



# Technician Verification

Social engineering attacks targeting you or any enterprise are increasing. Bad actors are imitating your IT service provider and attempting to gain access to your computer, server or network.

Adhering to a Zero-Trust Policy, your staff should treat every incoming call from us skeptically and initiate the Technician Verification process without hesitation. With a clearly defined and easily accessible procedure, you attain peace of mind in mere moments knowing you are talking to the Forth Tech Ltd service desk.

Forth Tech Ltd has a dedicated verification number to which you can direct all Technician Verification requests. **07481 341999**

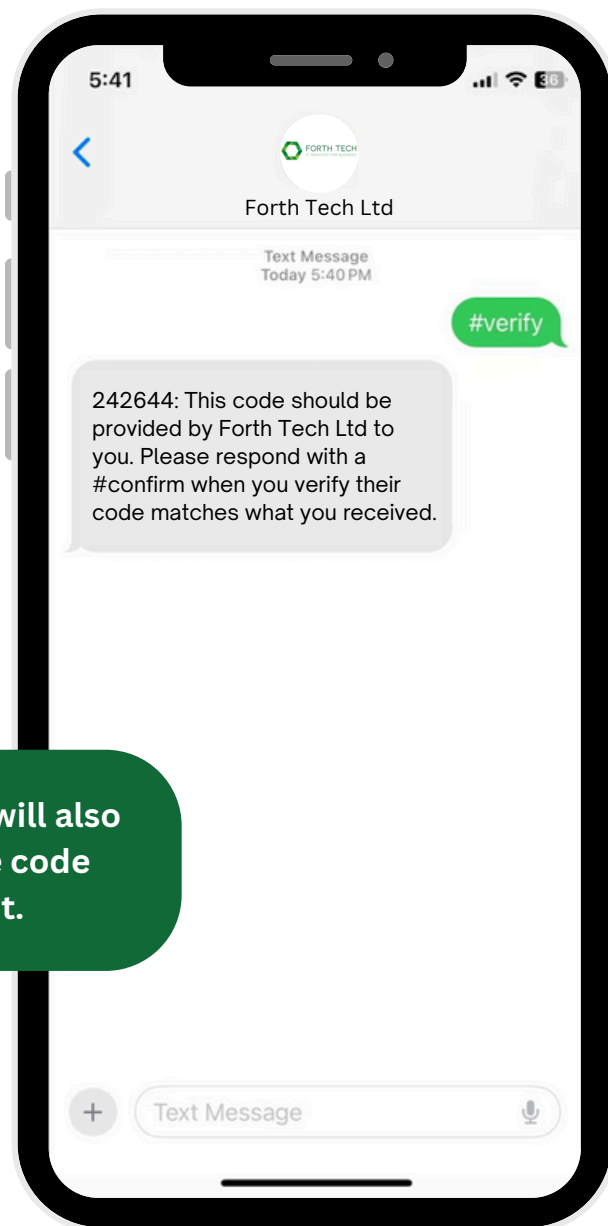
The process could not be more simple.

1. Create Forth Tech Ltd as a designated contact/number in your phone.
2. From your mobile phone, send the message #verify to 07481 341999.
3. Both you and your Forth Tech Ltd technician will receive the same randomly generated 6-digit code.
4. The Forth Tech Ltd technician will verbally provide the 6-digit code to you. This should match the code you've received.
5. If you are satisfied that the code is the same as you received, respond by sending #confirm to the designated number. Otherwise, you may hang up and call our service desk directly or initiate the procedure again.
6. You will receive an automated message stating "The Technician Verification has been successfully completed".



# Tech Verification: Step-By-Step

If you receive a call from Forth Tech Ltd service desk, initiate the Technician Verification process by sending a “#verify” message.



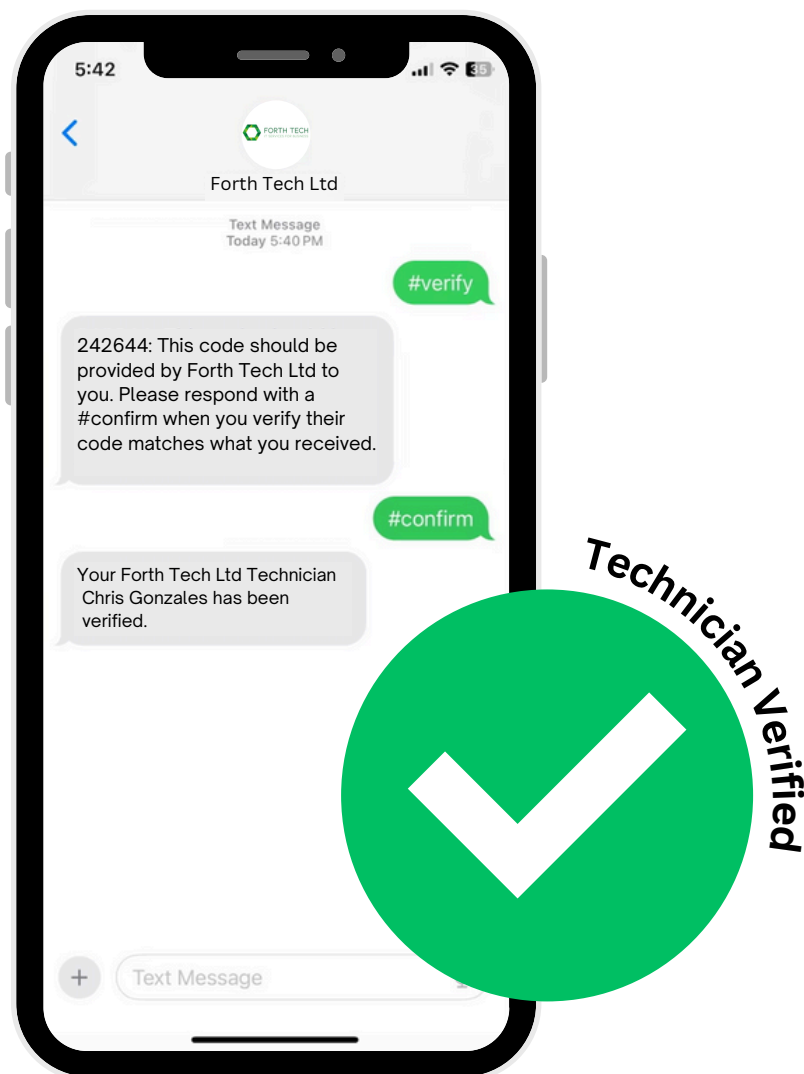
The technicians will also receive the same code within their ticket.

In a few seconds, you will be provided with a random 6-digit code such as **242644** in the example above. This should also be the code that your service desk technician provides you.



# Tech Verification: Step-By-Step

If the code that the technician provides matches, you can be assured that the current call is from a legitimate technician from Forth Tech Ltd's service desk.



With your satisfaction that the code matches, respond with a “**#confirm**” to the same phone number and SMS conversation. This will close the Tech Verification process and will securely log this interaction within your ticket.

**Your inbound caller is now verified!**