

How to respond to phishing

Keep these steps handy if you receive a suspicious message. Course edition 2026.1.

Use the reporting contact supplied by your company. If you do not have it, use your established IT or supervisor contact from a trusted directory.

Before you act

If an unexpected message asks you to sign in, grant access, share private information or change a payment, verify it first. Use a contact you already know or open your usual work app. Do not use a new number or link supplied in the message.

If you only clicked

Stop interacting. Close the page and report the message. Tell IT when you clicked, which device you used, and whether anything downloaded. Do not reopen it to investigate.

If you entered information or approved access

Contact IT immediately using a number or address you already trust. Explain whether you entered a password, shared a code, approved an MFA prompt or gave an app permission to access your account. Work with IT to secure the account through the official service on a device you know is safe. IT may also need to sign out existing sessions and remove app access.

If you ran a file or installed software

Stop sensitive work and contact IT, using a separate trusted device if possible. Follow approved containment instructions. Do not alter, power down, or disconnect operational or safety-critical systems on your own; involve the operations lead.

If you sent money or sensitive information

Contact IT and the responsible manager immediately. Involve the payment team and bank through known channels if money moved. Preserve the messages and transaction references as directed. Do not pay another fee or negotiate with the sender.

What to include in your report

Tell IT roughly when it happened, the message subject, which device you used and what you clicked, opened, entered or approved. Describe the type of information you shared, but never include the password, MFA code, recovery code or equipment access code itself.

For immediate physical-safety concerns, follow your established emergency plan. This guide supports, but does not replace, company incident and operational procedures. © 2026 Shiner Ops. learn.shinerops.com