# How Do I Stay Safe from Cybercrime at Samford?

Samford University's Technology Services Department is committed to helping protect your personal information, privacy, devices and data. Here are some answers to frequently asked questions.

## Who can help if I have a question or problem?

The Service Desk is located in the Davis Library, room 012. You can visit us Monday through Friday from 7:30am to 5:00pm. You may also email us at support@samford.edu or call (205) 726-2662 for assistance. Our after-hours service can help reset your password anytime. Please note: Technology Services will *never* send you a text message.

## What if I forget my password?

You can reset your own password at https://pwchange.samford.edu or get help by calling (205) 726-2662.

## How do I keep my password safe?

Only YOU should know your password! No Samford employee – including Technology Services – should ever ask for your password. The best place to store it is in a password manager such as Bitwarden, LastPass, or Dashlane – all free apps!

## How do I know this email is really from Samford?

Email is Samford's official means of communication. Any email generated from outside Samford will include [EXTERNAL] at the beginning of the subject line and red text stating the message below before the body of the email.

**This email originated from outside of Samford University. Please consider carefully whether you should click on any links, open any attachments, or provide any information.**

## I'm SURE this is Phishing or Spam. What do I do?

If you're using Outlook on your computer, there's a button in the upper right that says, "Report Message." Click on it and select either "Junk" or "Phishing." If you're using a mobile device, you can simply forward to spamadmin@samford.edu.

## I'm NOT sure if this is legitimate or not. What do I do?

Never trust a link or attachment from someone you don't know and be wary of emails you weren't expecting. You can forward the email to spamadmin@samford.edu and begin your email by asking whether the message appears legitimate. We investigate and respond to each inquiry.

## Is there additional information on the Samford website?

Yes! You can find a wealth of information at Samford.edu/ts about email, DUO, passwords, mail encryption, and more. You can always email support@samford.edu or contact the Service Desk as described above.