



# The Library Network

## Libraries Working Together

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### Email Tips and Recommendations

1. Create a strong password and change your password often. The TLN Technology Committee created a document entitled: Best Practices: Strong Passwords can be found here at this link:  
<https://tln.lib.mi.us/committee/tech-comm/files/docs/bestpractice/Strong%20Passwords.pdf>
2. Ensure you know and trust the sender before opening an attachment or clicking on a link. If you know the sender then:
  - a. In your email inbox, hover your mouse over the From to see if the email address of the sender matches the sender's name. If not, delete the email and do not click on any attachments or links. Another option is to open the email and check the From email address.
  - b. If the sender's name and email address are correct yet the email does not appear legitimate, as a precaution, we recommend you verify the sender's authentication. Each email system has a different way of doing this. For Zimbra users (TLN email), click on the email (the email does not need to be opened), click on Actions in the menu bar and choose Show Original. A document will appear on your screen. If the first line for Return-Path, does not show the correct sender's email, then delete the email.
    - i. As a further precaution, you're welcome to check with the sender to see if that person sent that email.
    - ii. If you are ever uncertain, do not click on the attachment or the link. Ordinarily, it's the attachment or the link that contains a virus or spyware.
  - c. If your email is set to view in a reading pane and it automatically opens the next email, we suggest turning the reading pane off. Each email system has a different way of doing this. For Zimbra users (TLN email), click on the View down arrow on the far right of the mail window, choose Reading Pane, and Choose Off. Ordinarily, it's not the actual opening of the email that creates problems, it's the opening the attachment or clicking on the link that causes issues.

3. Actions Steps when clicking on an attachment or link from a non-authentic email:
  - a. Always be sure your virus software has the latest software version and has the latest virus definitions.
    - i. The virus software ordinarily catches the virus so your computer will not be infected. When virus software catches it, the virus will be quarantined.
    - ii. If you believe your computer has been infected, we recommend unplugging the network cable from the pc and then running the virus scan.
  - b. Check for Spyware.
    - i. We recommend downloading Malwarebytes, installing it and running it. If the software finds any spyware, it will recommend deleting questionable files. Please go ahead and select the removal of the listed files.
    - ii. When finished using Malwarebytes, we recommend uninstalling it (add/remove programs) unless you prefer to purchase the software. It comes with a 30 day trial.
  - c. For webmail users, we recommend ensuring your web browser is on the latest version.
    - i. Most browsers will have a Help/About area that shows you the version you're on. That version can be compared to the latest version they show on the browser owners website such as Google, Microsoft, Mozilla.