Stellenbosch UNIVERSITY IYUNIVESITHI UNIVERSITEIT

forward together
sonke siya phambili
saam vorentoe

PHISHING

What is phishing?

Phishing is where someone disguises themself as a trusted source via electronic communication and attempts to trick users into disclosing sensitive information, such as usernames, passwords or credit card details.

Phishing red flags:

Urgent or threatening language

Phishing attempts often create a sense of urgency or use threatening language to prompt immediate action. Phrases like 'urgent action required', 'account suspended' or 'your account will be deleted' may indicate a phishing attempt.

Requests for personal information

Legitimate organisations do not request personal information, such as usernames, passwords or credit card numbers via email, social media or other online means. Be cautious of any request for personal information.

Generic greeting

Phishing emails may use generic greetings like 'Dear Customer' instead of addressing you by your name. Legitimate organisations often personalise their communications with your name or other relevant information.

Misspellings or grammatical errors

Phishing emails or messages may contain misspellings, grammatical errors or awkward phrasing. Communication from legitimate organisations is usually professional and does not contain obvious errors.

Suspicious links or attachments

Be cautious of links or attachments in emails or messages from unknown or untrusted sources. Hover over links to check their actual destinations, and do not click on suspicious links or download attachments that you were not expecting.

Too good to be true

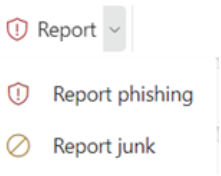
Phishing attempts may lure individuals with enticing offers, such as winning a prize or getting a huge discount. If an offer seems too good to be true, it may be phishing.

What should I do if I suspect a phishing email?

Report the email

IT Service Desk

Outlook web version



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Ask IT for help

help@sun.ac.za

Should you have any questions, feel free to contact us at **privacy@sun.ac.za** or visit **www.sun.ac.za/privacy**

Document developed in collaboration with Mobius Consulting. • ***Reference:*** *Oxford University Press.*