



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?

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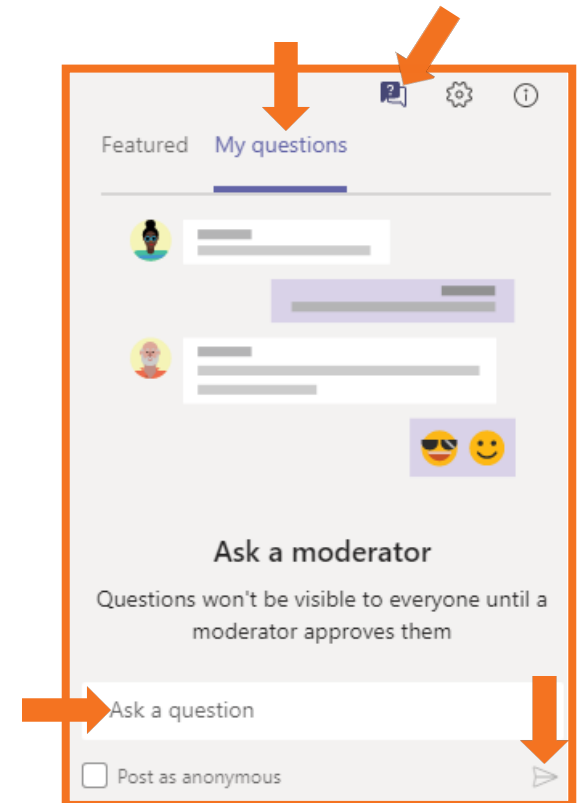


Click the **Q&A** button  on the right.

Select “My questions.”

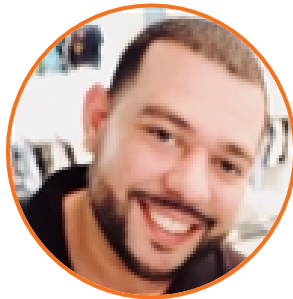
Type your question in the compose box.

Click the **Send** icon .



Who are we?

PRESENTERS



EDGAR RODRIGUEZ
Systems Analyst,
Integrated Solutions Support
UM Information Technology



ASHLEY VALENTIJN
Security Engineer,
Information Security Office
UM Information Technology

MODERATOR



EDWIN FLYNN
Systems Analyst,
Integrated Solutions Support
UM Information Technology

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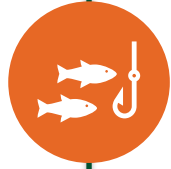
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TECH THAT WORKS FOR U

Email Security 101

AGENDA



What is Phishing?



Email Quarantine



Safe Senders & Blocked Senders



Safely Sharing Files



Support Resources and Next Steps

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WHAT IS PHISHING?

- Clicking links
- Downloading attachments

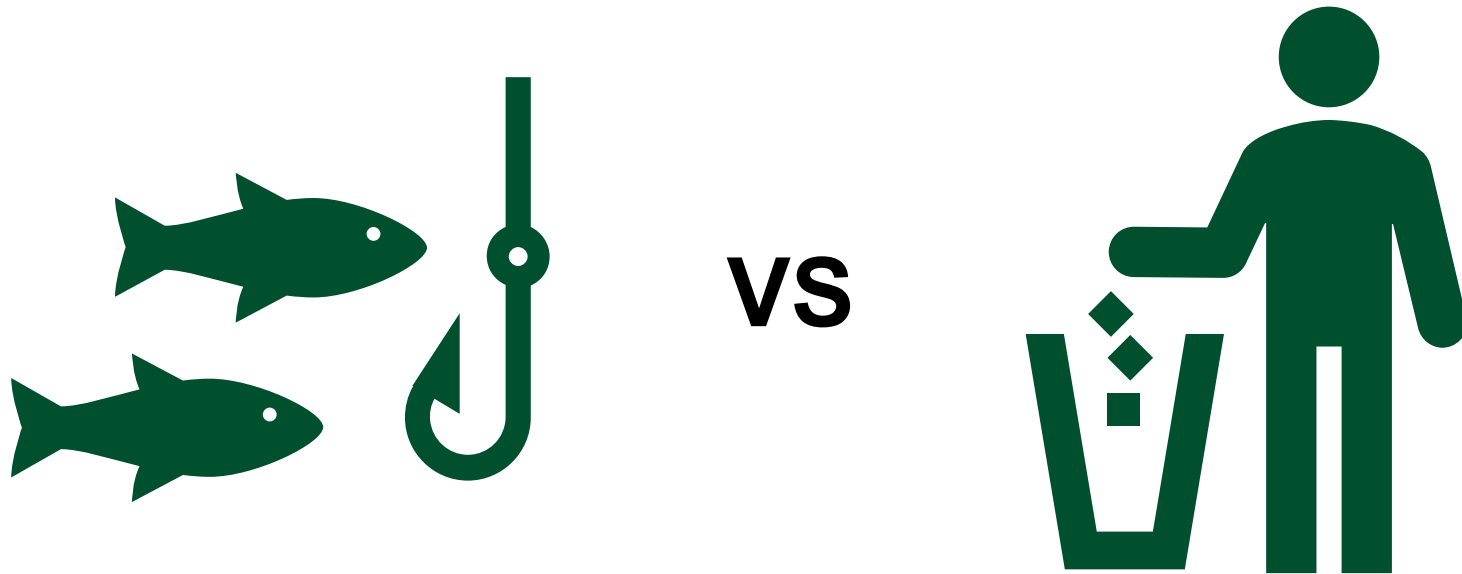
Phishing is a form of fraud, in which an attacker tries to learn private information by masquerading as a reputable entity or person.

