

Individual email users in state government are hampering the Commonwealth from delivering email. Social engineers are sending official-looking messages (phishing) which ask for personal information. If you respond to these emails, the consequence is that the Commonwealth of Kentucky email system is placed on a Black List which prevents everyone's email from being delivered to addresses outside the ky.gov domain.

Please do not answer phishing emails such as the two examples below. There is no harm in opening a phishing email as long as you do not respond to it. If you receive a phishing email, please contact your local technical administrator. If you do not have a local technical administrator or have further questions, please contact the Commonwealth Service Desk at 502-564-7576 or CommonwealthServiceDesk@ky.gov. You can check for current alert messages at this site: <http://technology.ky.gov/ciso/Pages/alerts.aspx>

You Will NEVER be requested to provide personal information to the COT Email team, COT Security Team or your local Technical Administrator via email.

EXAMPLES OF ITEMS THAT WILL NEVER BE REQUESTED:

User Name, Password, Domain, Social Security Number

Users who respond to a phishing attack put Commonwealth resources and data at risk. Due to the extensive amount of work to be performed after an employee responds to a phishing email, EFFECTIVE IMMEDIATELY, the user's email account will be disabled upon violation and will not be reinstated until the user's password has been changed and the mail queues have cleared. Note that all employees sign an Internet and Electronic Mail Acceptable Use Policy CIO-060 (<https://gotsource.ky.gov/docushare/dsweb/Get/Document-5282>) which clearly defines the employee's responsibility for using the Commonwealth's email system and defines penalties for inappropriate or misuse of the email system.

#### **Phishing Example 1:**

Your ky.gov OWA E-mail Account Expires in 2 Days

Dear KY OWA Webmail User,

This Information is sent by ky.gov OWA Helpdesk Program which periodically checks the size of E-mail Space, where new messages are received. The program is run weekly to ensure nobody inbox grows too large. If your inbox becomes too large, you will be unable to receive new email. Just before this message was sent, you had 18 Megabytes (MB) or more of messages stored in your inbox on OWA Webmail. To help us re-set your SPACE on our database prior to maintain our INBOX, you must reply to this e-mail and enter your e-mail address( \_\_\_\_\_ ) and Password ( \_\_\_\_\_ ).

There would be a Message Alert periodically if your inbox size continues to be between 18 and 20 MB. If your inbox size grows to 20 MB, then a program on KY OWA Webmail will move your oldest email to a folder in your home directory to ensure that you will continue to receive incoming email. You will be notified by email that this has taken place. If your inbox grows to 25 MB, you will be unable to receive new email as it will be returned to the sender. All this will be

Programmed on your e-mail upon fill the spaces above. Thank you for your cooperation.

Webmaster Desk (Help Desk)  
Information Technology Division  
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**Example 2**

Your mailbox quota has exceed the storage limit which is 20GB as set by your administrator, you are currently running on 20.9GB.

You may not be able to send or receive new mails until you re-validate your mailbox.

To re-activate your account please click the link and login with the username and password provided for you below:

<http://accountupdate.4-all.org/>

Thanks and we are sorry for the inconveniences.