Welcome!

The tech talk will begin soon.

This presentation is being recorded.
The recording and materials will be available afterwards at it.miami.edu/TechTalk
Have a question during the presentation?

Click the Q&A button 📝 on the right.
Select “My questions.”
Type your question in the compose box.
Click the Send icon ➤.
Who are we?

PRESENTERS

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Systems Analyst,
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TECH THAT WORKS FOR U

Email Security 101
WHAT IS PHISHING?
Phishing is a form of fraud, in which an attacker tries to learn private information by masquerading as a reputable entity or person.

- Clicking links
- Downloading attachments
- Text
- Email
- Pop-ups
- Phone Call
Junk email (also known as spam) is any type of unsolicited and unwanted email.

- Usually sent out in bulk
- Mainly advertisements
- Not necessarily malicious, but can include malicious links and attachments
TYPES OF PHISHING

- Spear Phishing
- Smishing
- Vishing
- Whaling
UM Email Statistics

<table>
<thead>
<tr>
<th></th>
<th>Number of Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Emails Sent to UM</td>
<td>4,901,967</td>
</tr>
<tr>
<td>Total Malware Identified</td>
<td>814</td>
</tr>
<tr>
<td>Total Spam Identified</td>
<td>444,559</td>
</tr>
<tr>
<td>Total “Good” Emails</td>
<td>4,240,521</td>
</tr>
<tr>
<td>Total Identified Phishing Emails</td>
<td>216,073</td>
</tr>
</tbody>
</table>
Strange Hyperlinks in Emails

From: Sebastian the Ibis <sebastian@miami.edu>

Subject: Payroll Notification

Dear Member

1 New notification regarding your new payroll.


Thank you,

University of Miami

http://promotyraps.ca/i.php
Suspicious External Emails

From: IT Support <mailroom@bunkyo-pat.com>
Sent: Wednesday, January 13, 2021 2:04 PM
To: Doe, Jo <jdoe@miami.edu>
Subject: [EXTERNAL] Password Reset

CAUTION: This email originated from outside the organization. DO NOT CLICK ON LINKS or OPEN ATTACHMENTS unless you know and trust the sender.

Hello jdoe@miami.edu,

Password for jdoe@miami.edu expires today
You can change your password or continue using current password.


Keep Current Password

IT Team
PHISHING EXAMPLES

Poorly Written Urgent Emails

From: jat93rv7@gmail.com  
To: jdoe@miami.edu  
Subject: Change Direct Deposit

Hi Payroll,

I changed my bank so I will like to change the details of my direct deposit, can I email my banking information to make the change right away?

Thanks,
Jacqueline A. Travisano
Executive Vice President for Business & Finance & Chief Operating Officer
Odd Text Messages and Strange Hyperlinks

WellsFargo ERROR. MsgID#35
Your account has been suspended: www.wellsdir.cf/wf3/IvFMYThhV.mob
Red Flags to look for:

“...need all updated W-2 forms...”

“Dear Member”

“In the form of Gift Cards”

“...must download the attached PDF...”

From: johndoe.Miami.edu@gmail.com
You can report phishing emails on Outlook, Outlook on the web, and Outlook for mobile.

**Outlook for PC and Mac**
- Select the message
- Home > Report Message > Phishing

**Outlook on the Web** ([http://email.miami.edu](http://email.miami.edu))

*Method 1*
- Select the message
- Junk > Phishing

*Method 2*
- Select the message
- To the right of the sender’s email address, click … > Mark as Phishing
You can report phishing emails on Outlook, Outlook on the web, and Outlook for mobile.

**Outlook for Mobile**
- Select the message
- To the right of the sender’s email address, click … > *Report Message* > *Report as phishing*
INCIDENT RESPONSE REPORTING

• User Suspects A **Successful** Phishing Incident

• **Immediately Report:**
  - **Gables:** Call (305) 284-6565 or email help@miami.edu
  - **Medical:** Call (305) 243-5999 or email help@med.miami.edu

• **Know What Details You Need To Provide When Reporting**

• **The University Security Team Will Follow Up With The Security Event/Incident To Provide Appropriate Measures**
Ransomware is a type of malware that encrypts your computer, making the files unreadable, and then demands the victim pay money in order to get their files back.

Phishing is the #1 delivery method for installing ransomware on your machine.
IMPACT OF A SUCCESSFUL PHISH

- Loss in Revenue
- Reputation Damage
- Loss of Intellectual Property
- Regulatory Fines
Credible Online Resources

- UMIT Information Security Webpage: https://security.it.miami.edu

- Stay Safe Online: https://staysafeonline.org/stay-safe-online/keep-a-clean-machine/spam-and-phishing


- United States Computer Emergency Readiness Team: https://www.us-cert.gov/report-phishing
ANY QUESTIONS?
EMAIL QUARANTINE
Messages can be blocked if they meet any of the criteria below

- Sent from an IP Address with bad reputation or Blacklisted Domain
- Contains Virus or Malware hiding in the body of an email or its attachments
- Known Phishing Attempts
- Identified as possible SPAM
- Blocked file types
Quarantine is one of the tools within the Email Protection system

- How do I access my Email Quarantine? You can visit miami.edu/quarantine
- How long are my messages stored in Quarantine? 14 days
- How can I receive alerts for messages sent to quarantine? miami.edu/spamdigestopt-in
The email messages here were quarantined because they were classified as malware, spam, phish, or bulk email or because of a transport rule setting in your organization. Review the messages to decide whether you want to release them to one or more of the intended recipients. [Learn more about quarantined email messages](#).

