

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.

Technician Verification gives you instant confidence on every incoming call. A simple, clearly defined process confirms you're speaking with a genuine Universal Data Incorporated technician — not someone impersonating our team — so you have peace of mind in moments.

Universal Data Incorporated has three dedicated verification options listed below.

Verify Your Technicians Using:



Tech Verification: SMS



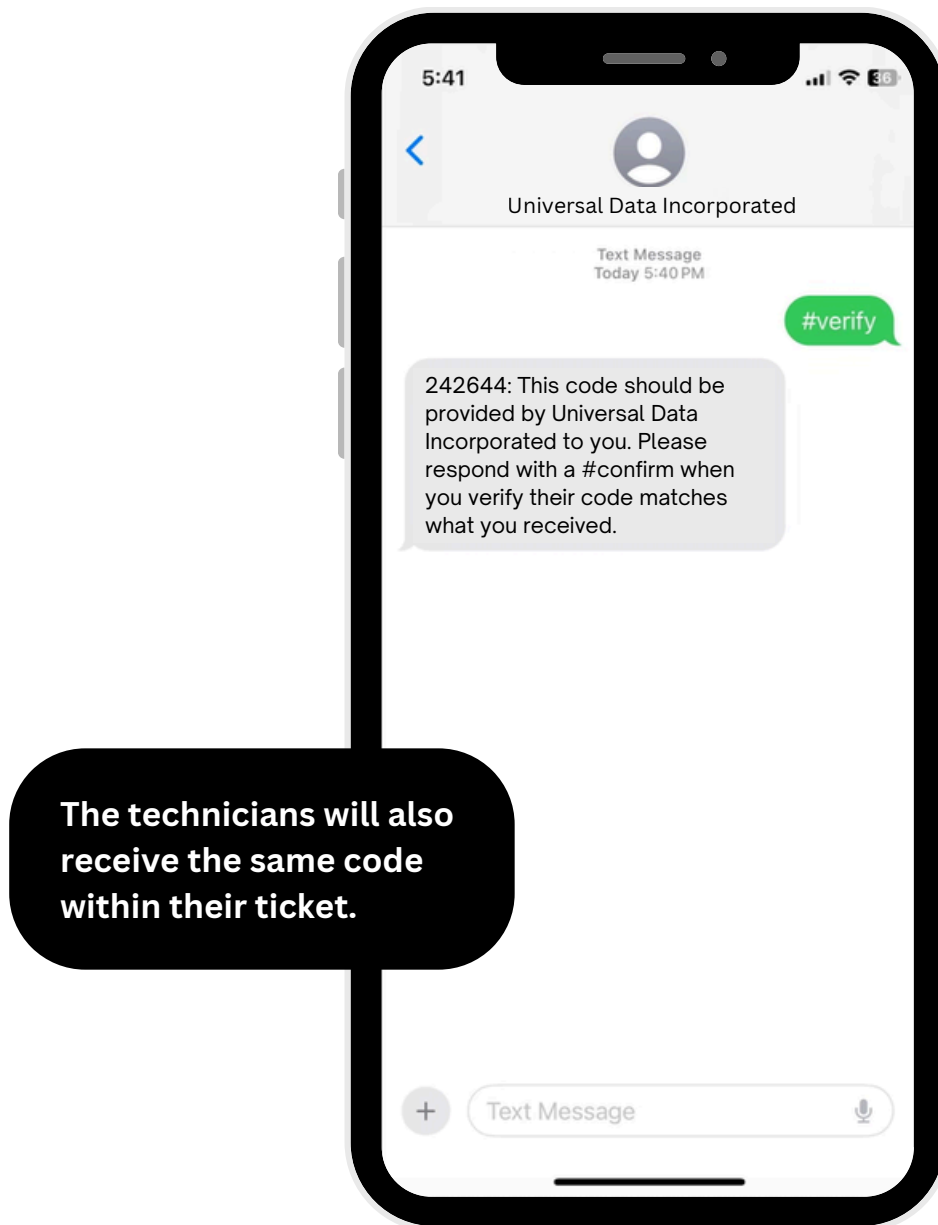
Please save this number under Universal Data Incorporated Technician Verification **(504) 499-0430**

The process could not be more simple.

