

Scenario: An employee gets a phone call from “IT support” asking for login credential

A. Red Flags to Watch Out

1. Legitimate ICT support teams will never ask for sensitive user information.
2. Be cautious if the person you're communicating with is rushing or pressuring you to take immediate action.
3. Generic greetings such as “Hi” or “Hello” without addressing your name can be a sign of phishing.
4. ICT support staff will never ask for your username or password.

B. How to Train Your Staff

1. Test your staff’s ability to identify phishing attempts by sending dummy phishing messages and identifying who may need further orientation.
2. Place visible reminders in the workplace to raise awareness about phishing and guide employees on what to do and what to avoid.
3. Conduct periodic reorientations or refresher training on phishing attacks and how to stay protected.
4. Ensure that all staff, especially new hires, are familiar with the official ICT support personnel.
5. All staff should know what actions to take in case of a suspected phishing attempt, such as creating an incident report.