

# IT Services & Facilities @ UEA



IT Helpdesk

[it.helpdesk@uea.ac.uk](mailto:it.helpdesk@uea.ac.uk)

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# NEVER give out your UEA password

UEA staff and students sometimes receive hoax emails asking for username and password details. These 'phishing' emails often appear to come from the UEA IT department and state that your account will be closed if you do not supply the details. The objective of these phishing emails is to gain unauthorised access to your IT account and use it to send spam across the internet.

Please remember that the IT department will NEVER ask for your password in an email.



# This is what happens when you reply to a hoax email:

- Spammers will log in to your UEA account. They can see all of your private emails and files.
- The spammers will use your UEA email account to send thousands of spam emails to other people.
- This will result in other email providers (e.g. Hotmail) "blacklisting" UEA. This means that nobody at UEA can send any emails to anyone with a hotmail address for several days afterwards. This causes a great deal of inconvenience for the 30,000 (approx) members of staff and students at UEA who will all be affected by this problem.

# This also happens when you reply to a hoax email:

- Action to stop the spammers may require the mail service be interrupted for short periods. This causes annoyance for any users logged in to webmail at the time who will get an error message asking them to re-enter their login details and may lose messages they are in the middle of composing.
- Your UEA IT account will be DISABLED and you will be unable to login until you have contacted the IT helpdesk to resolve the problem and change your password.

Thank you  
and remember

**NEVER** give out your  
UEA password