1. Create Universal Data Incorporated as a designated contact/number in your phone.
2. From your mobile phone, send the message #verify.
3. Both you and your Universal Data Incorporated technician will receive the same randomly generated 6-digit code.
4. The Universal Data Incorporated 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: SMS

If you receive a call from Universal Data Incorporated service desk, initiate the Technician Verification process by sending a “**#verify**” message.



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: SMS

If the code that the technician provides matches, you can be assured that the current call is from a legitimate technician from Universal Data Incorporated's service desk.

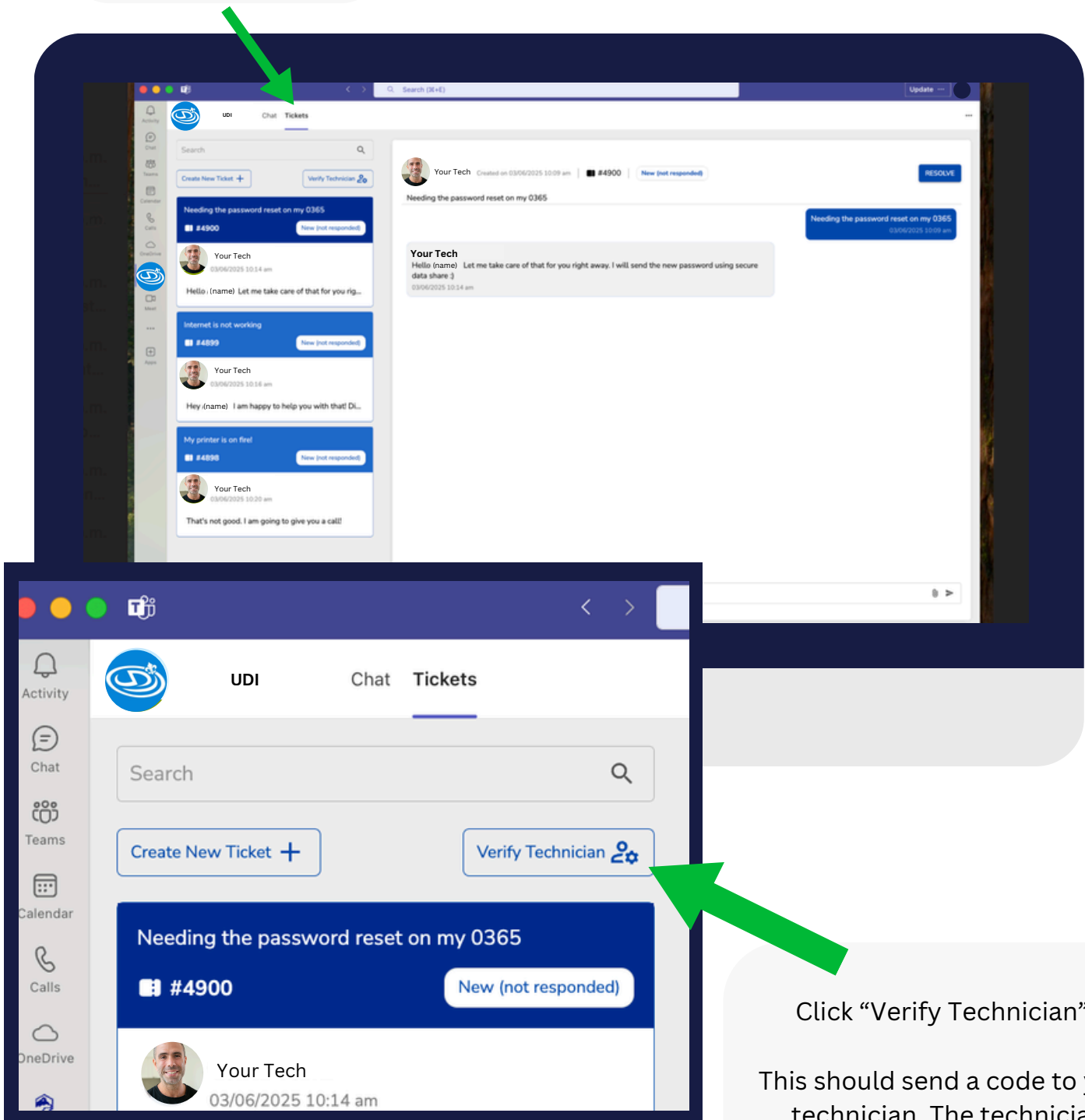


With your satisfaction that the code matches, respond with a “**#confirm**” to the same phone number and SMS conversation. This will close the Tech Verification process and will securely log this interaction within your ticket.