### Sort results by
- **Message ID**
- **Enter exact ID, address, or subject and then click Refresh. Only one**

<table>
<thead>
<tr>
<th>Received (UTC -07:00)</th>
<th>Sender</th>
<th>Subject</th>
<th>Quarantine reason</th>
<th>Released?</th>
<th>Policy type</th>
<th>Expires (UTC -07:00)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/29/20 9:24 AM</td>
<td><a href="mailto:ctdjdoe1@gmail.com">ctdjdoe1@gmail.com</a></td>
<td>Test</td>
<td>Spam</td>
<td>No</td>
<td>HostedContentFilterPolicy</td>
<td>11/18/20 4:00 PM</td>
</tr>
</tbody>
</table>
• Leaving this option checked will report the message to Microsoft for analysis

• The message will be delivered to your mailbox shortly after releasing

The messages listed here will be released from quarantine and sent to the recipients you choose. Checking the "Send report" option will also send the messages to Microsoft for analysis and evaluation. Depending on the results of the analysis, the messages may not be quarantined next time.

Report messages to Microsoft for analysis

Release the following messages

<table>
<thead>
<tr>
<th>Date</th>
<th>Sender</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;2021-02-09T22:16:59.662Z&quot;</td>
<td><a href="mailto:info@veracode.com">info@veracode.com</a></td>
<td>[EXTERNAL] Get AppSec Advice, a...</td>
</tr>
</tbody>
</table>
Email alert

• Message will come from the following address quarantine@messaging.microsoft.com

• It will be sent once a day and arrive at around the same time everyday.

• Each message contains three actions: Block Sender, Release, and Review.

Review These Messages

3 messages are being held for you to review as of 2/8/2021 12:00:00 AM (UTC).
Review them within 14 days of the received date by going to the Quarantine page in the Security & Compliance Center.

Prevented spam messages

Sender: no-reply@r.groupon.com
Subject: [EXTERNAL] Bowling with Shoe Rental and More
Date: 2/7/2021 10:05:27 AM

Sender: no-reply@r.groupon.com
Subject: [EXTERNAL] Plants and Garden Supplies | Rose Flowers and Delivery | Heated Ice Fishing Cabin Rental
Date: 2/7/2021 2:09:56 PM

Sender: no-reply@r.groupon.com
Subject: [EXTERNAL] NOW! Under $50 Home & Car Services
Date: 2/7/2021 6:05:47 PM
SAFE SENDERS & BLOCKED SENDERS
Safe Senders and Blocked Senders
Use the Safe or Blocked Senders settings to help control unwanted and unsolicited email messages by creating and managing lists of email addresses that you trust and those that you don’t.

Outlook for PC
- Home > Junk > Junk E-mail Options.

Outlook on the Web ([http://email.miami.edu](http://email.miami.edu))
- Select Settings > View all Outlook settings > Junk Mail.

Outlook for Mac
- Outlook on the Web is the recommended route

Never use an entire Domain
- Always use the full email address of the sender
SAFELY SHARING FILES
Sending a message with a file type that is known to be used to trigger infected or malicious code.

• **Results in an Undeliverable message**

• **Workarounds**
  – Save the file using another file type
  – Safely share the file with your intended recipient by establishing a shared link.
• [it.miami.edu/blocked-file](http://it.miami.edu/blocked-file)

• Recommends the use of one of the following cloud storage solutions in order to share the file you are having trouble emailing.
USING BOX TO SAFELY SHARE FILES

- box.miami.edu
- HIPPA compliant
- Allows you the ability to password protect links and set expiration dates.
- Store and manage content in a highly encrypted, secure, online environment.
- Request Departmental Box accounts: Box Departmental Account Request
USING ONEDRIVE TO SAFELY SHARE FILES

- onedrive.miami.edu
- Integrates into the Microsoft Office 365 Suite
- Access to shared content library from Microsoft Teams
- Also allows you the ability to password protect links and set expiration dates.
SUPPORT RESOURCES
<table>
<thead>
<tr>
<th>Resource</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily Spam Digest</td>
<td><a href="https://umail.miami.edu/account/spamdigestopt-in.aspx">https://umail.miami.edu/account/spamdigestopt-in.aspx</a></td>
</tr>
<tr>
<td>Quarantine</td>
<td><a href="https://www.miami.edu/quarantine">https://www.miami.edu/quarantine</a></td>
</tr>
<tr>
<td>Security-Blocked Files</td>
<td><a href="https://it.miami.edu/blocked-file">https://it.miami.edu/blocked-file</a></td>
</tr>
<tr>
<td>Box</td>
<td><a href="https://box.miami.edu/">https://box.miami.edu/</a></td>
</tr>
<tr>
<td>One Drive</td>
<td><a href="https://onedrive.miami.edu">https://onedrive.miami.edu</a></td>
</tr>
<tr>
<td>UMIT Information Security Webpage</td>
<td><a href="https://security.it.miami.edu">https://security.it.miami.edu</a></td>
</tr>
</tbody>
</table>
NEXT STEPS
Visit Our Tech Talk Page

You can see today’s presentation and past Tech Talks at

it.miami.edu/TechTalk

Our Next Tech Talk

ZOOM 101
Tuesday, March 2, 2021
Microsoft Live Event
3:00pm – 4:00pm
Give Us Feedback

Fill out our survey and let us know how we’re doing

Scan the QR code to the right using your phone’s camera

Get In Touch With Us

it.miami.edu/techtalk

techtalk@miami.edu
ANY QUESTIONS?
ANY FEEDBACK?
Thank you for attending!