

CYBERSECURITY AWARENESS MONTH

Didn't sign in? Don't tap Approve.

Your sign-in code or approval prompt is the lock on your account. Crooks who already have your password will spam you with prompts, or call pretending to be IT, hoping you tap Approve just to make it stop.



1

Approve only what you started

A prompt or code you didn't ask for means someone may have your password. Tap Deny, change your password from a device you trust, and tell the help desk. That's a great catch, not a problem.



2

Codes are never shared

Nobody from IT, the help desk or the state needs your sign-in code. If a caller or chat asks you to read it back or 'approve the test prompt', end the conversation and report it.



3

Use the report button

Your district's report-phish button, or the help desk email, is how one person's alert protects the whole building. Report even when you aren't sure. Nobody gets in trouble for a false alarm.



Spot the scam



IT Help Desk (External) helpdesk-support@k12-it-services.example

Chat message

Hi, this is Jordan from district IT. We're upgrading everyone's security for Awareness Month. You'll get a few sign-in prompts on your phone in the next minute. Please tap Approve on each one or read me the 6-digit code so I can finish. Your account will be paused at 4 pm if we can't complete the upgrade.

Spot the scam: how many red flags can you find?

Red flags I found: ○ ○ ○ ○ ○

Look for: surprise, urgency, secrecy, an unusual payment method, a sender or link you can't confirm.

FUN FACT

When the FBI's Internet Crime Complaint Center was new, it got a few thousand complaints a month. In 2025 it logged 1,008,597 complaints, almost 3,000 a day.

Source: FBI IC3 2025 Internet Crime Report



Your 60-second move

Find your report-phish button, or the help desk's report email, right now. Next time, reporting will take five seconds.



Who do I tell?

Name / ext. _____

Report channel _____

- ANSWER**
- Five flags: a surprise 'upgrade'; prompts you didn't start; a request to approve them; a request for your code; and a deadline threat. Safe move: deny every prompt, close the chat, change your password from a trusted device and report it. Real IT never needs your code.
 - A security 'upgrade' nobody announced through normal channels.
 - Prompts you didn't start mean someone else is signing in as you.
 - Approving them lets the crook straight into your account.
 - Your code is yours alone. Real IT never asks for it.
 - A deadline threat to make you hurry.



Scan for a 2-minute lesson on stopping account takeovers

Free, no sign-in · k12cyberforward.com/learn