

Coronavirus Remote Access / Support Related Phishing Emails

Background to Coronavirus Remote Support Phishing Emails

Criminals are using the coronavirus to try and bait people into clicking suspicious links in a bid to hack into computer networks to cause disruption and compromise information. We are seeing a surge in criminals sending fake emails claiming to be from IT Departments within organisations offering to provide advice about remote working and remote access from home.

How to avoid falling for the Phish

Do not interact with any emails claiming to be from IT Services that do not arrive from noreplyictalerts@eastrenfrewshire.gov.uk or ICTSupport@eastrenfrewshire.gov.uk.

Example Phishing Email

Although emails may look like they are coming from East Renfrewshire Council – they are not. Always check the actual sending address.

From: remote_access@eastrenfrewshire.gov.uk ← This would read noreplyictalerts@eastrenfrewshire.gov.uk if genuine

[\[mailto:2ae45fa281d54168ae35b7e456c4044c@eastrenfrewshire.gov.uk\]](mailto:[mailto:2ae45fa281d54168ae35b7e456c4044c@eastrenfrewshire.gov.uk])

↑ Not a genuine email address

Emails can contain a variety of subject headings such as:

- VPN connect from home #8987
- VPN connect from remote assistance

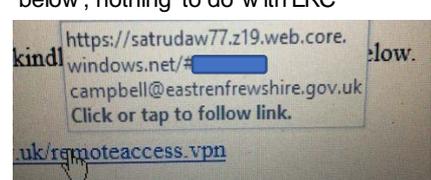
The body of the emails may differ however they all have a link in them hoping you will click it:

Remote access from home, kindly follow the download link below.

www.eastrenfrewshire.gov.uk/remotefaccess.vpn ← Hover over link to see where it would take you – see below, nothing to do with ERC

Login with your email and password.

Thanks,
IT Team



↑ This would read ICT Service Desk if genuine

Actions to Take

If you believe you have received a phishing email and **not interacted** with any links or attachments forward the email to scam@netcraft.com and information.security@eastrenfrewshire.gov.uk and delete it from your mailbox.

If you believe you have interacted with a link in a phishing email forward the email to scam@netcraft.com and information.security@eastrenfrewshire.gov.uk and contact the ICT Service Desk for advice on ext. 3131.