

## Apple ID Account Notices – Which is the fake? 06 February 2018

**From:** Apple [<mailto:supportt134@account-apple92.com>]  
**Sent:**  
**To:**  
**Subject:** Your Apple ID information was changed via a web browser



Dear

Your Apple ID information was changed via a web browser.

If you have not signed in or changed your information via a web browser and believe someone may have accessed your account, go to Apple ID ([Click here to Login](#)).

Date and Time:  
Browser: Safari  
Operating System: MacOS  
Country: United Kingdom

Sincerely,

Apple Support

[Apple ID](#) | [Support](#) | [Privacy Policy](#)

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Apple <[appleid@id.apple.com](mailto:appleid@id.apple.com)>  
Your Apple ID password has been reset

To

 If there are problems with how this message is displayed, click here to view it in a web browser.



Dear

The password for your Apple ID \_\_\_\_\_ has been successfully reset.

If you did not make this change or you believe an unauthorised person has accessed your account, go to [iforgot.apple.com](https://iforgot.apple.com) to reset your password without delay. Following this, sign into your Apple ID account page at <https://appleid.apple.com> to review and update your security settings.

If you need additional help, please contact [Apple Support](#).

Sincerely,

Apple Support

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If you thought the top message was the fake, you would be correct. Both messages appear to be genuine enough. The only real indication we have to prove authenticity is the sender email address - that the first one did not come from @apple.com. This is only an indication, as the sender name can be faked. We could not use the contact information shown at the bottom of the message to determine authenticity, as this can easily be faked. The real message includes a link to the Apple ID Account Page, though we do not recommend you use links shown in emails to access your account as they are easily faked.

In either case, if you had not requested a reset of your Apple ID and received one of these messages, you can always contact Apple Support by calling them on 1300 321 456 or going to the Support web page <https://support.apple.com/en-au> or <https://appleid.apple.com> to access the Apple ID login page to check your account.

You should never click on links shown in emails that you suspect may be fake. It is always better to pick up the phone and call them, or open a new web browser page and manually type in the website address to seek support, than to click on the links. Links shown in fake email messages can be potentially dangerous - ranging from simple malware installed on the computer, to stealing personal information from you like your name and address or banking details, to extremely harmful encryption-type viruses that put the data for your entire network at risk.

Always delete any suspicious emails from your Inbox as well as Deleted Items folders – this prevents you from accidentally clicking on links from a suspicious email in Deleted Items at a later date.