Trillium
HEALTH RESOURCES

URGENT

NOTIFICATION FOR PROVIDERS

Email Phishing Campaign—Zix® Secure Email

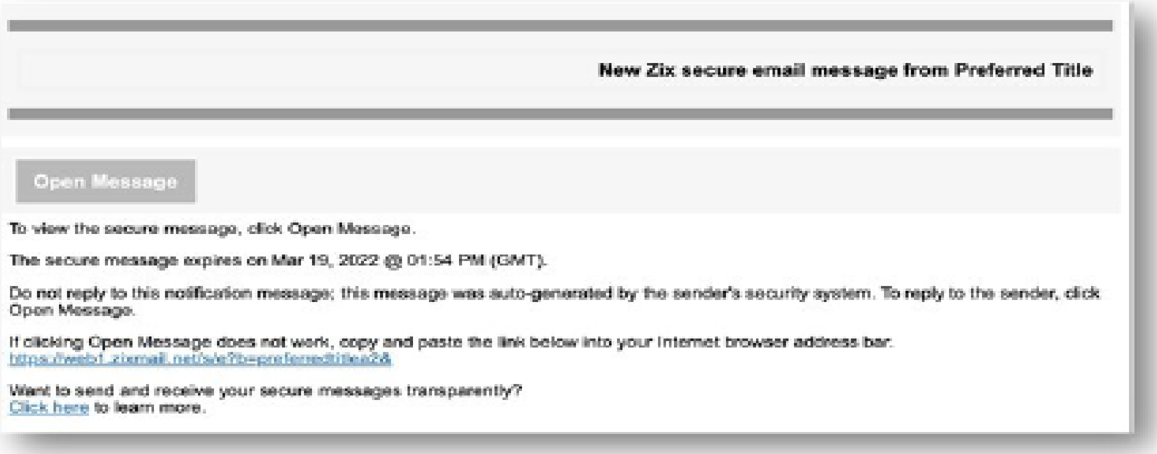
Trillium's IT Cybersecurity Team has been made aware that an email phishing campaign has been released that appears to originate from Zix® Secure Email, a solution Trillium uses to send encrypted email to external stakeholders. According to several media and online sources, the cyber attackers disguised their messages as coming from the email encryption provider Zix, a well-known cybersecurity brand. The fake emails utilize some of the design elements from Zix Corp secure email notifications, tricking users into clicking on the link to retrieve the supposed encrypted email.

Trillium is advising our external stakeholder partners to exercise extreme caution and take necessary precautions.

Some recommendations to avoid such attacks:

1. **Be cautious**—Be on the lookout for signs of spoofing attacks such as grammar errors or suspicious links.
2. **Check any links**—Hover over links before clicking on them to verify the URL.
3. **Keep systems protected**—Many antivirus and protection software can protect your systems from spoof emails and other types of email attacks.
4. **Call to confirm**—If in doubt about any email, call the sender through a known legitimate number, to confirm if the sender sent the email.
5. **Report**—If you think you have received a suspected "phishing email," inform your organization's security team or IT department immediately.

Image of a falsified email, note that the only incorrect item is the hyperlinks used are incorrect:



New Zix secure email message from Preferred Title

To view the secure message, click Open Message.

The secure message expires on Mar 19, 2022 @ 01:54 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.
https://web1.zixmail.net/s/e?b=preferredtitles2&

Want to send and receive your secure messages transparently?
Click here to learn more.

DO NOT REPLY to this email as this is an unmonitored email address. Any questions about this Urgent Notification that does not already have an email listed for questions from that specific section, may be sent to the following email: IT.support@trilliumnc.org. These questions will be answered in a Q&A format and published on Trillium’s website.

Urgent Notifications for Network Providers