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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

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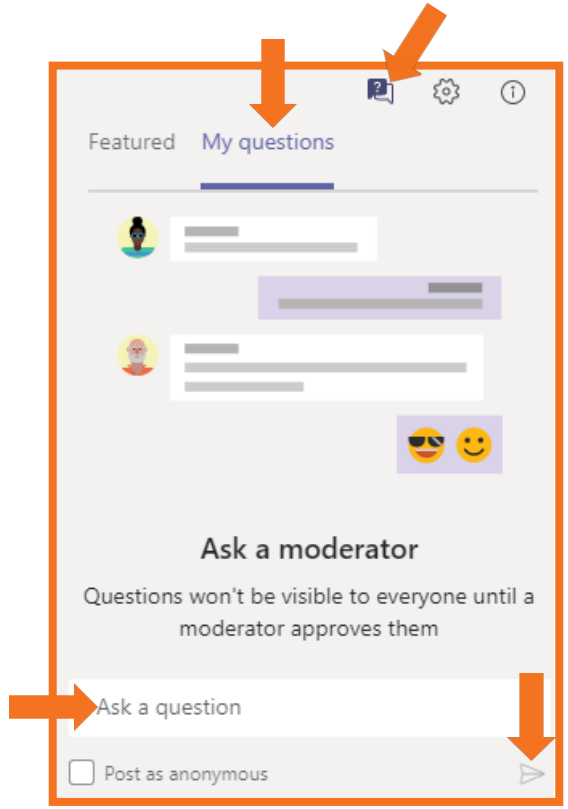
Have a question during the presentation?

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

Select “My questions.”

Type your question in the compose box.

Click the **Send** icon.



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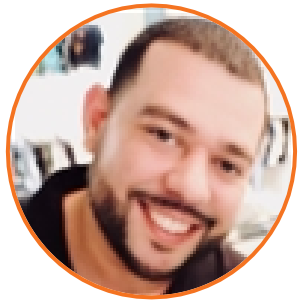
Who are we?

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
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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?

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

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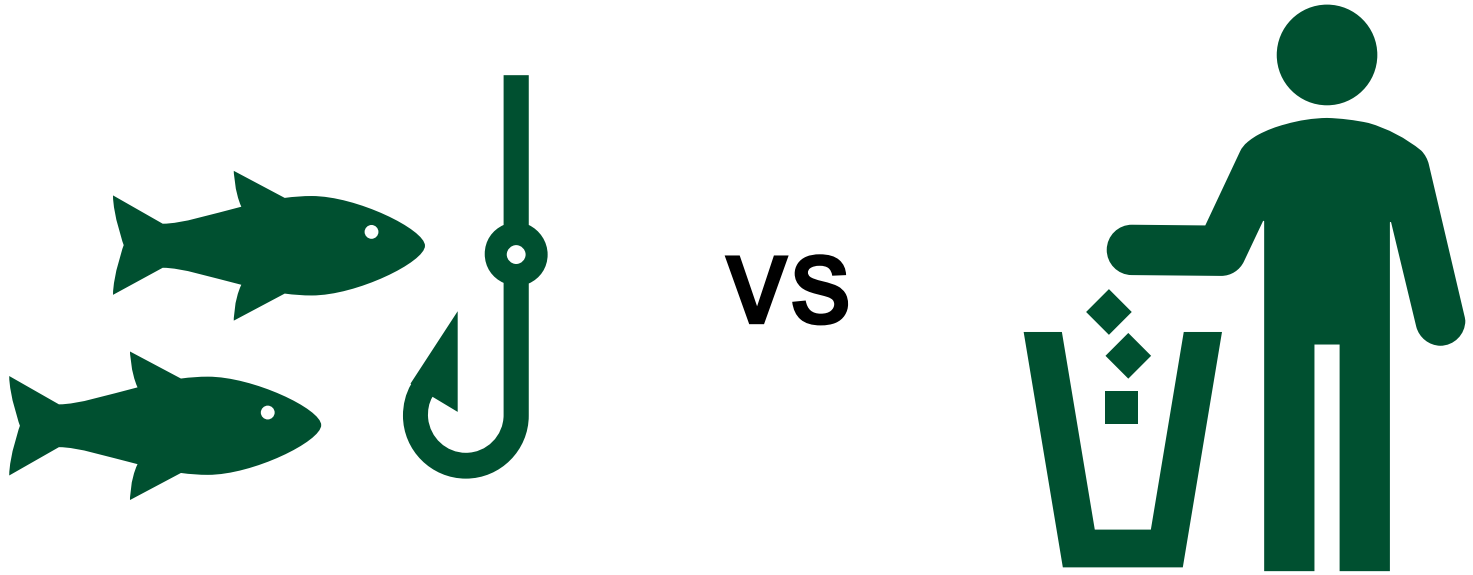
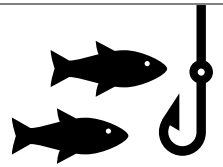
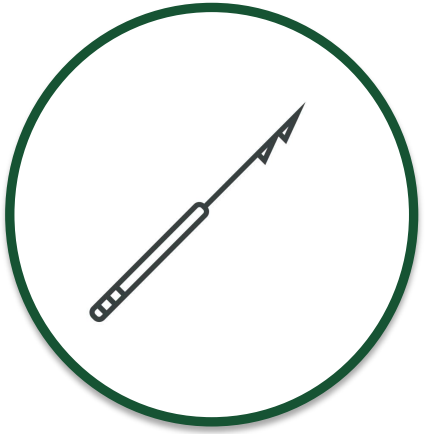
Junk email (also known as spam) is any type of unsolicited and unwanted email.

