

Talking to the ForeverOn Help Desk?

HERE'S HOW WE MAKE SURE YOU ARE WHO YOU SAY YOU ARE

Hackers don't just hack. They also play mind games—or what we call “social engineering”—to get people to give away the inside information they need to succeed.

There are two kinds of tricks they're especially fond of:

- Tricking you into thinking they're calling or emailing you from the help desk.
- Tricking someone from the help desk into thinking they're you.

That's why the following best practices are so important...

If you call or email the help desk:

- We may ask you an authenticating question.
- We may ask you to call you back.
- We may ask you to create a help-desk ticket.

If the help desk calls or emails you:

- Don't give them your password or PIN.
- Ask to call them back.
- Ask for a help-desk ticket ID.

And when in doubt, ask for help!

Don't let a sense of urgency or your inclination to trust result in a serious security compromise. Always verify that a help-desk call or email is really a help-desk call or email!