

## Security :: Information Security Office

### Keeping Campus Information Secure

Humboldt State University's Information Security Team works with the campus community to secure system and network resources and to protect the confidentiality of student, faculty, and staff information.

We collaborate with other ITS teams to manage account access control, establish policies, procedures and guidelines, and track, coordinate and mitigate responses to security incidents.

### News

#### Compromised Accounts

The HSU Information Security Team has a new procedure to streamline the restoration of compromised accounts. If you find that your account has been locked, contact the [Technology Help Desk](#) [1] at 707-826-HELP (4357). They will help regain access to your account and reset your password and security questions if necessary.

To unlock your [Gmail](#) [2] account, you're required to take a [short online training course](#) [3]. Your account will be unlocked about an hour after the course has been completed.

#### [Phishing & Spam - Don't be a Victim](#) [4]

We urge you to not click on any links, graphics, or ads in emails you weren't expecting or otherwise don't recognize. If you do so by accident, please reset your HSU password and security questions immediately and report the message as spam or phishing. Here's how to do this in Gmail:



If you use Outlook as your email client, click on the Junk button in the toolbar (it's usually towards the left) and choose Block Sender.

If you discover you are the inadvertent sender of those emails, this usually means that your account has already been compromised. Please contact the Technology Help Desk at (707) 826-HELP (4357) immediately.

Here's a list of the most recent **spams and phishes** we've seen.

**October 2014 - Emails reported:**

- [Eureka Police Department press release 10/29/2014](#) [5] warns of email scam requesting cash donations for kidney transplants using local church email address and administrative assistant names.
- **Email reported 10/8/2014:** Subject: Security Information...Due to the strengthening our security system and improving your mailing experience, We have detected your mail settings...

**September 2014 - Emails and phone scams reported:**

- **Email reported 9/4/2014** - Subject: Warning code: HSU739/0904
- **Email reported 9/4/2014** - Subject: Dear, HSU webmail user
- **IRS press release:** [Scam IRS Phone Calls Continue: IRS Identifies Five Easy Ways to Spot Suspicious Calls](#) [6]
- **Phone scam reported 9/5/2014** - [The Microsoft Technical Support scam is back.](#) [7]
- **Email reported 9/18/2014** - Dear user, This warning Notification is from Admin Help-Desk. Your password is about to expire, you are urge...

### August 2014 - Emails reported:

- **I.T HELP-DESK**  
**Re-Validate- < Click Here>**
- **Your E-File Form Updated**  
**It's Quick, Easy and Secure, Kindly click on the link below to update your IRS E-file.**

### **SANS Security Tip of the Day**

- [No free lunch \[8\]](#)
- [Don't pass on chain messages or send warnings to everyone you know \[9\]](#)
- [Change from a password to a passphrase \[10\]](#)
- [Limit the amount of personal information you post about yourself, your friends, and your family \[11\]](#)
- [Change the combination on opened laptop locks \[12\]](#)

[more \[13\]](#)

### **Report an Incident**

**By email (24/7):** [security@humboldt.edu](mailto:security@humboldt.edu) [14]

**By phone (daytime):** (707) 826-3815

**By phone (after hours):** (707) 826-5555 (University Police Department)

**For non-urgent information security concerns, please click on the appropriate email address below to send a message to the information security team:**

- **Spam and other email scams:** [spam@humboldt.edu](mailto:spam@humboldt.edu) [15]
- **Inappropriate web behavior:** [abuse@humboldt.edu](mailto:abuse@humboldt.edu) [16]
- **Web page security problems:** [webmaster@humboldt.edu](mailto:webmaster@humboldt.edu) [17]

**Physical safety issues, including cyberstalking and cyberbullying, should be reported to the HSU Police Department by calling 911 or 5555 from any campus phone.**

## Related Topics

[Security](#) [18]

**Source URL:** <http://www2.humboldt.edu/its/security-infosec-office>

### Links:

- [1] <http://www.humboldt.edu/tech-help>
- [2] <http://www2.humboldt.edu/its/glossary/5#term195>
- [3] <http://courses.humboldt.edu/course/view.php?id=168>
- [4] <http://www.humboldt.edu/its/dont-be-a-victim>
- [5] <http://lostcoastoutpost.com/2014/oct/29/epd-doesnt-want-you-be-duped-worlds-most-obvious-u/>
- [6] <http://www.irs.gov/uac/Newsroom/Scam-Phone-Calls-Continue;-IRS-Identifies-Five-Easy-Ways-to-Spot-Suspicious-Calls>
- [7] <http://www.microsoft.com/security/online-privacy/avoid-phone-scams.aspx>
- [8] [http://www.sans.org/tip\\_of\\_the\\_day.php#1467](http://www.sans.org/tip_of_the_day.php#1467)
- [9] [http://www.sans.org/tip\\_of\\_the\\_day.php#252](http://www.sans.org/tip_of_the_day.php#252)
- [10] [http://www.sans.org/tip\\_of\\_the\\_day.php#2](http://www.sans.org/tip_of_the_day.php#2)
- [11] [http://www.sans.org/tip\\_of\\_the\\_day.php#432](http://www.sans.org/tip_of_the_day.php#432)
- [12] [http://www.sans.org/tip\\_of\\_the\\_day.php#72](http://www.sans.org/tip_of_the_day.php#72)
- [13] <http://www2.humboldt.edu/its/aggregator/sources/1>
- [14] <mailto:security@humboldt.edu>
- [15] <mailto:spam@humboldt.edu>
- [16] <mailto:abuse@humboldt.edu>
- [17] <mailto:webmaster@humboldt.edu>
- [18] <http://www2.humboldt.edu/its/category/quicklinks/security>