- 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

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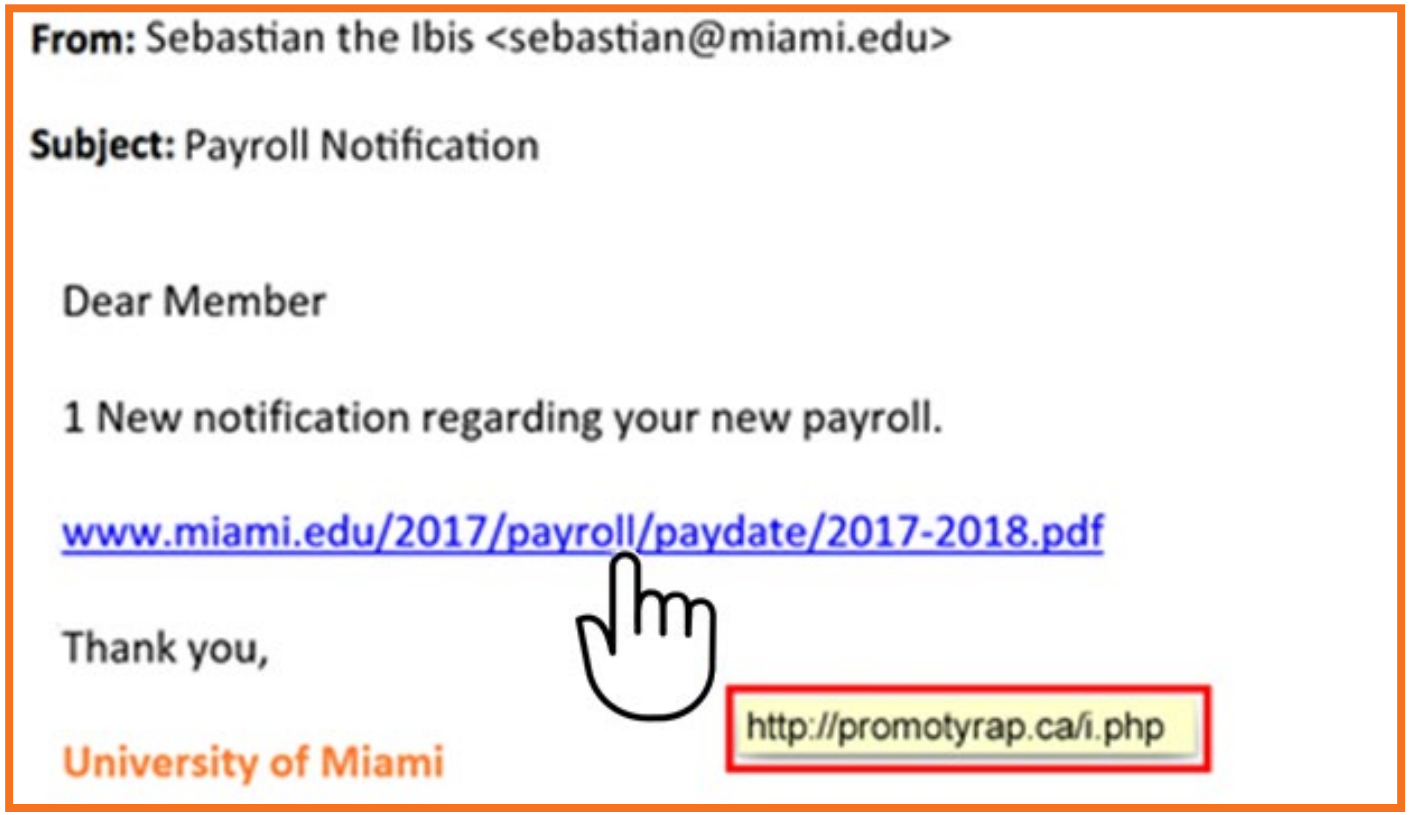
UM Email Statistics

