

# Checking the Mail



CHEAT SHEET

## 1. What email is

Email is a method of sending correspondence (messages) over the Internet. Every email is sent to an email address.

- DO regard all elements of an email as a work of fiction.

## 2. Email risks

Emails are not to be trusted; they can bring malware and fraud. Many scams start with an email. Treat email with suspicion and avoid clicking links in email.

- DO think before you click, and click rarely if ever.
- DO treat emails with suspicion. They are not to be trusted.
- DO take the time to think, overcome scammers trying to pressure you into sharing information.

## 3. Spam and junk email

Spam is junk email that might end up in your email inbox. A lot of this email is filtered by your email provider and application. You can adjust the sensitivity of the filter. You can report spam to <http://fightspam.gc.ca>.

- DO be aware that junk email is being filtered out of your inbox.
- DO adjust and assist the filter where you can.

## 4. Making decisions about email

If email is expected, and as expected, it is probably okay. If an email is unexpected and strange it is probably not okay. There is never a reason you have to click and you can take your time to think before you decide to do anything.

- DO relax, think clearly, and take your time with email.



## – Report an incident

It's not always easy to spot a scam, and new ones are invented every day.

If you suspect that you may be a target of fraud, or if you have already sent funds, don't be embarrassed - you're not alone. If you want to report a fraud, or if you need more information, contact The Canadian Anti-Fraud Centre:

1-888-495-8501, or

<http://www.antifraudcentre-centreantifraude.ca/reportincident-signalerincident/index-eng.htm>

## Glossary of Terms

<b>Application (app) or program</b>	A programmed set of instructions that runs on your computer or device such as a word processor or game
<b>Attachment</b>	A file that is sent along with an email.
<b>Canadian Anti-Fraud Centre (CAFC)</b>	The Canadian Anti-Fraud Centre (CAFC) is the central agency in Canada that collects information and criminal intelligence on fraud and identification theft. <a href="http://www.antifraudcentre-centreantifraude.ca">www.antifraudcentre-centreantifraude.ca</a>
<b>Domain name</b>	The name of a site or service online, such as outlook.com, canada.ca, gmail.com or serene-risc.ca
<b>Email address</b>	A unique name that messages can be sent to, such as info@serene-risc.ca.
<b>Internet service provider (ISP)</b>	A company that provides access to the Internet as a service to subscribers.
<b>Malware</b>	Software designed for malicious, or bad purposes.
<b>Scam</b>	A dishonest or deceptive scheme usually for criminal purposes.
<b>Server</b>	A computer that serves information or functions to other computers over a network.



<b>Spam</b>	Unsolicited and annoying email.
<b>Trojan</b>	A program concealed inside another program or file. When the file is opened the hidden program performs an unexpected and often malicious function.
<b>Virus scanner</b>	Security software that scans for viruses, this can run automatically on files that are opened or downloaded or be run manually on some or all files.