Your technician is now verified!

Tech Verification: Teams

Click “Tickets”

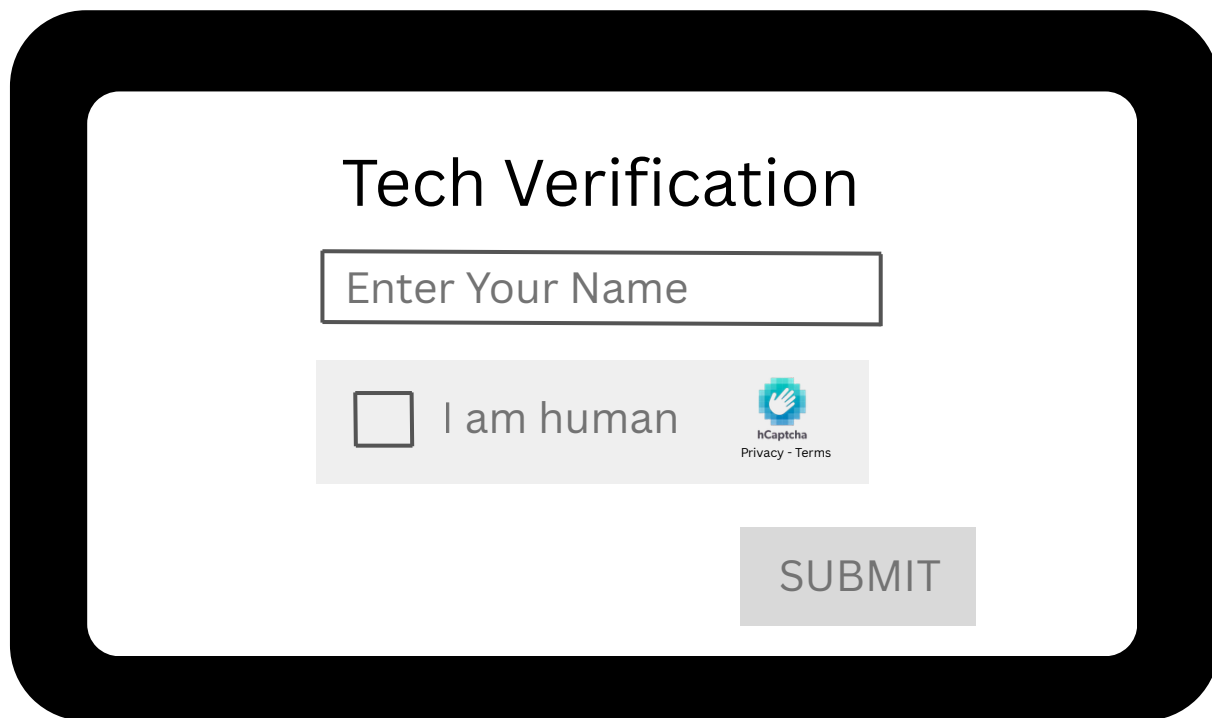


Click “Verify Technician” .

This should send a code to your technician. The technician needs to repeat the code that will pop up on your screen.

Tech Verification: UDI Website

Go to Universal Data Incorporated's website. Click on "Verify Technician".



The screenshot shows a web form titled "Tech Verification". It contains a text input field with the placeholder text "Enter Your Name". Below this is a checkbox labeled "I am human". To the right of the checkbox is the hCaptcha logo and the text "hCaptcha Privacy - Terms". At the bottom right of the form is a grey button labeled "SUBMIT".

Enter your Universal Data Incorporated and click "Submit". A code should appear, which your technician must read back to you, ensuring that you're speaking to a UDI team member.