February 2nd – 9th	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

3

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?

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)

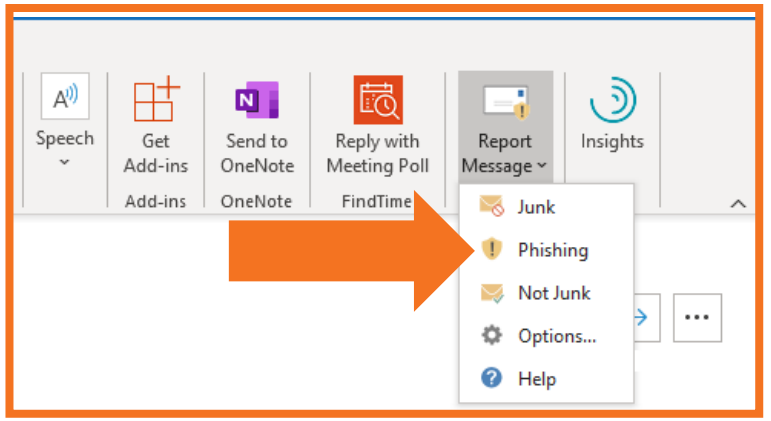
Method 1

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

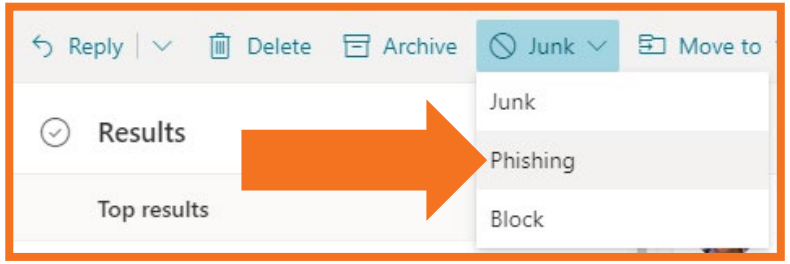
