What is Phishing?
Phishing is an email message where scammers attempt to get your login credentials. They usually direct you to a false website that looks real, and request that you enter your username and password and submit them. The email message may appear to come from a legitimate uregina.ca email account, may have a copy of the U of R logo included, and may even direct you to a page that looks like other uregina webpages.

How can I tell if the message is real?
- We will always send messages from a legitimate "@uregina.ca" email address
- We will never ask for your password in an email
- We would never require you to provide information in order to keep your email account. As long as you are a current student, faculty member, staff member, retiree or alumnus, you are entitled to have a working email account and we know your status.
- We will always provide a contact person, including name, position and phone number
- Legitimate messages will not ask for personal information
- Check the message header to see the actual address the email came from.
- Trust your instincts. If the message seems strange and unexpected, it is likely spam.
- If you do inadvertently click a link from an email, always check the site that it takes you to, and watch for unusual additions to the URL

What should I do?
- Disregard the message, and delete the message immediately.
- If you do not deal with the bank the message appears to be from, it is definitely spam.
- Never provide personal information via email. Email is not secure.
- Never open attachments on messages you are not expecting, or are unsure about.
- Never click a link in an email.
- If you are concerned that the message may be real, do not respond to the email, do not click any links and do not open any attachments. Instead, go directly to the company website first and log in as you normally would instead of using any provided link. You can also contact the company or bank directly to inquire if you are unsure.

If you inadvertently clicked the link and entered your credentials, please change your password right away:
- Go to the Information Services homepage http://www.uregina.ca/is
- Click "Change Password" under Quicklinks on the right side
- Fill out the fields and click ‘Change Password’
- Note that this changes your uregina password for everything that your username and password is used: uregina email, wireless access on your phone, tablet or laptop, logging into Novell on your computer, and UR Courses

Why does this happen?
Spammers are getting more and more sophisticated in their use of technology, and are able to construct messages in such a way as to appear legitimate and get past our SPAM filters.

Please contact the IT Support Centre if you require assistance
Phone 306-585-4685
Email IT.Support@uregina.ca
Webform http://www.uregina.ca/is/forms/ticket.html
In Person at ED 137 or Archer Library main floor