thinkyouknow.co.uk](http://www.thinkyouknow.co.uk)

# Computer Services eSafety Series

## Using eMail safely



### What is S.P.A.M?

This can be **any** email that you receive where you do not know the sender. However, spammers are becoming increasingly skillful at tricking people into opening messages which look legitimate from your bank or from organisations that you know or may have an account with like Facebook or a mobile phone provider.

### What about Attachments?

Sending attachments is a quick and easy way to move files around but you should be aware that there are limits to file sizes with most service providers and some files may not get through. Attachments from spammers are often used to 'deliver' viruses and malware so think before saving or opening them.

### What is Phishing?

Phishing is a technique whereby spammers or hackers imitate legitimate companies in an attempt to steal personal information such as bank details, credit card details, user names or passwords.

The scam usually takes the form of a **carefully crafted email**, designed to appear to come from a legitimate company, which contains a link to an external web page. The user is encouraged to click on the link(s), and enter personal information such as credit or bank details on the resulting web

Using e-mail to communicate is quick, simple and a great way to stay in touch with your family, friends and workmates but you should think about the following points to help keep you safe when using it.

### Good practice

- **Think carefully about what you say and send or forward to others . . . . It could get you into trouble**
- **Say no to SPAM - Delete it!**
- **Attachments sent with messages may not be what they seem**
- **Don't rely on e-mail systems to store your valuable files - keep a copy where you know it is safe**
- **Know your contacts . . . Ignore messages from strangers**
- **Please remember that any e-mail you send could be kept forever.**
- **If you feel threatened by a message then keep the evidence and talk to someone you trust**