Method 2

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

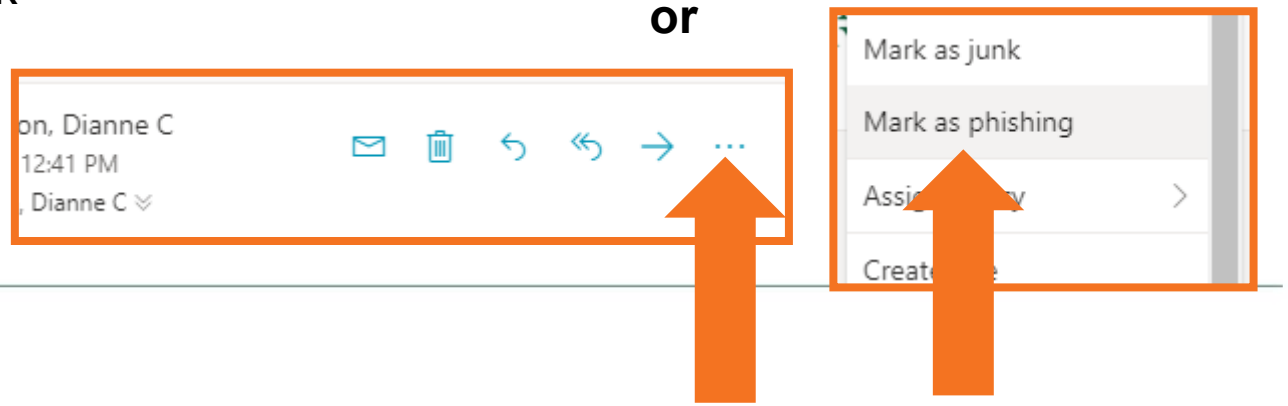
Outlook for PC and Mac



Outlook on the Web



or



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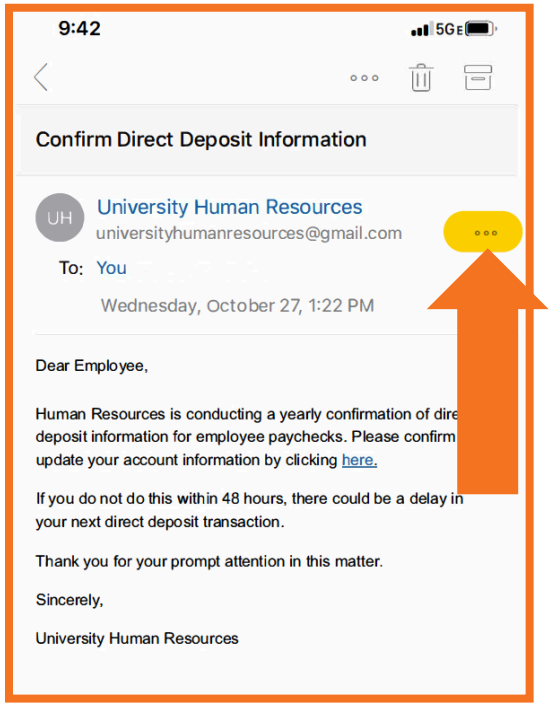
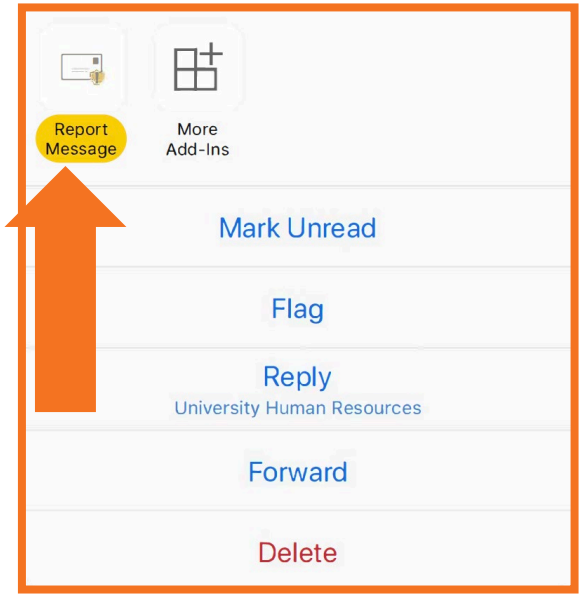
REPORT PHISHING EMAILS

