CYPRESS FAIRBANKS

INDEPENDENT SCHOOL DISTRICT

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Reminder to Use Caution with Email and Email Attachments

Technology Services is increasing all cybersecurity practices. In a technological context, cybersecurity includes the body of technologies, processes and practices designed to protect networks, computers, devices, programs and data from attack, damage or unauthorized access. Ensuring effective cybersecurity practices requires coordinated efforts, including end-user education. This communication is in reference to **using caution with email attachments**.

Though we use some of the most sophisticated cybersecurity protection systems, email attachments can introduce vulnerabilities into our technology systems. Some of the characteristics that make email attachments convenient are also the ones that attackers use to take advantage of email users.

Email is easily circulated. Forwarding email is so simple that viruses can quickly infect many devices. Attackers take advantage of the reality that most users will automatically trust and open any message that comes from someone they know. Almost any type of file can be attached to an email message, so attackers have more freedom with the types of viruses they can send.

What steps can you take to protect yourself and our technology systems?

- Use caution before opening any unsolicited email attachments, even from people you know. Just because an email message looks like it came from someone you know it doesn't mean that it did. Many viruses can "spoof" the return address, making it look like the message came from someone else. Use your best judgment.
- Trust your instincts. If an email or email attachment seems suspicious, don't open it. If something about the email or the attachment makes you uncomfortable, there may be a good reason. Don't let the curiosity of the email put you or the district at risk. Consider contacting the email sender directly using another means of communication.
- If you receive an e-mail requiring payment to use your device, shutdown the device immediately, disconnect it from the network, and contact the Customer Care Center (281.897.4357). A technician will be sent to reimage your device or conduct an audit.

Please contact the Customer Care Center at 281.897.4357 with any questions or concerns.

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