If your inbox suddenly floods with email

Hundreds of sign-up confirmations and newsletters arriving at once is a known attack called email bombing. The flood is the setup. The real attack is what comes next: a phone call or a Microsoft Teams chat from someone pretending to be IT, offering to fix it.

What the fake IT contact looks like

- A call or Teams message soon after the flood starts, offering to clean up the spam.
- A Teams chat or call with an **External** label, from a name like "Help Desk" or "IT Support".
- A request to open Quick Assist (Ctrl + Windows + Q), read out or type a code, or install AnyDesk or another remote tool.

What to do

1. Don't open Quick Assist or install anything for someone who contacted you first.
2. Hang up, or close the chat without replying.
3. Call the help desk yourself on this number: _____
4. Don't click unsubscribe links in the flood. IT will clean it up.
5. If you already let someone connect, tell IT right away. You won't be in trouble for reporting it.

How our IT team will contact you

Channel and accounts IT uses:

_____

We will never ask for remote access in a call or chat we started, unless you opened a ticket first.

From Xcelcor Guardian · xcelcor.com/insights/email-bombing-attack