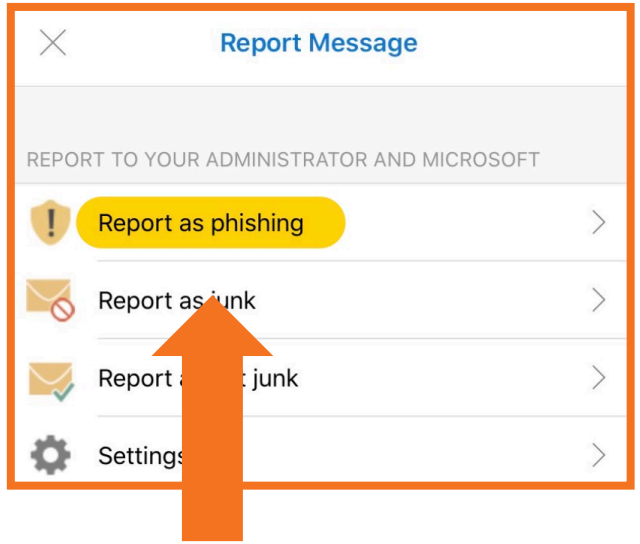
You can report phishing emails on Outlook, Outlook on the web, and Outlook for mobile.

Outlook for Mobile

- Select the message
- To the right of the sender's email address, click **… > Report Message > Report as phishing**







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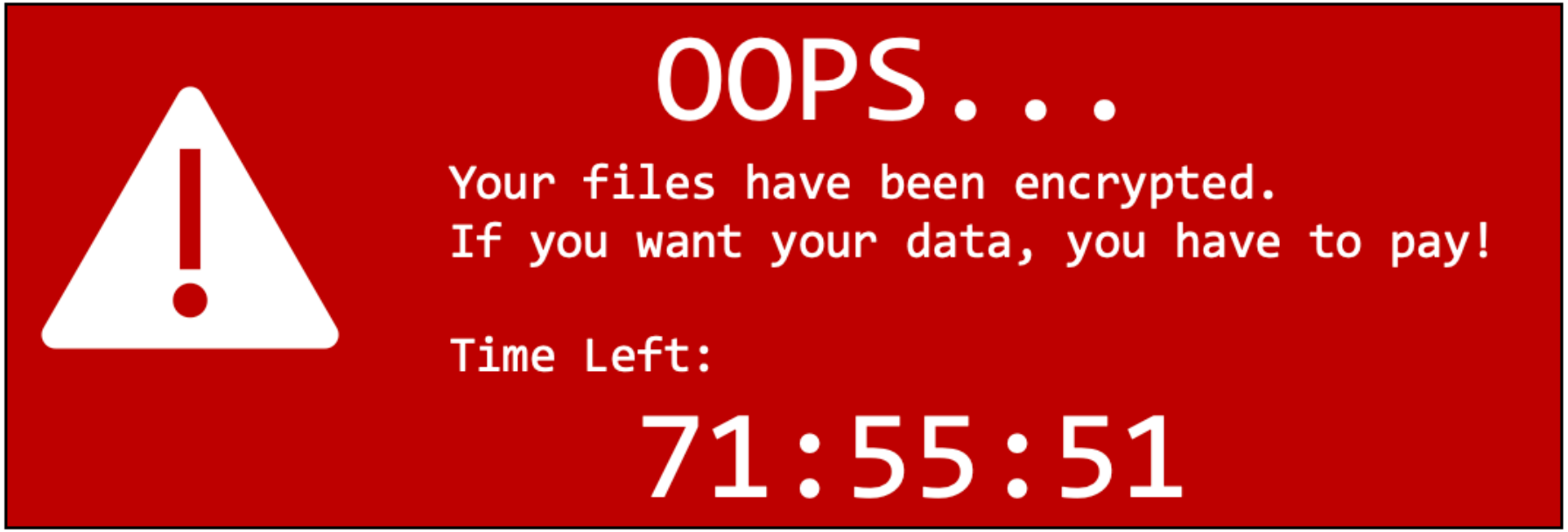
INCIDENT RESPONSE REPORTING

- **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.



