

“Hello, it's IT. Read me the code.”

Not every attack arrives by email. Some of them ring you, sound friendly, know your Head's name, and ask for something small.



- 1 Real IT will not ask for a code**
Not a login code, not a text you have just received, not your password.
- 2 Urgency is the tell**
“Before the end of the day.” “I'm on site now.” Genuine work waits ten minutes.
- 3 Hang up and ring back**
On the number you already had. Not the one they gave you.
- 4 Verify on a different channel**
Asking them to confirm on the channel they chose proves nothing at all.

Hanging up on a real colleague costs nothing.

Nobody in your IT team will mind being rung back. They will mind a lot more if the call was not them. Checking is the polite thing to do, and anyone genuine will say so themselves.