

We have had multiple reports of emails sent from outside addresses that are made to appear as if they are from Hamilton County School users. These are spoofing emails. Most of these have had a subject that begins with the word "Urgent" followed by the recipient's first name. Please look at the email address of the sender and confirm it is from an address that ends in "@hcde.org". Don't forward or reply to these emails. Refer to the information below that was previously sent for additional guidance.

If you have replied or forwarded any of these type of messages, change your password.



Tips to spot and avoid malware/viruses in email

1. **Check the sender's email address** – Virus and scam emails are often sent from strange addresses. Any legitimate email from Hamilton County Schools will come from an @hcde.org address.
2. **Look at the subject** – Does it create a sense of urgency? These are typically viruses. Does it have one word in it but appears to be a response like "Re: Document"? – This is also a telltale sign of a virus.
3. **Look at the message body** – If the sender is a recognized sender, does it follow their normal emailing criteria? Does it have a salutation? Does it have a signature for the sender? Does that signature match the name of the person identified in the email address? Does it have the company's contact information and/or graphics that you've been accustomed to seeing?
4. **Pay attention to the content** – Is it just asking you to open a file or go to a website link? Does it have 'syntax' gone wrong (code such as `</html1`) or broken sentences? Does it ask you to open an attachment? Does it create a sense of urgency? With viruses, often the purpose of the body is to entice you to open an attachment or click a link. A common method is by fear and urgency.
5. **Check the attachment** – Is it a zip file? Is it a PDF? Is it a docx or doc? – how big is it? If it's small, around 1kb to 22kb, it is most likely a virus. This combined with any of the above criteria is a good indication of an email virus.

If you find an email that you believe to be a virus, please send it to helpdesk@hcde.org and then delete the email. When deleting viruses, please use **SHIFT + DELETE** to permanently delete them. Deleting them normally will only move them to your Deleted Items folder.