

## What's Going On????

Have you ever wondered “What is going on!!!??” when you have something pop up on your computer screen and you don’t understand what it is?

Similar thoughts came to my mind when twice in a weeks time I had strange looking “screens” appear on my computer that I could not identify. The first time was scary – my screen was frozen unless I hovered over one of the options to click on. Fortunately I did not click on anything. I had called for help; the screen was identified as fraudulent and shut down.

A few days later not only scary but disturbing and upsetting pop ups appeared on my screen. A very authentic “looking” window appeared saying it had identified 155 Trojans, 77 malware and 36 worms. (Do you understand this terminology?)

This screen was flashing very quickly and brightly telling me how much danger my computer was in. Again the SOS went out to my colleague to “save the day”. At this point I was concerned I had contributed to a security incident for the University. Working where I work I know (somewhat) the amount of time and energy it takes for the University Technology to resolve such issues.

It took a few seconds for the source to be identified as false; again, I had not clicked on any option that appeared. In the end it was determined the source was trying to intimidate the viewer and initiate panic. The feeling I got was that something had to be done and QUICKLY to resolve this issue. It was trying to “force” me to act hastily before I had time to think of the ramifications of my action.

No infiltration was identified. Whew!

If this had happened to you would you know how to handle it? I certainly did not. The campus has every level of computer knowledge out there. It is our responsibility to “know what to do” if an incident you don’t understand occurs on your computer. If you are confused or unsure, CALL FOR HELP. The University has a very knowledgeable, helpful and easily accessible staff to assist you at the helpdesk (309-298-2704). We also have a Chief Technology Security Officer that can be reached and is equipped to handle these situations.

Be aware and get educated so you can successfully handle your own “incident” when it happens to you.

By Danielle Beard  
WIU University Technology Administrative Offices  
[DF-Beard@wiu.edu](mailto:DF-Beard@wiu.edu)