- Text
- Email
- Pop-ups
- Phone Call

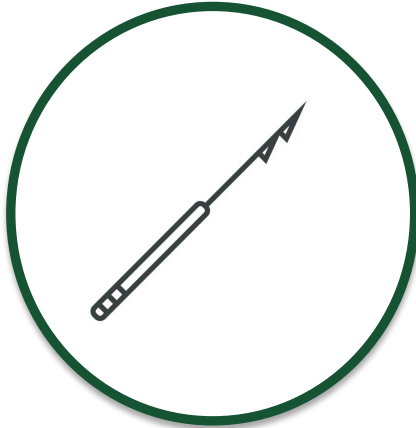
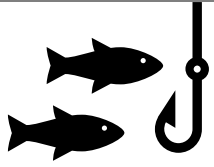


Junk email (also known as spam) is any type of unsolicited and unwanted email.

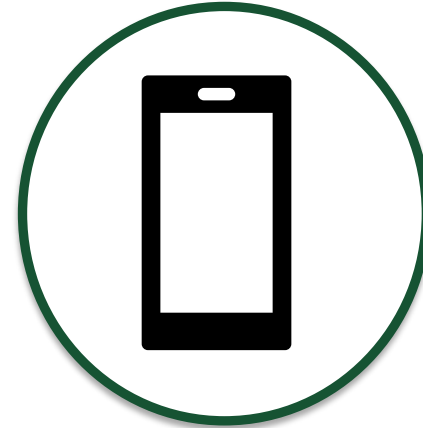
- Usually sent out in bulk
- Mainly advertisements
- Not necessarily malicious, but can include malicious links and attachments