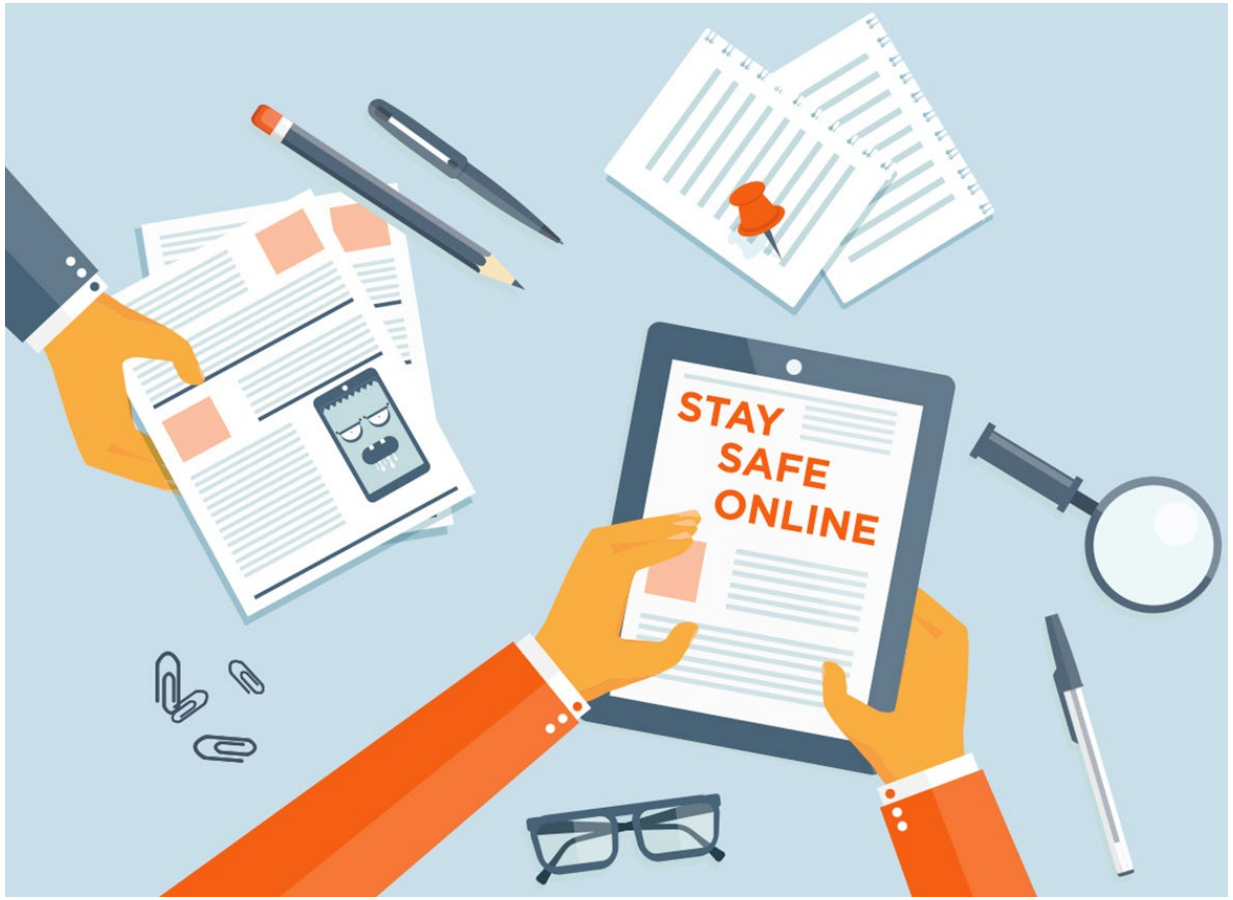
IMPACT OF A SUCCESFUL PHISH

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
- 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?

