

# 2016-08-11 Re: IT Help Desk

This is a phishing attempt first reported to CSULB ITS on **July 27, 2016**.

**From:** Clark, Deborah [mailto:Deborah.Clark@shu.ac.uk]  
**Sent:** Thursday, August 11, 2016 7:31 AM  
**Subject:** Re: IT Help Desk

## Summary

The fraudulent email notifies recipients that they need to verify their email account. Once they click on the link, it will take them to a fraudulent Outlook Web App (OWA) page. The link has been blocked from accessing while on the campus network.

## Intent of the Email

The sender is attempting to capture personal and account information for their own malicious purposes.

## Screenshots

**From:** Clark, Deborah [mailto:Deborah.Clark@shu.ac.uk]  
**Sent:** Thursday, August 11, 2016 7:31 AM  
**To:** Clark, Deborah <Deborah.Clark@shu.ac.uk>  
**Subject:** RE: IT Desk

IT Service Validation Maintenance/Upgrade Scheduled Today, 11th August, 2016

Clients Impacted: All Mailbox User

**Description: Email Account & Archive Verification.**

This is IT Service Support Maintenance System that perform Email Account Verification and Maintenance. This is to improve our security and mail experience, all account users are to kindly upgrade his/her account today. Click [Validate Now](#) to complete this process and avoid total termination.

Figure 1: Screenshot of the phishing email

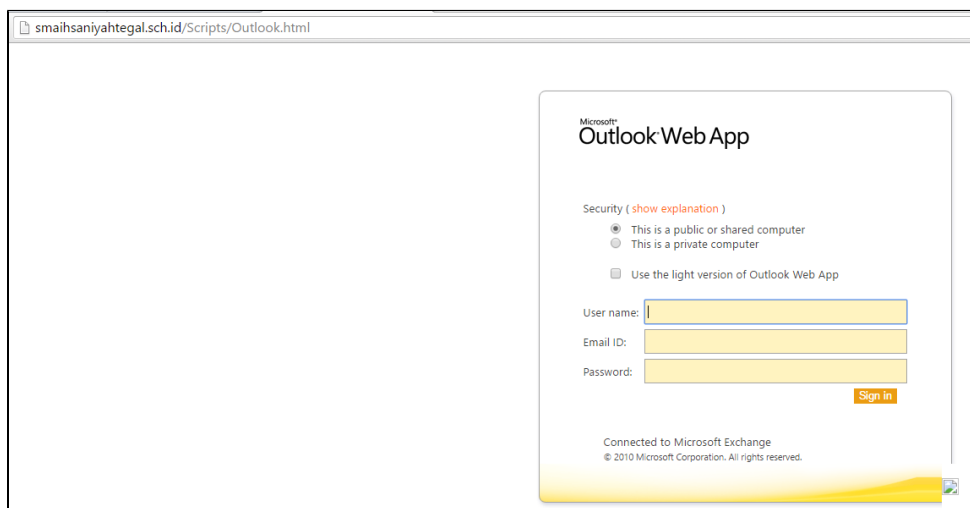


Figure 2: Screenshot of the fake OWA page the phishing email links to

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