TYPES OF PHISHING



Spear Phishing



Smishing



Vishing



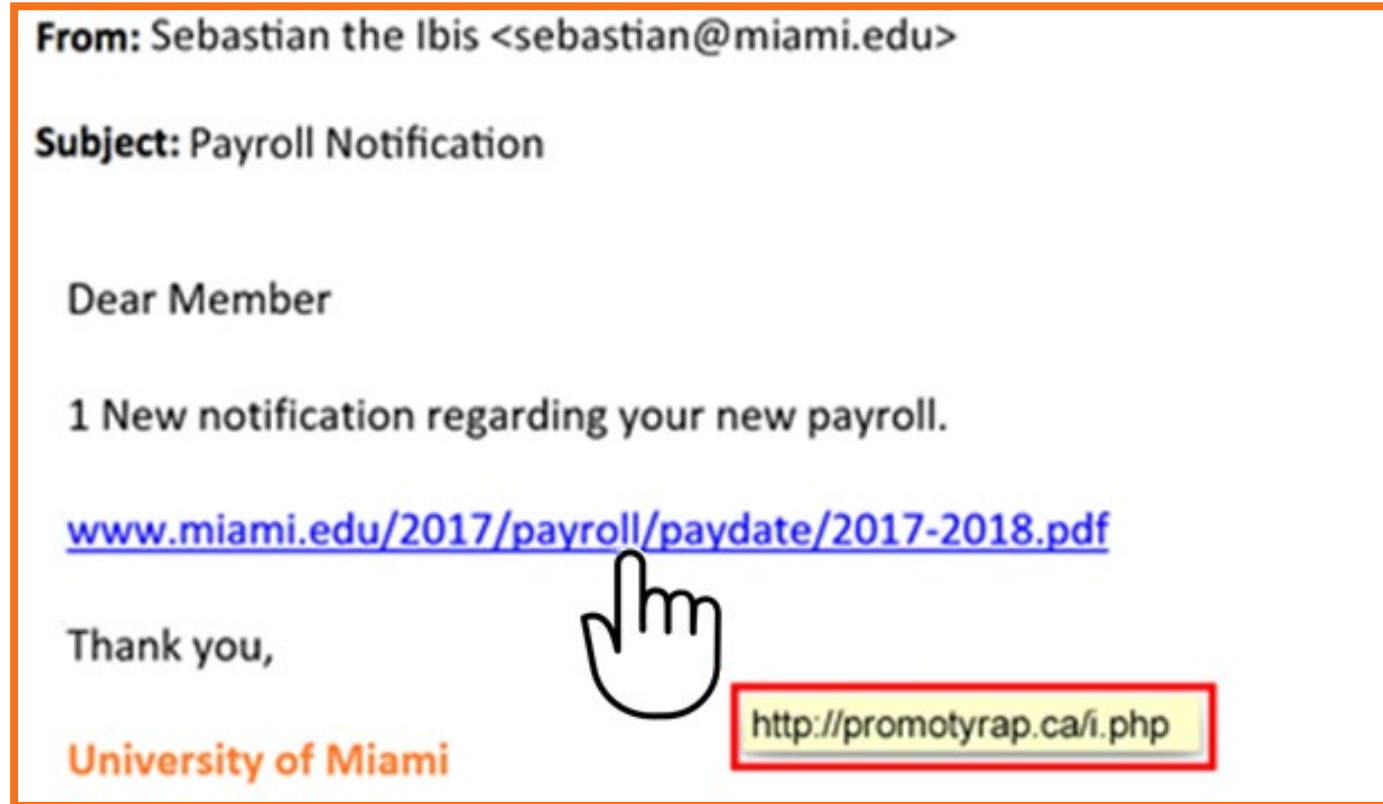
Whaling

UM Email Statistics

February 2 nd – 9 th	Number of Emails
Total Emails Sent to UM	4,901,967
Total Malware Identified	814
Total Spam Identified	444,559
Total “Good” Emails	4,240,521
Total Identified Phishing Emails	216,073



Strange Hyperlinks in Emails



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.

<http://bit.ly/87Hd3dw>

[Keep Current Password](#)

IT Team

Poorly Written Urgent Emails

From: jat93rv7@gmail.com

1

To: jdoe@miami.edu

Subject: Change Direct Deposit

Hi Payroll,

2

6 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?

3

4

Thanks,

Jacqueline A. Travisano

Executive Vice President for Business & Finance & Chief Operating Officer

5

Odd Text Messages and Strange Hyperlinks



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

REPORT PHISHING EMAILS

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>)

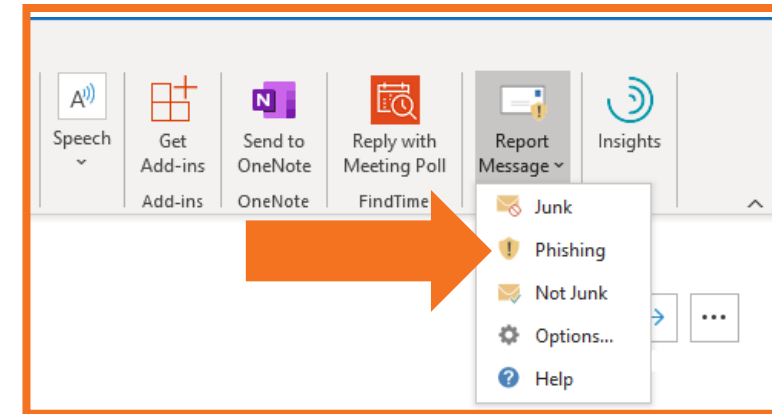
Method 1

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

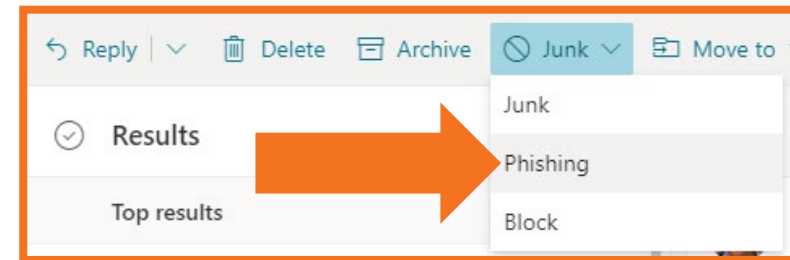
Method 2

- Select the message
- To the right of the sender's email address, click **... > Mark as Phishing**

