



CONNECTICUT DEPARTMENT OF LABOR

PHISHING ALERT

Protect your account. Do a security checkup. Don't fall victim to phishing.

Criminals often try to get personal information through phishing and spear phishing schemes. In some cases, it's easy to identify a criminal attempt to get your information, but sometimes it's harder to know when a hacker is targeting you as their next victim.

Here are some Important things to know to avoid phishing and spear-phishing in your unemployment, and other, accounts:

- CTDOL will never call, email, or text you and ask for your username or password;
- If you aren't expecting communication from us (ex: you didn't call us and request a call back), confirm the contact is real by calling CTDOL's Consumer Contact Center or submitting a question through Ask DOL at www.FileCTUI.com;
- Never click on links in email unless you are absolutely certain of the sender. Navigate through www.FileCTUI.com or use your bookmarked login page to access your unemployment account;
- Verify that the sender matches the sender email (click on the "from" field and the email address will pop up—unusual email addresses are one indication of a problem); and
- Check for misspelled words, unusual grammar or syntax, and other errors.

Cyber security experts recommend regular account maintenance to maintain the integrity and security of your personal information. Best practices include:

- Use different passwords for your social media, banking, email, and other accounts;
- Change your passwords regularly;
- Use strong passwords—upper and lowercase letters, symbols, and no dictionary words; and
- Monitor your accounts—an email breach could mean more than just your email is compromised.

With the implementation of multiple federal unemployment programs launched in response to the pandemic, labor agencies across the country are seeing an uptick in criminal activity around unemployment claims. CTDOL, like its counterparts in other states, works with local, state, and federal law enforcement to identify and prevent fraud; constantly updates its fraud prevention protocols; and collaborates with state and federal law enforcement to pursue and prosecute unemployment fraud.

Help us protect you by being vigilant about account security.