

# WORKDAY NOTIFICATIONS

LEGITIMATE VS. FRAUDULENT

TREVOR CARPENTER – CONTENT STRATEGIST | CYBERSECURITY



**PRIVACY  
MATTERS**  
@ UBC

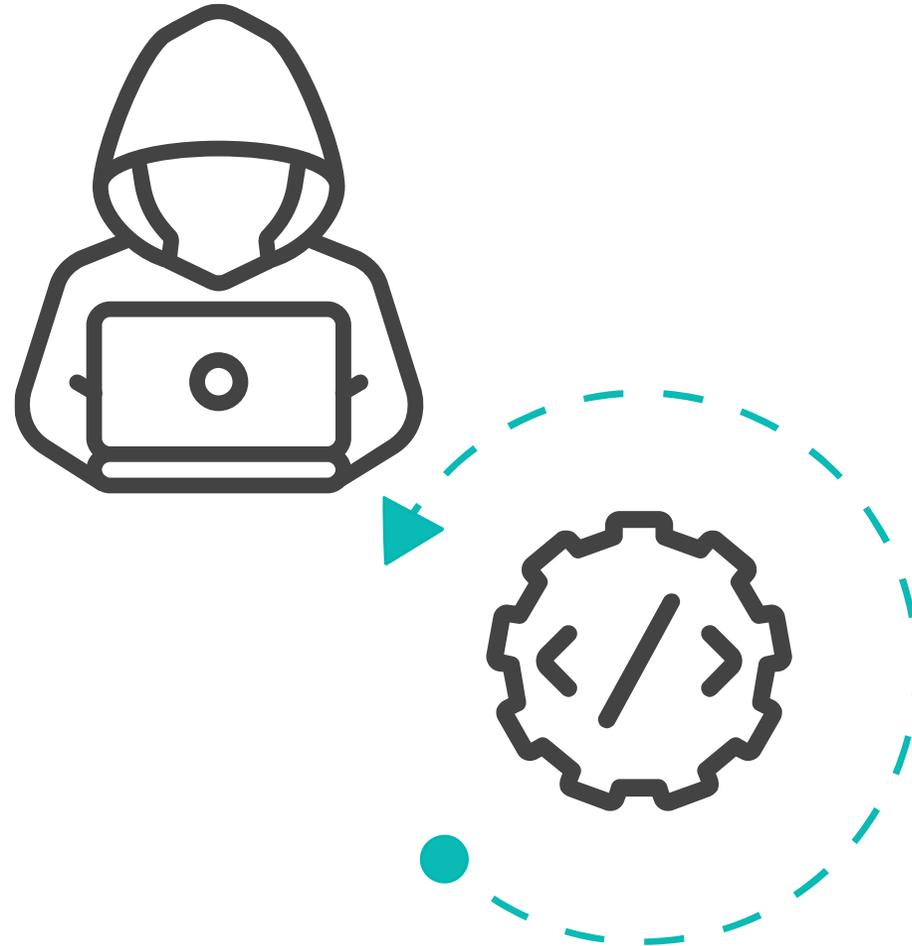


# Stay Safe While Staying Informed

## *A new method of process*

We know that cyber criminals will attempt to take advantage of the high volume of communication associated with the Workday implementation.

We have prepared the following information to help you identify the differences between a **legitimate** notification and a **fraudulent** one:



# How to know that a Workday email is legitimate

Legitimate Workday emails do not have the yellow external email security warning tag typically associated with emails that originated from outside of UBC. If you receive a Workday email with a yellow external email security warning tag, forward it as an attachment to [security@ubc.ca](mailto:security@ubc.ca).

**CAUTION:** This email originated from outside of the University of British Columbia. Do not click links or open attachments unless you know the content is safe. If you suspect this is a phishing or fraudulent email please 'Forward as Attachment' to [security@ubc.ca](mailto:security@ubc.ca).

Legitimate Workday emails will only come from email addresses ending in [@workday.svc.ubc.ca](mailto:@workday.svc.ubc.ca). If you can view the address of the sender from your mailbox and it contains a [@workday.svc.ubc.ca](mailto:@workday.svc.ubc.ca) suffix, you can explicitly trust these messages.



# How to know that a Workday email is fraudulent

- 1 Workday emails will not contain clickable links and do not accept email responses.
- 2 Beware of lookalike email addresses:  
*@workday.svc.u-bc.ca* is only slightly different than *@workday.svc.ubc.ca*, but it's still very much fraudulent
- 3 Watch out for common errors within the content of the email [*e.g. grammar and spelling*]
- 4 Take notice of the formatting of the message itself [*e.g. messages that purport to originate from Workday but do not follow the standard Workday look-and-feel you are used to*].



## *Next level assurance*

You will often be asked to log into Workday using your Enhanced CWL account (Duo/multi-factor authentication).

The use on an Enhanced CWL with Workday adds a second layer of confidence, knowing that your private information is secure. If you are ever concerned about the authenticity of a message that appears to be from Workday, don't open the message or click the link. Instead forward it as an attachment to [security@ubc.ca](mailto:security@ubc.ca).





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