



If you purchased Office 365, then you purchased a renewable subscription for the Microsoft Office Suite. This version of the Office software does expire. However, Microsoft will not call you to renew. When it is time to renew, Office 365 will tell you within the application that it is time to renew. Microsoft may send you an email also. Be very suspicious of any email that says it is coming from Microsoft. Do not click on any links in such an email, even if you are convinced it really came from Microsoft. Log in to your Microsoft Account that you created when you installed Office 365. From there, you can safely renew your Office 365 subscription.

For More Information:

If you have questions about your Microsoft software or whether an email actually came from Microsoft, you can contact them at 800-865-9408

You can report a scam at:

<https://www.microsoft.com/en-us/reportascam/?locale=en-US>

If you think you have been the victim of a scam, contact the Bartlett Police Department

630-837-0846 or 911

ALERT BULLETIN



Bartlett Police Department
228 South Main Street
Bartlett, Illinois 60103
630-837-0846

ALERT BULLETIN

Office 365 users are being targeted with a phishing attack claiming your password has been expired.

The email appears to be an automated alert email from "Microsoft Outlook" asking you to sign in to a fake Office 365 site and renew your password or else risk being locked out from your account.

There are some major red flags that give this phish away:



- 1. The sender's real address does not come from Microsoft. A real Office 365 email notification would come from MicrosoftOffice365@email.office.com**
- 2. Threatening to block your account is meant to scare you to get you to click before having a chance to think about it.**
- 3. When hovering over the link in the email, it shows that it will not take you to a Microsoft.com or office.com domain. This is your biggest and most important red flag. Always check the URL before you log in to any site and avoid clicking on links in emails you haven't expected.**

Office 365 users are being targeted with a telephone scam claiming your software license key expiring.

Microsoft Office 365 customers are receiving "robo" calls from 800 numbers pretending to be from Microsoft, informing you there is a problem with your software. The robo call states "your license key has expired" and you are given a phone number to call for more information.

This is an attempt to sell you a fake license key for your software. Microsoft will never call you about your computer or software. Any caller who claims to work for Microsoft is a SCAMMER. Immediately hang up!

What is a license key?

The license key, often called a "CD Key" comes with your purchase of the Microsoft Office Suite. It allows you to install and activate your software. It is a 25-character key presented in a group of 5 sets of 5 characters.