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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

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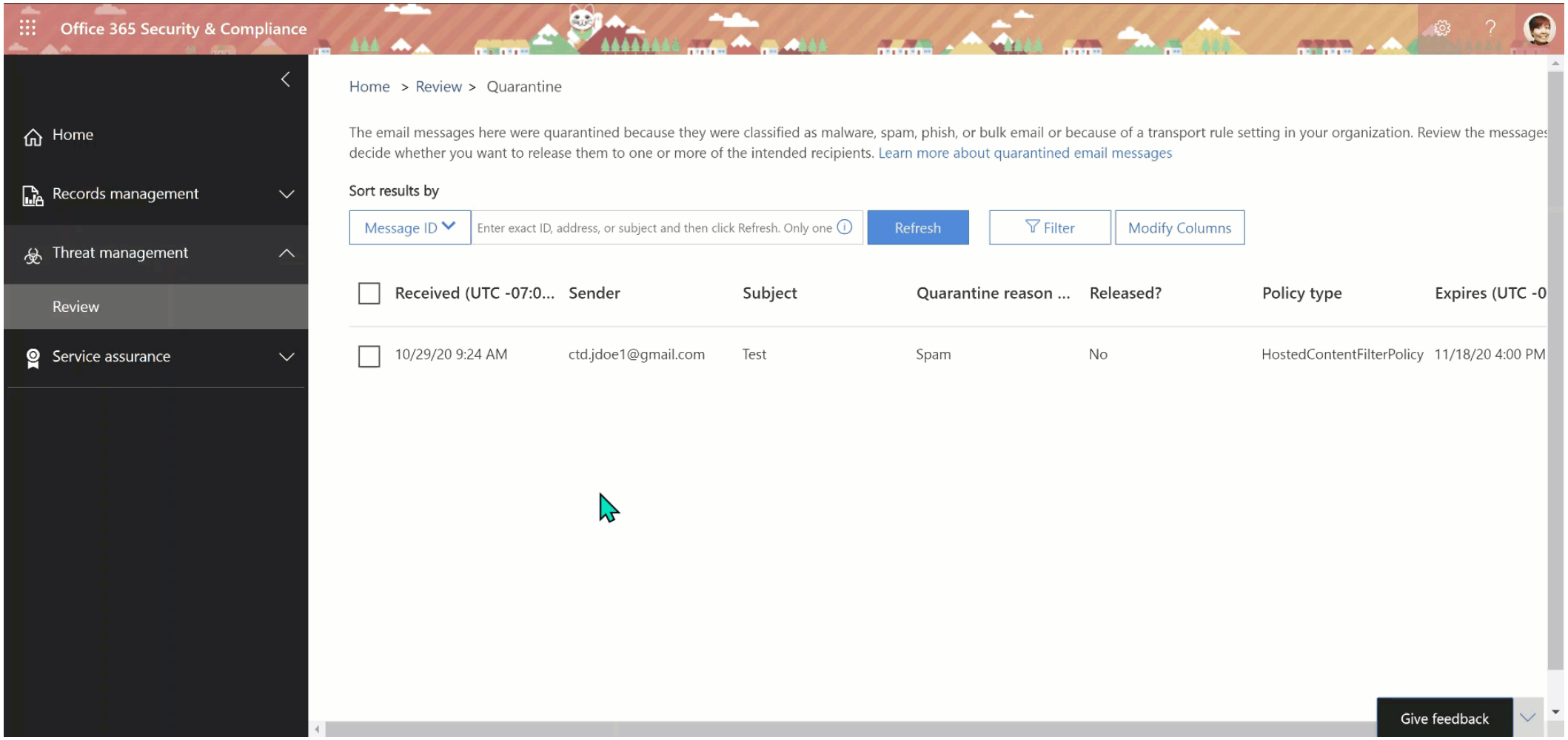
QUARANTINE WEB INTERFACE



