

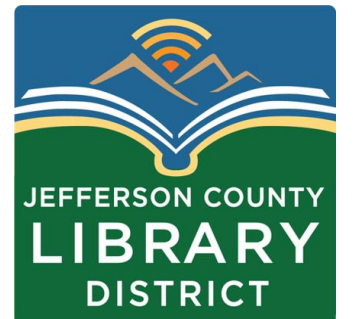


Think before you click!
Scams and Fraud



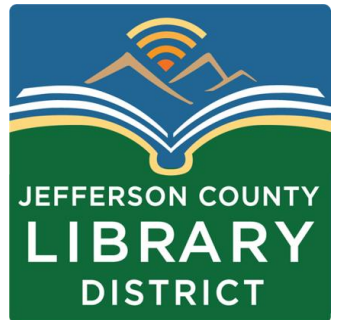
In this class you will learn...

- What is social engineering.
- How to identify and respond to phishing scams.



Discussion

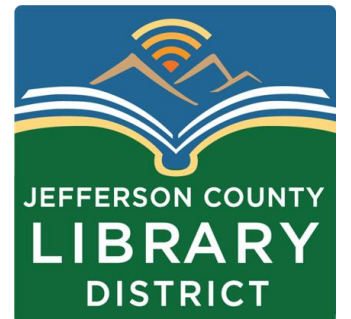
- What is social engineering?
- What is phishing?



Vocabulary

Social engineering - the process of attempting to trick someone into revealing information (e.g., a password).

Phishing - A digital form of social engineering that uses authentic-looking—but bogus—e-mails to request information from users or direct them to a fake Web site that requests information.



Social Engineering Red Flags

FROM

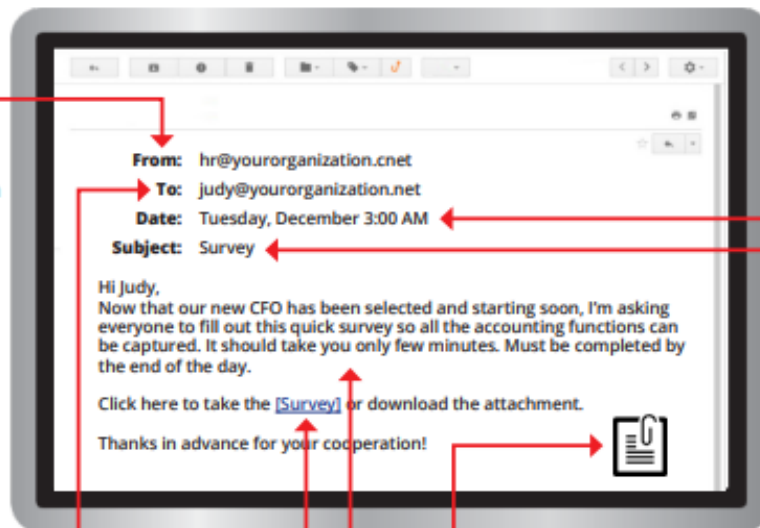
- I don't recognize the sender's email address as someone I **ordinarily communicate with**.
- This email is from **someone outside my organization and it's not related to my job responsibilities**.
- This email was sent from **someone inside the organization** or from a customer, vendor, or partner and is **very unusual or out of character**.
- Is the sender's email address from a **suspicious domain** (like micorsoft-support.com)?
- I **don't know the sender personally** and they **were not vouched for** by someone I trust.
- I **don't have a business relationship** nor any past communications with the sender.
- This is an **unexpected or unusual email** with an **embedded hyperlink or an attachment** from someone I haven't communicated with recently.

TO

- I was cc'd on an email sent to one or more people, but I **don't personally know** the other people it was sent to.
- I received an email that was also sent to an **unusual mix of people**. For instance, it might be sent to a random group of people at my organization whose last names start with the same letter, or a whole list of unrelated addresses.

HYPERLINKS

- I hover my mouse over a hyperlink that's displayed in the email message, but the **link-to address is for a different website**. (This is a **big red flag**.)
- I received an email that only has **long hyperlinks with no further information**, and the rest of the email is completely blank.
- I received an email with a **hyperlink that is a misspelling** of a known website. For instance, www.bankofarnerica.com — the "m" is really two characters — "r" and "n."



