

LANCASTER TRAINING

SERVICES LTD



Using Email safely

What is S.P.A.M?

Contrary to belief SPAM is not actually an acronym, although many people have their own variations of what SPAM stands for. Popular ones include, Stupid Pointless Annoying Messages and Self Propelled Advertising Material. The use of the word SPAM actually came from a Monty Python sketch and it is not an abbreviation of anything. SPAM however can be **any** email that you receive where you do not know the sender. However, spammers are becoming increasingly skilful 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 an attachment from someone you don't know!



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 website. 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**

For any further advice or guidance speak to one of the IHT team

A handwritten signature in black ink, appearing to read 'Richard W Little'.

Richard W Little – Chairman