

What should I do if I receive a phishing message?

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This article describes what you should do when you receive a message you suspect or know is a phishing message.

Phishing messages are spam messages that contain links to websites intended to get you to divulge your username and password. Sometimes the linked websites look exactly like legitimate UBC sites, and may even have UBC somewhere in their URL.

If you receive a message you believe is a phishing attempt, please follow [these instructions](#) from the UBC IT web site.

Do not reply to the email, click on any links, or fill out any online forms with your account information.

If you think you may have submitted their UBC CWL or login account credentials, you should go to [myAccount](#) and login and change your password immediately. After you have changed your password, call our Helpdesk at 79000 so that we can ensure your account is secure.

If you are unsure if a message you have received is a phishing message, please contact our Helpdesk at 79000 and we will help you determine if a message is legitimate.

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