DATE

- Did I receive an email that I normally would get during regular business hours, but it was **sent at an unusual time** like 3 a.m.?

SUBJECT

- Did I get an email with a subject line that is **irrelevant or does not match** the message content?
- Is the email message a reply to something I **never sent or requested**?

ATTACHMENTS

- The sender included an email attachment that I **was not expecting** or that **makes no sense** in relation to the email message. (This sender doesn't ordinarily send me this type of attachment.)
- I see an attachment with a possibly **dangerous file type**.

CONTENT

- Is the sender asking me to click on a link or open an attachment to **avoid a negative consequence** or to **gain something of value**?
- Is the email **out of the ordinary**, or does it have **bad grammar or spelling errors**?
- Is the sender asking me to click a link or open up an attachment that **seems odd or illogical**?
- Do I have an **uncomfortable gut feeling** about the sender's request to open an attachment or click a link?
- Is the email asking me to look at a **compromising or embarrassing picture** of myself or someone I know?

Example #1

Hurray! Product confirmed



Some content in this message has been blocked because the sender isn't in your Safe senders list. I trust content from g7clarkjennings57@vninspect.com. | Show blocked content



Maverick Cordia <g7clarkjennings57@vninspect.com>



Wed 9/6/2023 7:45 AM

YOUR ACCOUNT WILL EXPERIENCE AN AUTOMATIC WITHDRAWAL FOR THE ORDER REQUEST.

WE'D LIKE TO NOTIFY YOU THAT WE'VE RECEIVED YOUR ORDER AND IT'S CURRENTLY IN THE PROCESS OF BEING FULFILLED. THE PAYMENT HAS BEEN MADE THROUGH YOUR ACCOUNT, AND HAVING THE EXACT CHANGE ON HAND WOULD BE GREATLY APPRECIATED BY OUR DELIVERY PERSONNEL.

ORDER DETAIL

ELECSUNG 32INCH SMART MIRROR TV IP66 WATERPROOF TV WITH INTEGRATED HDTV(ATSC) TUNER FOR BATHROOM, HOTEL WITH REMOTE CONTROL

QUANTITY: 1
SHIPPING: NO SHIPPING
TOTAL: 469.99 USD
PAYMENT METHOD: DIRECT DEBIT

SHIPPING ADDRESS

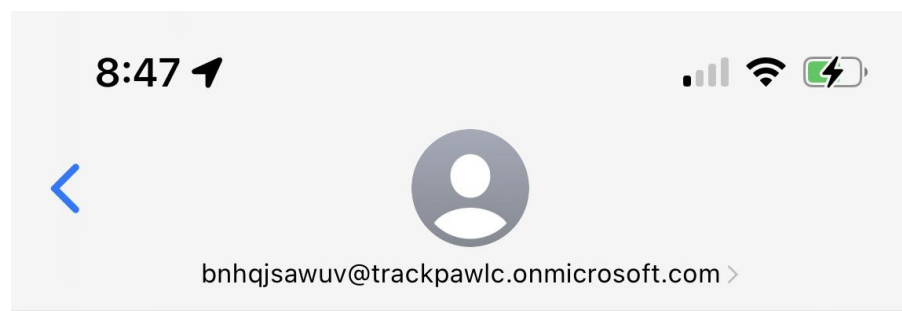
QUIANA KERR
31C PRUDENTIAL DR, JACKSONVILLE,
FL 32207, UNITED STATES

THANKS FOR SHOPPING WITH US!

IF YOU WISH TO SHARE YOUR FEEDBACK ON YOUR SHOPPING EXPERIENCE OR HAVE AN INQUIRY ABOUT YOUR ORDER, YOU CAN REACH US AT [+1-888-873-6005](tel:+18888736005) OR CONTACT US VIA EMAIL, AND OUR CUSTOMER CARE EXECUTIVES WILL BE HAPPY TO ASSIST YOU.



