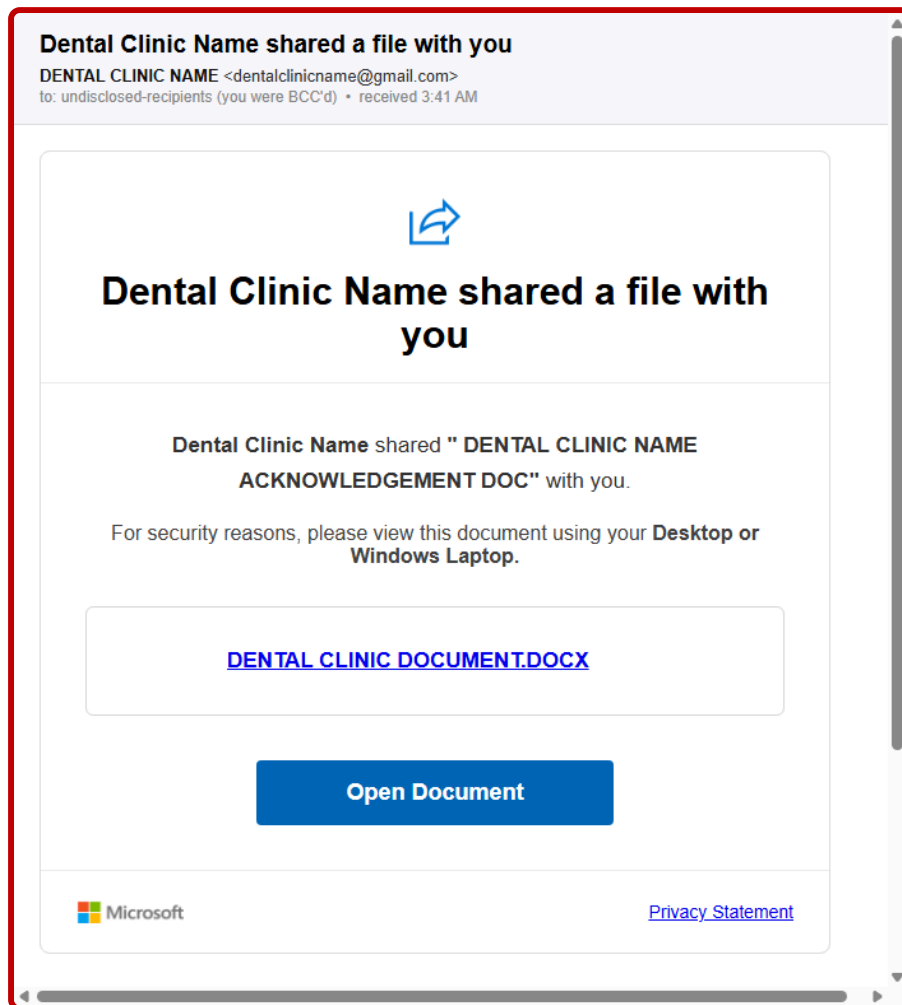


DO NOT OPEN

Emails that look like this are a **SCAM** — even when they come from a dentist or practice we know



The sender's account has been **hacked** — the email really is from their address. The link installs software that lets criminals control our computers behind a fake "Windows Update" screen. The web address changes every time (often ending in **.vu**) and it usually asks you to open it **"on your Desktop or Windows Laptop"** — that line is the giveaway. They often arrive at odd hours, like 3am.

1. Don't click

Don't open the link "just to see". Looking is how it starts.

2. Phone the sender

Ring them on their usual number: "Did you send this?"
Never check by replying — the hacker answers their email.

3. Clicked it?

Unplug the computer from the network and tell the practice owner/manager **IMMEDIATELY**. No blame — but minutes matter.