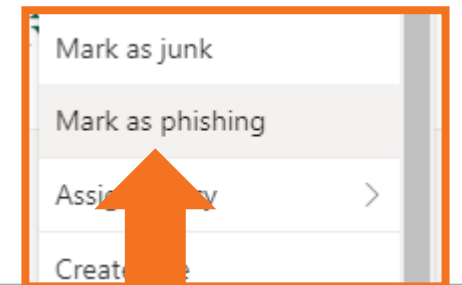
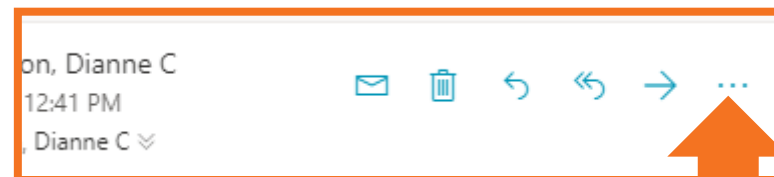
Outlook for PC and Mac



Outlook on the Web



or

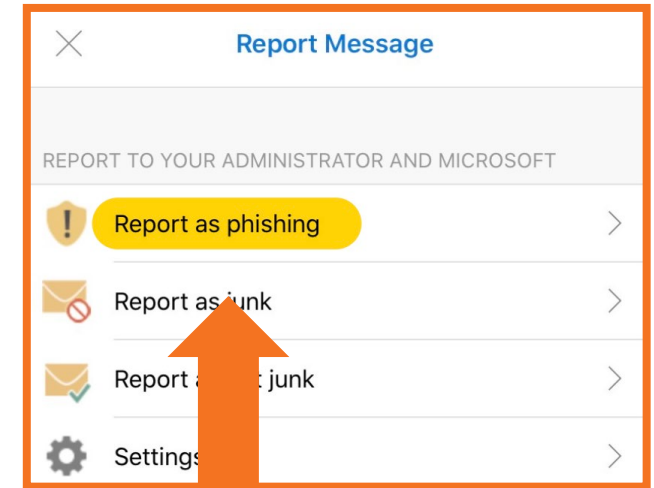
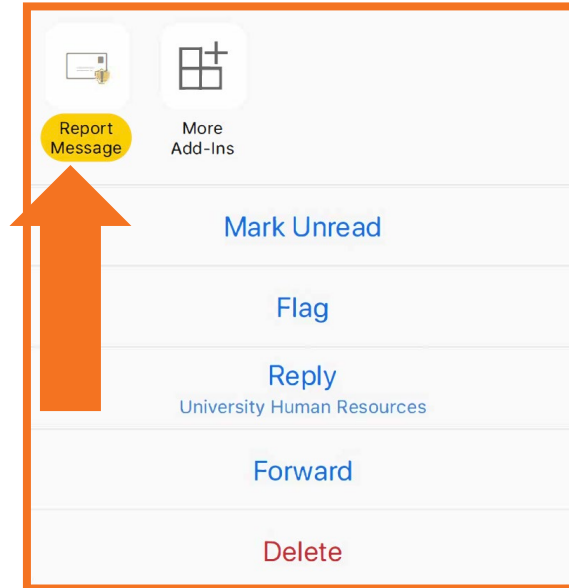
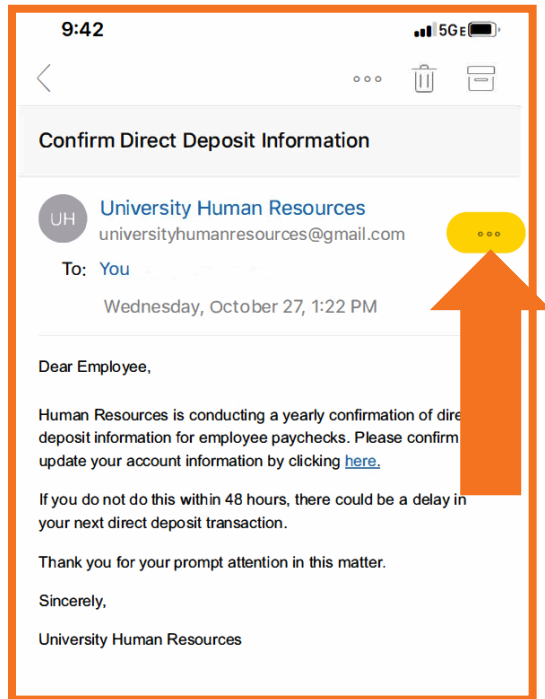