Example #2



Text Message
Wednesday 11:33 PM

FROM: UPS (#YIWKMB)
Subject: Due to an invalid address
Your parcel has been hold at our UPS warehouse. Please update your delivery address to redelivery your package here >> reschedule-delivery.dugem.my.id



The sender is not in your contact list.

[Report Junk](#)

Example #2

From: Jefferson County Library Authentication Method <andreb@mbtractor.com>
Sent on: Tuesday, September 19, 2023 9:56:36 PM
To: Daniel Heaton <dheaton@jclibrary.info>
Subject: (dheaton) | | Tuesday-September-2023 14:56 PM



Microsoft 2FA Policy

Dear user ,

Your authenticator session is expiring today, Kindly re-authenticate to avoid being locked out of your email account.

Quickly Scan below QR Code below with your Smartphone camera to re-authenticate your password security.



BakerTilly US Confidentiality Notice: This message is being sent by BakerTilly US. It is intended exclusively for the individuals and entities to which it is addressed. This communication, including any attachments, may contain information that is proprietary, privileged, confidential, including information that is protected under the HIPAA privacy rules, or otherwise legally exempt from disclosure. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify the sender immediately by email and delete all copies of this message. This message is protected by applicable legal privileges and is confidential. Tax advice, if any, contained in this communication was not intended or written to be used by any taxpayer for the purpose of avoiding penalties.

Phishing Quiz

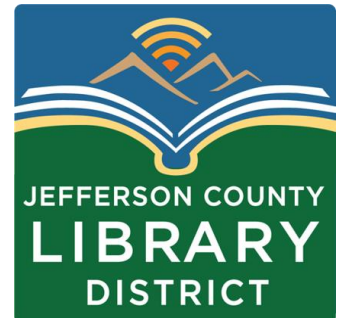
Can you spot when
you're being phished?

Identifying phishing can be harder than you think. Phishing is an attempt to trick you into giving up your personal information by pretending to be someone you know. Can you tell what's fake?

TAKE THE QUIZ

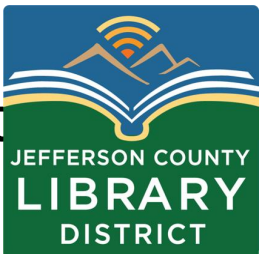


<https://phishingquiz.withgoogle.com/>



What to do if you think you've been phished

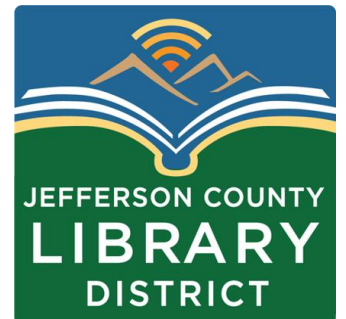
- Write down as many details of the attack as you can recall. Try to note any information such as usernames, account numbers, or passwords you may have shared.
- Immediately change the passwords on those affected accounts, and anywhere else that you might use the same password.
- Confirm that you have multifactor authentication turned on.
- If you shared information about your credit cards or bank accounts you may want to contact those companies as well to alert them to possible fraud.
- If you've lost money, or been the victim of identity theft, report it to local law enforcement.



Review #1

Which are red flags of a suspicious email?

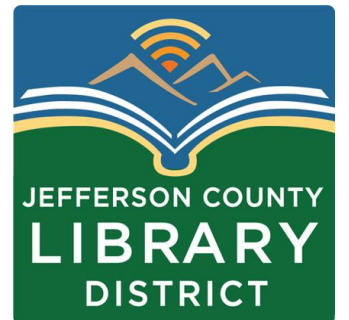
1. It is from a sender you do not know.
2. It contains poor spelling and/or grammar.
3. It has a sense of urgency.
4. They want sensitive information like my credit card number.
5. All of the above.



Review #2

Which of the following should you do if you receive a suspicious email?

1. Click on the first link I see.
2. Download the attachment.
3. Delete the email.
4. Contact the company or friend to confirm they sent the email.



Next class

Security Updates and Antivirus

Date: Friday, September 29

Time: 2:30 – 4:00 pm

We'll talk about running updates and look at antivirus software.

