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Dear Colleagues,

Phishing emails are a common technique used by hackers and scammers to steal personal information and credentials. A single careless error, such as providing your personal information or credentials in response to a phishing email, can put both you and the University at risk of cybercrime. In the battle against cybercrime, only ITSC is not sufficient. We need your strong support in reporting any identified phishing emails which is a crucial source of information to us to take immediate actions to block these emails, their weblinks, or attachments to prevent others from falling into the same trap.

As different from the past which is time-consuming manual process, we have now implemented Security Organization and Automation Responses (SOAR) system to streamline the process of handling phishing attempts. A playbook has been setup to automate the process of investigating and blocking phishing e-mails.

If you spot a phishing email in your mailbox, please report this to ITSC immediately. It is very simple - just select the email and click the 'Report Phishing' button in your webmail or email client. Please refer to this user guide to learn how to report phishing emails across various Outlook versions:  
<https://www.ln.edu.hk/itsc/services/information-security/report-phishing-emails>.

Our Cybersecurity Training online platform also provides much knowledge about phishing emails, please join: <https://training.ln.edu.hk>.

Regards,

ITSC