REPORT PHISHING EMAILS

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**



- 
- User Suspects A Successful Phishing Incident

- **Immediately Report:**

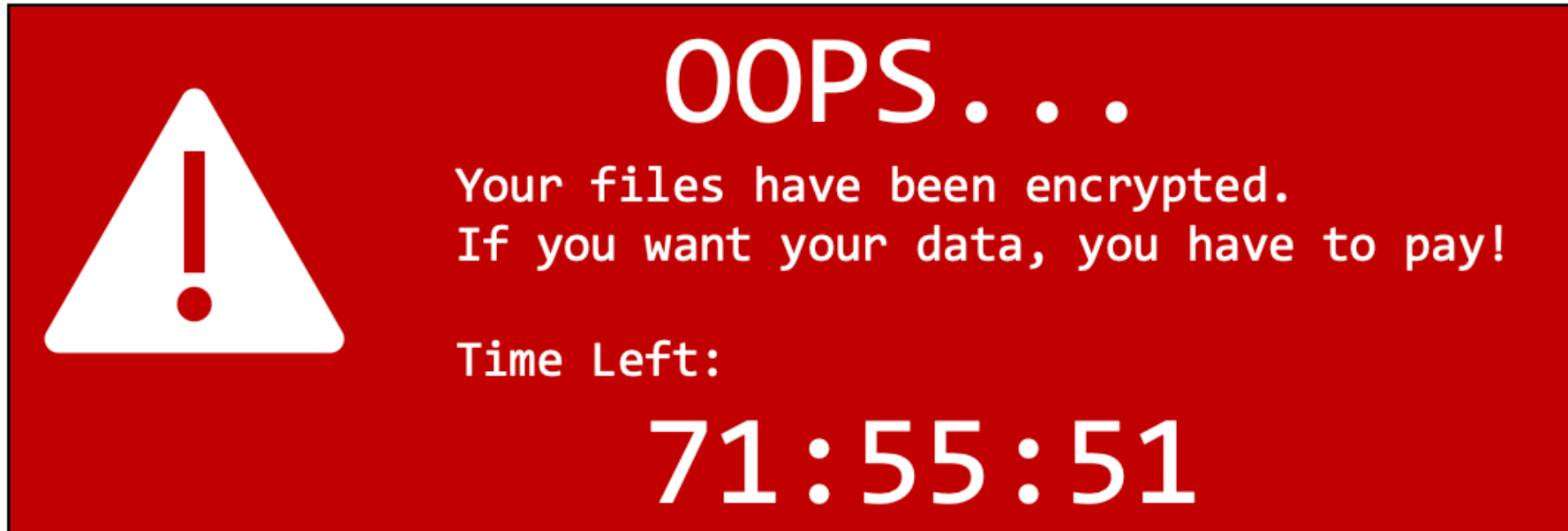
- **Gables:** Call (305) 284-6565 or email help@miami.edu
- **Medical:** Call (305) 243-5999 or email help@med.miami.edu

- 
- 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.



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>
- Federal Trade Commission:
<https://www.consumer.ftc.gov/articles/0003-phishing>
- United States Computer Emergency Readiness Team:
<https://www.us-cert.gov/report-phishing>

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ANY QUESTIONS?



EMAIL QUARANTINE

COMMONLY BLOCKED MESSAGES

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



WHAT IS EMAIL QUARANTINE

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



QUARANTINE WEB INTERFACE

Office 365 Security & Compliance

Home

Records management

Threat management

Review

Service assurance

Home > Review > Quarantine

The email messages here were quarantined because they were classified as malware, spam, phishing, or bulk email or because of a transport rule setting in your organization. Review the messages and 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

Refresh

Filter

Modify Columns

	Received (UTC -07:00)	Sender	Subject	Quarantine reason ...	Released?	Policy type	Expires (UTC -07:00)
☐	10/29/20 9:24 AM	ctd.jdoe1@gmail.com	Test	Spam	No	HostedContentFilterPolicy	11/18/20 4:00 PM

Give feedback

- Leaving this option checked will report the message to Microsoft for analysis
- The message will be delivered to your mailbox shortly after releasing

Release message

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

Date	Sender	Subject
"2021-02-09T22:16:59.662Z"	info@veracode.com	[EXTERNAL] Get AppSec Advice, a...

Release messageCancel

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.



Spam message was released from quarantine.

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[Privacy Statement](#) | [Legal](#)



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: noreply@r.groupon.com

Subject: [EXTERNAL] Bowling with Shoe Rental and More

Date: 2/7/2021 10:05:27 AM

[Block Sender](#) [Release](#) [Review](#)

Sender: noreply@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

[Block Sender](#) [Release](#) [Review](#)

Sender: noreply@r.groupon.com

Subject: [EXTERNAL] NOW: Under \$50 Home & Car Services

Date: 2/7/2021 6:05:47 PM

[Block Sender](#) [Release](#) [Review](#)

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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>)

- Select **Settings** > **View all Outlook settings** > **Junk Mail**.

