Dear NAMI Leaders,

Increased Cyber Security Risk

We want to remind each of you to be *extra* vigilant about scammers and fraudulent campaigns. Currently, they are designed to exploit the COVID-19 situation. We should always be on the lookout for email scams, but currently they are becoming more complex and common.

We capture many of these through our SPAM filter and other technology services, but some scams still land in your inbox. The best advice we can offer is to slow down and look carefully at any emails you receive from an unknown source before opening any links.

When you receive an email from a source you don't know, you should look for the following key traits (Red Flags) that could indicate the email is some type of scam:

- The email contains an immediate call to action. For example, "If you don't respond by 2 pm, your account will be locked."
- The email address is not consistent with what you expect or has misspellings. Examples of this might be subtle: user.name@compamy.com (notice "compamy" is misspelled) or more obvious: 3exeve23@33efrt.cn
- The link doesn't look correct. Check out any link by hovering your mouse pointer over it and *not* clicking on it.
- The email asks for personal information, passwords, money, social security numbers, etc.
- The signature block does not include contact details such as email, phone number, etc.
- If the email contains misspellings or is awkwardly written.
- You don't recognize the sender. If you want to validate that the email is legitimate, contact the sender through an alternative method than what is indicated in the email.

When in doubt, send to the email to NAMI's technology help desk (it@nami.org) to evaluate.

Home Network Performance

As you work from home, you may notice that your internet speed seems slower than normal. This is probably due to increased demand on your internet service due to the number of people using devices. And your service or internet speed may not be sufficient. However, there are some things you can do to ensure you're getting the best service possible.

1. Run an Internet speed test. If you find the results are substantially lower than what you are paying for or expect, contact your service provider. They may suggest sending a service technician to investigate. If they don't suggest that, ask them to do so. They may find a problem with the outside equipment and components.

1. Check the age of your modem and WiFi router to make sure they are able to support the higher bandwidth (speed). And upgrade if needed.

1. If your work location (office) is far away from your router then you might want to consider installing a Mesh Network wireless router. A mesh system is designed to provide consistent speed and performance throughout your home.

Or, if you don't want to do that, move your work station closer to your WiFi router.

Thanks,
Frank
Frank Anastasio
NAMI Acting Chief Information Officer