

**Subject:** [:support:] 151007 Official communication Mooseunits.org e-mail account

## Official Communication for October 7, 2015

Attention all Lodges, Chapters, and Moose Legions:

### **This is a very important message about your Mooseunits.org e-mail account:**

We would like to remind you to **NEVER** provide your smarter mail ([LodgeXXXX@mooseunits.org](mailto:LodgeXXXX@mooseunits.org), [ChapterXXXX@mooseunits.org](mailto:ChapterXXXX@mooseunits.org), or [LegionXXXX@mooseunits.org](mailto:LegionXXXX@mooseunits.org)) user name and password to anyone or reply to any e-mail asking for them. These messages are not from Moose International. Moose International will never ask you for your user name and password. Below is an example of the type of e-mail that you should never respond to. These type of e-mails are called phishing e-mails. They try to get you to provide your user name and password, then they use that to send out spam e-mails.

This e-mail below is an actual e-mail that was received by many of you starting yesterday. Again, remember even though these e-mails look real, Moose International will never ask you for your user name and password.

#### **Sample E-mail to never respond to:**

Help Desk

Scheduled Maintenance & Upgrade

Your account is in the process of being upgraded to a newest Windows-based servers and an enhanced online email interface inline with internet infrastructure Maintenance. The new servers will provide better anti-spam and anti-virus functions, along with IMAP Support for mobile devices to enhance your usage.

To ensure that your account is not disrupted but active during and after this upgrade, you are required to kindly confirm your account by stating the details below:

- \* Domain\user name:
- \* Password:

This will prompt the upgrade of your account.

Failure to acknowledge the receipt of this notification, might result to a temporary deactivation of your account from our database. Your account shall remain active upon your confirmation of your login details.

During this maintenance window, there may be periods of interruption to email services. This will include sending and receiving email in Outlook, on webmail, and on mobile devices. Also, if you leave your Mailbox open during the maintenance period, you may be prompted to close and reopen.

We appreciate your patience as this maintenance is performed and we do apologize for any inconveniences caused.

Sincerely,

Customer Care Team

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