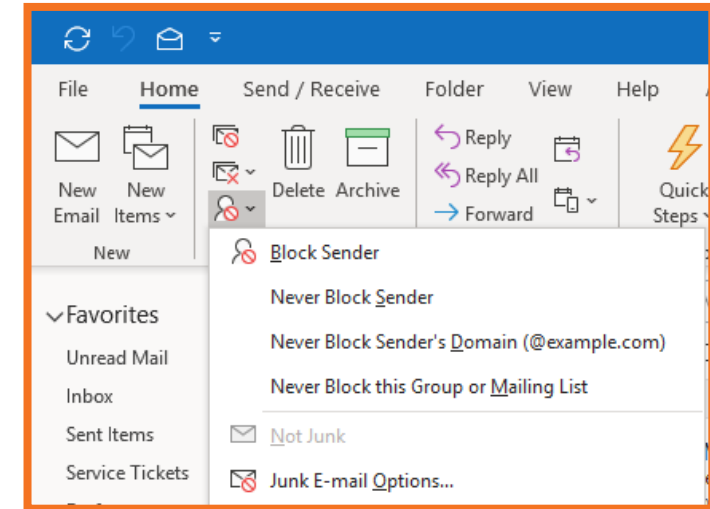
Outlook for Mac

- Outlook on the Web is the recommended route

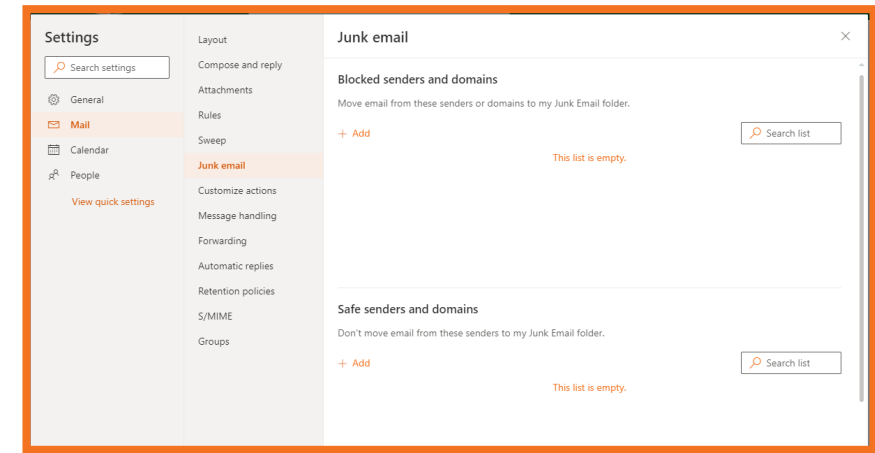
Never use an entire Domain

- Always use the full email address of the sender

Outlook for PC



Outlook on the Web





SAFELY SHARING FILES

BLOCKED FILE TYPE MESSAGE

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.

Undeliverable: Blocked File Message Screenshot

MO Microsoft Outlook
Wed 2/10/2021 3:32 PM
To: Rodriguez, Edgar

Blocked File Message Screens...
22 KB

Office 365

Your message to edwin@miami.edu couldn't be delivered.

A custom mail flow rule created by an admin at miamiedu.onmicrosoft.com has blocked your message.

Your email was not delivered due to an attachment that may trigger infected or malicious code.
<https://it.miami.edu/blocked-file>

edgar	Office 365	miami.edu
Sender		Action Required
		Blocked by mail flow rule

How to Fix It

An email admin at miamiedu.onmicrosoft.com has created a custom mail flow rule that blocks messages that meet certain conditions, and it appears that your message has met one or more of those conditions.

- Check the text above for a custom message from the email admin that may help explain why your message was blocked and how you might be able to fix it. For example, removing prohibited words from the message or sending the message from a different email account may be sufficient to deliver your message.

If you've tried and you're still not able to fix the problem, consider contacting the email admin at miamiedu.onmicrosoft.com to discuss what to do. While they're unlikely to remove or relax the rule, if you have a legitimate need to deliver your message they may offer guidance for how to do so.

- 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.



IT News

Stay Secure - Change Your
CaneID Password Online

Access UM's Network via
UMIT's Approved Remote
Access Tools

New Email Security Feature -
File Attachments Commonly
Used to Transmit Viruses or
Malicious Software have been
Blocked

Enroll in Multi-Factor
Authentication (MFA)

University of Miami's VPN
Upgrade

New Email Security Feature - File Attachments Commonly Used to Transmit Viruses or Malicious Software have been Blocked

Please be advised that a new email security feature has been implemented to block file attachments that are commonly used to transmit viruses or malicious software in an effort to further protect the University's email system and individual mailboxes. Now, when an email is blocked, the University sender will receive the following notification:

Your email was not delivered due to an attachment that may trigger infected or malicious code.
<https://it.miami.edu/blocked-file>

If you receive this notification, please use the University's approved cloud storage and collaboration solutions, Box or OneDrive, to share files. These solutions enable you to securely store, collaborate, and share files with internal and external users.

