

PAUSE VERIFY REPORT AT WORK

Cybersecurity tips for employees within the Commonwealth of Massachusetts to protect public resources



PAUSE VERIFY REPORT to Improve your Cybersecurity Awareness

PAUSE VERIFY REPORT gives employees three simple steps to handle incoming requests from emails, text messages, and calls. This can identify fraudsters, and prevent most cyber attacks and fraud incidents. Everyone in your organization can use these steps to protect themselves at home and at work.

- **PAUSE:** Pausing before you open an attachment is the most important cybersecurity protection.
- **VERIFY:** If you get an unexpected email, contact the sender with information you already have on file. If you don't know the sender, it may be malicious.
- **REPORT:** Think fast! Viruses spread rapidly, sometimes without immediate noticeable effect on your equipment.

VERIFY that invites to use an application are legitimate before clicking

PAUSE and VERIFY that any email with an electronic signature or invite link is expected. Contact the sender through the official address you have on file (not by responding to the email) to confirm that they send the invite or document for signature. Malicious emails look legitimate and even appear to use official emails addresses.

Personally VERIFY Employee Change Requests Before Making Changes

PAUSE and VERIFY personally with any employee requesting an important change such as bank accounts, addresses, or other personal information.

REPORT suspicious invoice or change requests and any you can't VERIFY

Do you have a Phish Report Button? It's an easy way to REPORT suspicious or unexpected requests. Consult with your supervisor or manager if you are unable to personally VERIFY any important change, such as bank accounts or other personal information.



The Office of the Comptroller provides recommended cybersecurity internal controls to promote integrity, mitigate risk, and protect the Commonwealth's data and systems to prevent fraud, waste and abuse of public resources.

Contact CTREmergencyNotification@mass.gov with any suspected cyber incidents or fraud, and for internal controls assistance from CTR.

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