

BETTER BUSINESS BUREAU SCAM ALERT – ZOOM INVITES

The Better Business Bureau (BBB) has issued a scam alert regarding Zoom invites. The BBB reports that a recipient will suddenly receive an email, text, or social media message about your Zoom account being suspended. The message looks to be real and has the Zoom logo. You may be asked to click a link to reactivate your account. Or you may be told that you have missed a meeting and that you need to click to see the details and reschedule. **Please do not click!**

During 2020, statistics show hefty changes in the use of Zoom.

- In August 2020, the Associate Press said that August 2019 showed approximately 66,300 Zoom customers with at least 10 employees.
- The end of its fiscal second quarter in 2020, showed over 370,000 customers with at least 10 employees.
- This has led scammers to register nearly 2,500 Zoom-related domains from April to May of 2020 alone.

Scammers will use these domain names to send an email that looks like it actually coming from Zoom. And the point of scammers going to all this trouble is they hope plenty of recipients will click on the link in the email, causing malware to be downloaded on your computer or even give account information, including your password.

If you get one of these emails:

- Double-check the sender's information. Only Zoom.com and Zoom.us are official domains.
- Never click on a link, attachment, or images in ANY unsolicited email.
- Ask me if you are unsure of the validity of the email.
- Forward the email and its headers to abuse@utk.edu using the instructions at [Reporting Phishing Attempts](#).
- Do NOT click on this link!
 - Instead, go to <http://zoom.us> to click "Sign In."
 - When presented with the login page, scroll down to "Sign in with SSO," then type "tennessee" for the domain and click on "Continue."
 - The UT Central Authentication Service page will appear and you will enter your NetID and password.

If you would like to read the entire BBB alert, you can find it at <https://www.bbb.org/article/news-releases/23421-bbb-scam-alert-that-zoom-invite-is-really-a-phishing-scam>.

References:

[UTIA Glossary of Information Technology Terms](#)

[Reporting Phishing Attempts](#)

For more information, contact Sandy Lindsey, CISO, at (865) 974-7292, or email sandy@tennessee.edu.