

# 2018-07-05 Service Desk

This is a phishing attempt first reported to CSULB ITS on **July 5, 2018**.

**From:** Charles Gwaltney [mailto:charles\_gwaltney@surryschools.net]  
**Sent:** Thursday, July 05, 2018 9:44 AM  
**Subject:** Service Desk

## Summary

The fraudulent email claims that an upgrade to their servers are being initiated. The email also claims that due to the upgrade, all email users are instructed to click on the link provided in the email to keep their account. The fraudulent page has been taken down by the web page developers.

## Intent of the Email

The phisher/sender is attempting to capture email account credentials for their own malicious purposes.

## Screenshots

**From:** Charles Gwaltney [mailto:charles\_gwaltney@surryschools.net]  
**Sent:** Thursday, July 05, 2018 9:44 AM  
**Subject:** Service Desk

Please be advised that there will be scheduled maintenance on the Internet Web servers and the Exchange Mail Servers Today. This is a scheduled maintenance done every July to increase mailbox quota and to avoid uninterrupted services during this period. Please click on [SECURE](#) with your details to participate in this Maintenance. Failure to participate might lead to a termination of your account

Thank You

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**Your mailbox is almost full.**

1970MB  2048MB

[Surry County Public Schools Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender immediately by reply e-mail and destroy all copies of the original message.]

Figure 1: Screenshot of the phishing email

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