BOX

[LOGIN TO BOX](#)

[LEARN MORE](#)

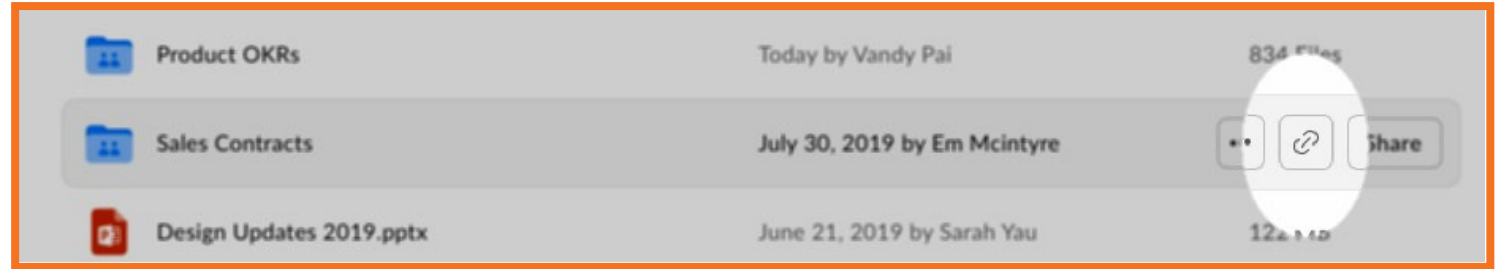
ONEDRIVE

[LOGIN TO ONEDRIVE](#)

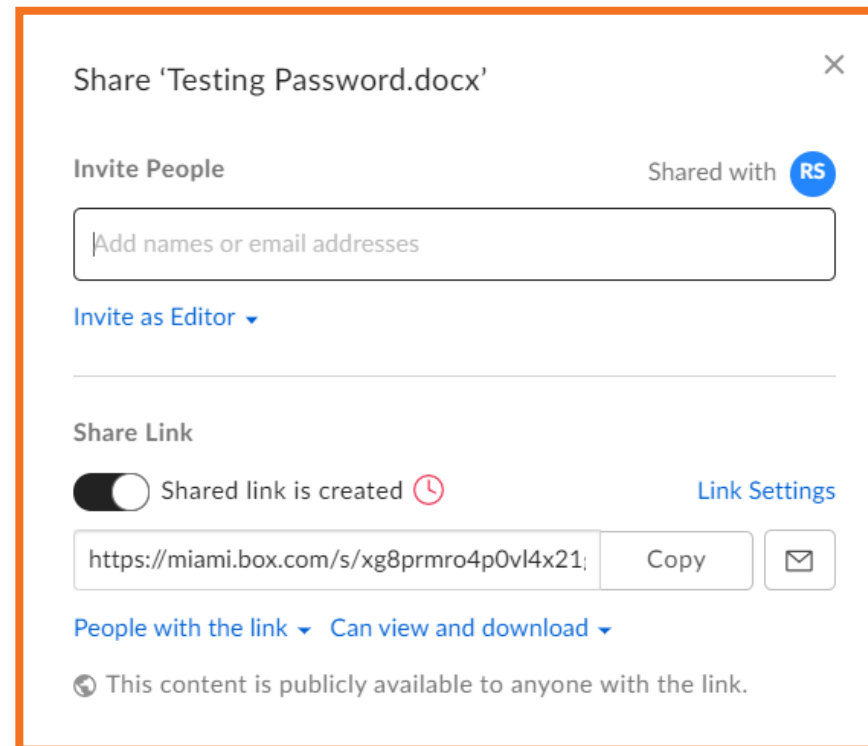
[LEARN MORE](#)

If you have any questions or concerns, please contact the UMIT Service Desk at: (305) 284-6565 or help@miami.edu.

