

HOW TO PREVENT YOUR MAIL-ACCOUNT FROM BEING HACKED

We have received reports of persons who have had their e-mail account(NOT OAUnet) hacked.

The cause of this is usually as a result of the user inadvertently responding to mails claiming that you need to “renew” or “update” your account information.

Remember that you should never need to fill any on-line form requesting that you provide or change your password. On-Line ethics dictate that account credential (i.e. Password, account etc.) modification requests should only be initiated by the owner of such credentials, that is, you, the owner.

Dark-Social-Engineers are also know to clone authentic web sites e.g “twiliter” instead of twitter, “yahhoo” instead of yahoo to give example of just a few.

When in doubt, of the genuine-ness of the source, move your mouse-cursor over the web link provided, the actual site will usually be displayed, revealing that the site originated from a fraud site.

Some tips to avoid such scams are:

- Never respond to a fraudulent "phishing" email that pretends to be from Yahoo!, Hotmail, Gmail etc, asking for your user name and password.
- Avoid allowing third parties access to your account.
- Avoid leaving your account signed in at a public location, eg. CyberCafe.
- Avoid using the same password across multiple online services or applications.
- Be wary of freebies: Free on-line gifts, cash promos, “1,000,000th” wins etc.
- Never download software **from sites** that you do not trust.
- Never download Software that you do not trust.
- Exercise caution when forwarding chain-mails, they are usually viral.
- And Please remember, INTECU will never ask you to **send** your password for update or verification.

To protect your Yahoo, Hotmail, Gmail accounts:

Take advantage of provisions for alternative e-mail account option, and probably a phone number during the creation of the account. That will verify your claim that you have been hacked!! That way, the mail providing company will be able to restore your compromised account.

In order to recover a compromised account, the following information will need to be provided:

- Your mail ID: Yahoo! ID, Gmail etc
- Birthday
- ZIP or Postal code
- Alternate Email Address
- Secret question and answer

For Yahoo Particularly:

EMAIL YAHOO ACCOUNT SECURITY
account-security-help@cc.yahoo-inc.com

Or Call Yahoo! Customer Service

Direct Number: 1-408-349-1572

Other No: 1-866-562-7219

1-800-318-0631

UK: 020 7131 1000

Canada: 1-877-722 3755

Fax Number: 1-408-349-3301

Be vigilant.

INTECU Security Team