

# Phishing Scam Awareness

## Reporting Phishing Emails to CRA IT Security Team

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### Summary

Phishing emails are a significant threat to cybersecurity. If you receive a suspicious email that appears to be targeting CRA employees or services, it is crucial to report it immediately. Follow these steps to ensure timely and accurate reporting to the CRA IT Security Team.

### 1. Identify a Phishing Email

Before reporting, verify if the email exhibits common phishing signs:

- Unusual sender address or domain.
- Requests for sensitive information (passwords, SIN, banking details).
- Urgent or threatening language.
- Suspicious attachments or links.
- Spelling and grammatical errors.

If the email seems suspicious, do not click on any links or download attachments.

### 2. Collect Email Details

**Gather the following information to assist the IT Security Team in analyzing the phishing attempt:**

- Sender's email address.
- Date and time of the email.
- Subject line.
- A brief description of why it appears to be a phishing attempt.
- Any attachments or links present in the email.



### 3. Forward the Email as an Attachment

To preserve critical email headers and metadata, forward the phishing email as an attachment:

- Open the suspicious email.
- Click on **Forward as Attachment** (available in most email clients like Outlook, Gmail, etc.).
- Enter the CRA IT Security Team's official reporting email address: **[Insert CRA IT Security Team Email]**.
- Include a brief message explaining the suspected phishing attempt.
- Send the email.

### 4. Delete the Phishing Email

- Once reported, immediately delete the phishing email from your inbox and trash folder to prevent accidental interaction.

### 5. Follow Up (If Necessary)

If you suspect your account was compromised after interacting with a phishing email:

- Change your CRA network and email password immediately.
- Contact the CRA IT Security Team for further instructions.
- Monitor your accounts for any unauthorized activities.

Stay safe, and attempt the quiz when you think you're ready.