USING BOX TO SAFELY SHARE FILES



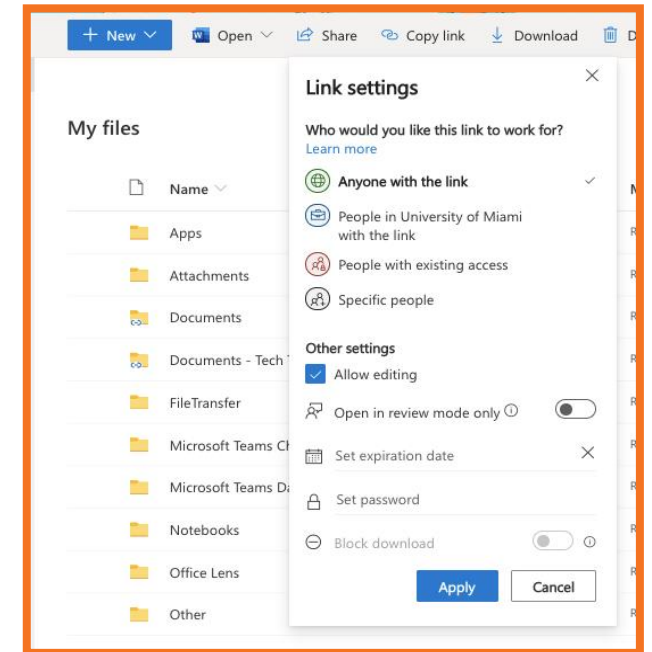
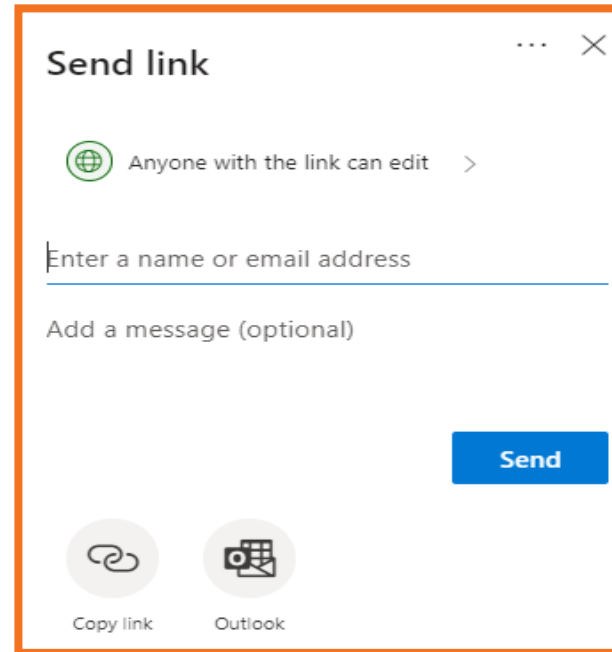
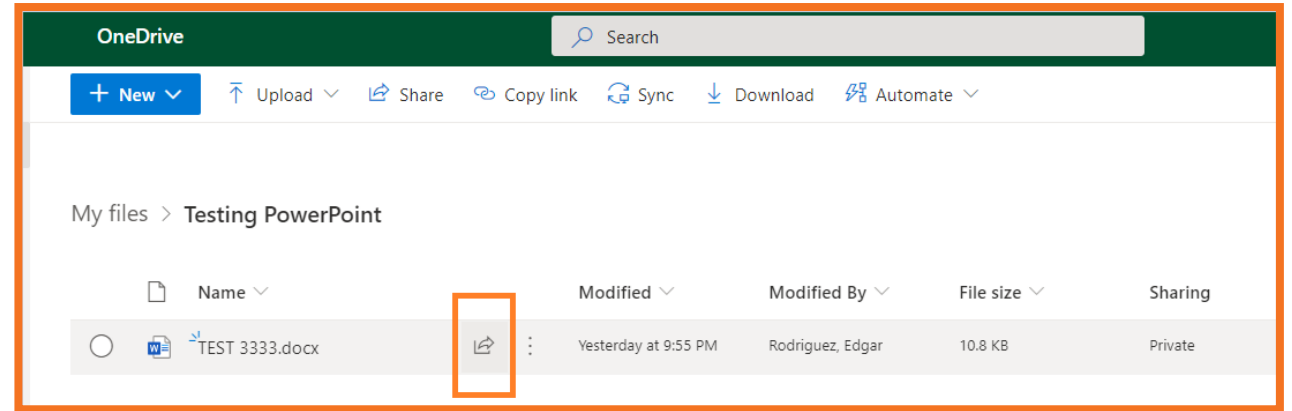
- box.miami.edu
- HIPPA compliant
- Allows you the ability to password protect links and set expiration dates.
- Store and manage content in a highly encrypted, secure, online environment.
- Request Departmental Box accounts: [Box Departmental Account Request](#)



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

Daily Spam Digest

<https://umail.miami.edu/account/spamdigestopt-in.aspx>

Quarantine

<https://www.miami.edu/quarantine>

Security-Blocked Files

<https://it.miami.edu/blocked-file>

Box

<https://box.miami.edu/>

One Drive

<https://onedrive.miami.edu>

UNIT Information Security Webpage

<https://security.it.miami.edu>

Stay Safe Online

<https://staysafeonline.org/stay-safe-online/keep-a-clean-machine/spam-and-phishing>

Federal Trade Commission

<https://www.consumer.ftc.gov/articles/0003-phishing>

United States Computer Emergency Readiness Team:

<https://www.us-cert.gov/report-phishing>



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

The Zoom logo, consisting of the word "zoom" in a blue, lowercase, sans-serif font.

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



<http://bit.ly/3s9j4OJ>





Get In Touch With Us



it.miami.edu/techtalk



techtalk@miami.edu

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ANY QUESTIONS?

ANY FEEDBACK?

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**Thank you
for attending!**