

INFORMASIE/TEGNOLOGIE

INFORMATION TECHNOLOGY

PHISHING FROM STAFF EMAIL

Three separate emails with the subjects "Information Service", "Online course" and "IT communication" from a compromised staff email address were sent to staff and students recently. The emails ask you to click on a link which will open an incident logged on the "Self Service Portal", click on a link to complete a survey or activate two-factor authentication. One of these used Information Technology's own branding to try and phish our staff and students.(also see images below)

None of these are legitimate emails, but phishing attempts from a compromised university account.

By clicking on links and providing your information, you give criminals access to your personal information and your accounts.

- *Immediately change your password on www.sun.ac.za/password.*
- *Contact the IT Service Desk by [logging a request](#) or calling 808 4367.*
- *More information is available on our [blog](#) and [Twitter](#).*



Fri 2019/08/23 5:24 AM

August, RP, Mrs [rpaugust@sun.ac.za]

Information service

To

Notification of Ticket Escalation

Workspace: Service Desk
Ticket: Request closed
Request Number: #135863CCO223

Priority: High **Status:** Request
Creation Date: 2019-23-08

Description:

I have marked your Request as closed.

Please review the details of your request in the Self Service portal via the following link: [Your incident](#)

If you feel that your request has not been completed, please visit your incident link to re-open the request.

The last action taken are as follows:

08/23/2019 02:16 am IT service:

ID checked

If you do not reply, this request will be formally closed this weekend.

Regards,
Admin.



August, RP, Mrs [rpaugust@sun.ac.za] <rpaugust@sun.ac.za>



Online Course

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello,

This email requests that you respond to an online survey regarding online course evaluations. The names of the corresponding staff and courses are located at the top of the evaluation. Please follow the link to open the course evaluation.

<http://sun.ac.za/owa/staff/course.php?id=1ed166a20d25>

Thank you for your participation.

Regards,
Stellenbosch University Instructional Support Staff

Note: This email has been created automatically.



The integrity and confidentiality of this email are governed by these terms. [Disclaimer](#)

Die integriteit en vertroulikheid van hierdie e-pos word deur die volgende bepalinge bereël. [Verklaringskousule](#)

Subject: IT Official communication



Our University community has suffered from many phishing and scam attacks hereby exposing staff sensitive confidential information. Hence, Information technology service has initiated the two-factor authentication login method **mandatory** for all users.

What's new?

When ever a login attempt is made to your account, a verification code will be sent to your mobile phone to confirm its you login in.

Review www.sun.ac.za/booclient-services/Two-factor_auth to get started with this service

Note:- You are meant to login from your personal device to save your IP address in our database for more efficiency of this service

IT service will not be held responsible for any compromise of accounts that never keyed in this service!



Posted in: E-mail, Security | | With 0 comments