



Email Phishing

Jefferson County Library
Tech Tuesday March 4, 2024

Goals for today

1. Understand the difference between Spam and Malicious emails.
2. Learn the difference between Unsubscribing VS declaring an email as Spam.
3. Understanding URLs and Proper email address construction
4. Learn 5 common attributes of Phishing Emails, Texts, social media and Phone scams



SPAM

- **spam**
- [noun](#)
- \ 'spam
- **Definition of *spam***
- : unsolicited usually commercial messages (such as e-mails, text messages, or Internet postings) sent to a large number of recipients or posted in a large number of places
- <https://www.merriam-webster.com/dictionary/spam>

Malicious Email

A type of email sent to trick the recipient into giving away personal information or to install software of some type on the recipient's computer.

Phishing

Phishing is a cybercrime in which a target or targets are contacted by email, telephone or text message by someone posing as a legitimate institution to lure individuals into providing sensitive data such as personally identifiable information, banking and credit card details, and passwords.

<https://www.phishing.org/what-is-phishing>

Indicators of a malicious email



Email addresses and URLs do not look genuine.



There is a suspicious attachment.



There is a call to action button (possibly a panic button)



The email is poorly written.



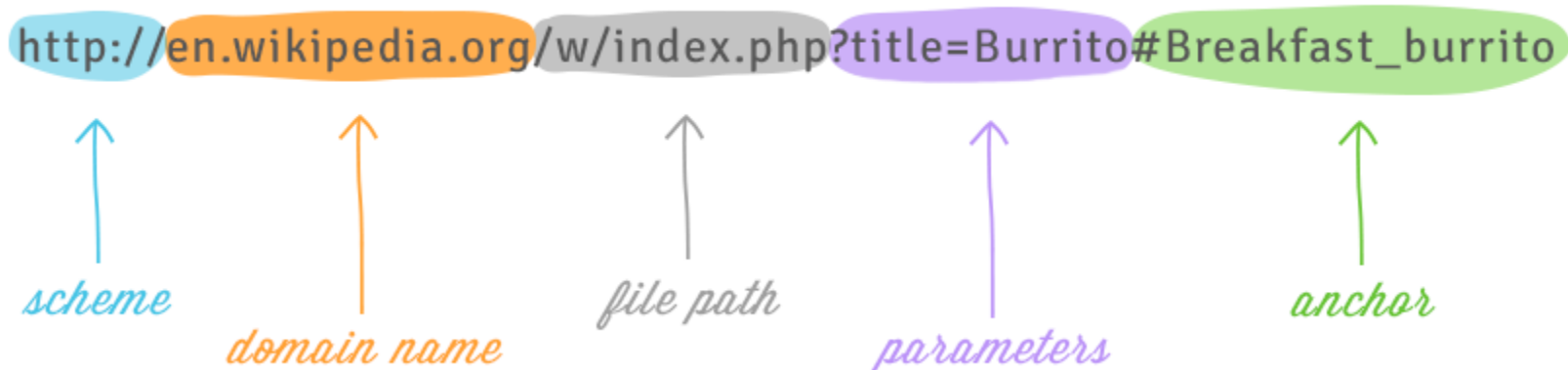
The email asks you to confirm personal information.



Are you expecting the email

The structure of a URL

<https://edu.gcfglobal.org/en/internet-tips/understanding-urls/1/>



3 Parts of a
valid email
address

dheaton@jclibrary.info

Username

@

Domain Name



Mon 10/1/2018 8:43 AM

Tisha Falepouono <tisha@pws.bz>

FYI

To Daniel Heaton



Signed Outstanding Invoice...

32 KB



[Show 1 attachment \(32 KB\)](#)

[Download](#)

[View on Excel Online - Outstanding invoice #235.xlsx](#)

Good morning,

Please find attached invoice on our secure access shared excel files portal, for your kind attention. Please do not hesitate to contact me if any other information is needed.

Thank you,

Tisha Falepouono

Premier Wireless Solutions

[452 Oakmead Parkway](#)

[Sunnyvale, CA 94085](#)

Ph: 650.230.1300

Fax: 650.230.1301

Shop: <http://www.pwsstore.com>



Malicious email example



Email addresses and URLs do not look genuine. | tisha@pvvs.bz



There is a suspicious attachment. | Signed Out standing Invoice.xlsx



There is a call to action button (possibly a panic button) | Panic and Click on Invoice



The email is poorly written. | Not addressed to an individual not very informative



The email asks you to confirm personal information.



No, I was not expecting this email

tisha@pvvs.bz

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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 ,

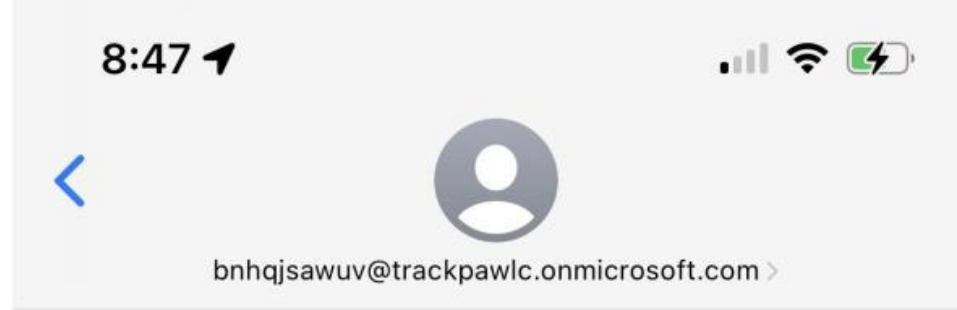
Your authenticator session is expiring today, Kindly re-authenticate to avoid being locked out of your email account.

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.

Example 3



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](#)

Phishing Quiz

<https://www.zonealarm.com/promotions/zonealarm-phishing-quiz>

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.

Resources

<https://www.knowbe4.com/phishing>

<https://staysafeonline.org/>

<https://www.dhs.gov/stopthinkconnect-toolkit>

<https://haveibeenpwned.com/>

<https://blog.malwarebytes.com/101/2018/06/five-easy-ways-to-recognize-and-dispose-of-malicious-emails/>

<https://staysafeonline.org/blog/5-ways-spot-phishing-emails/>

[https://www.ted.com/talks/james veitch this is what happens when you reply to spam email?utm_campaign=tedsread&utm_medium=referral&utm_source=tedcomshare](https://www.ted.com/talks/james_veitch_this_is_what_happens_when_you_reply_to_spam_email?utm_campaign=tedsread&utm_medium=referral&utm_source=tedcomshare)

or search for: Ted Talk James Veitch spam email