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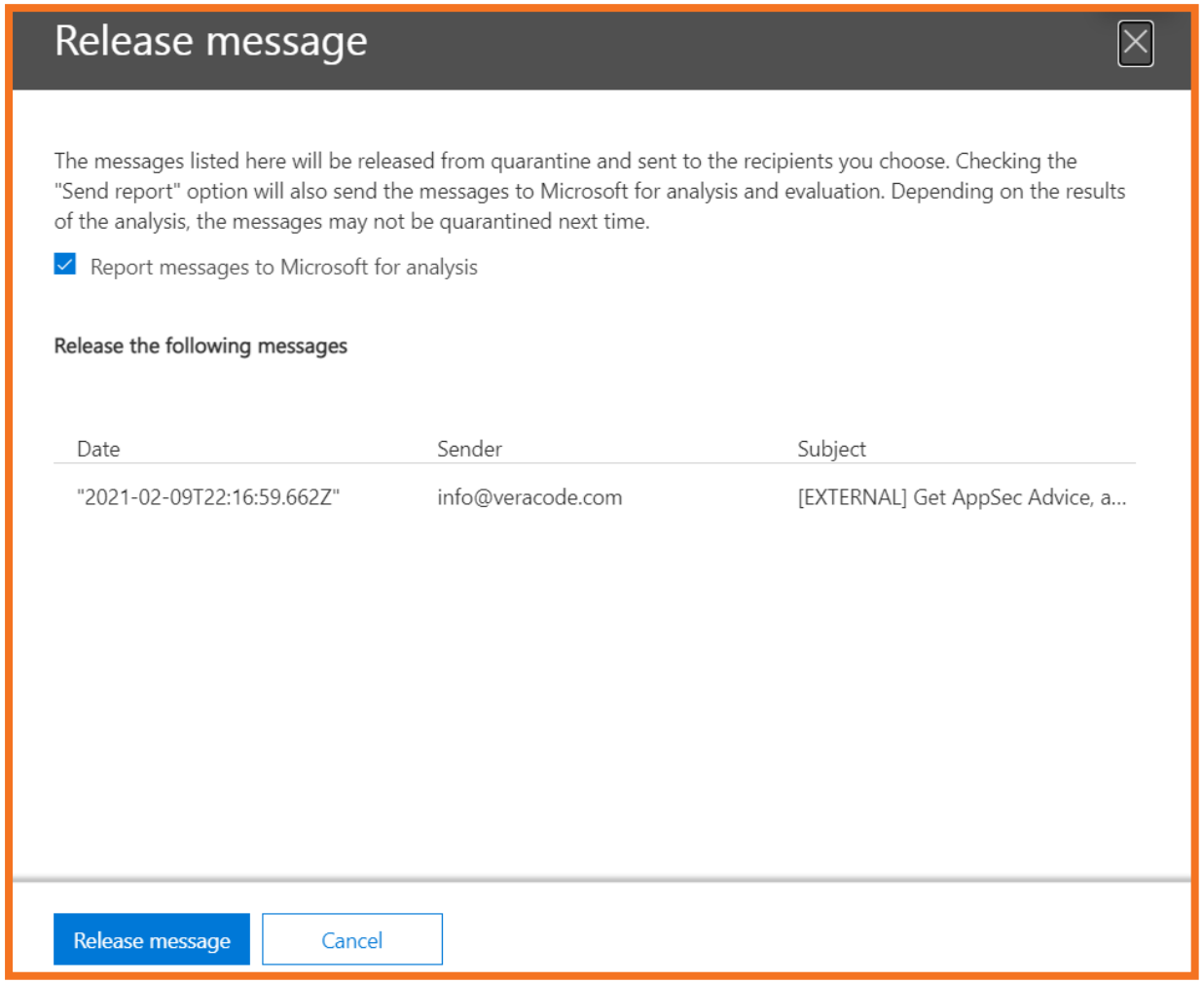
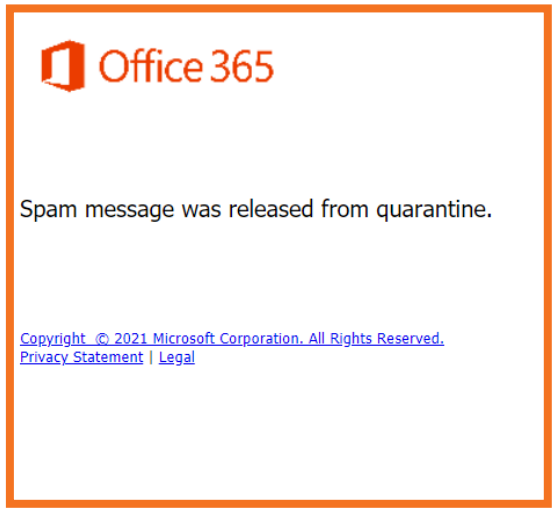
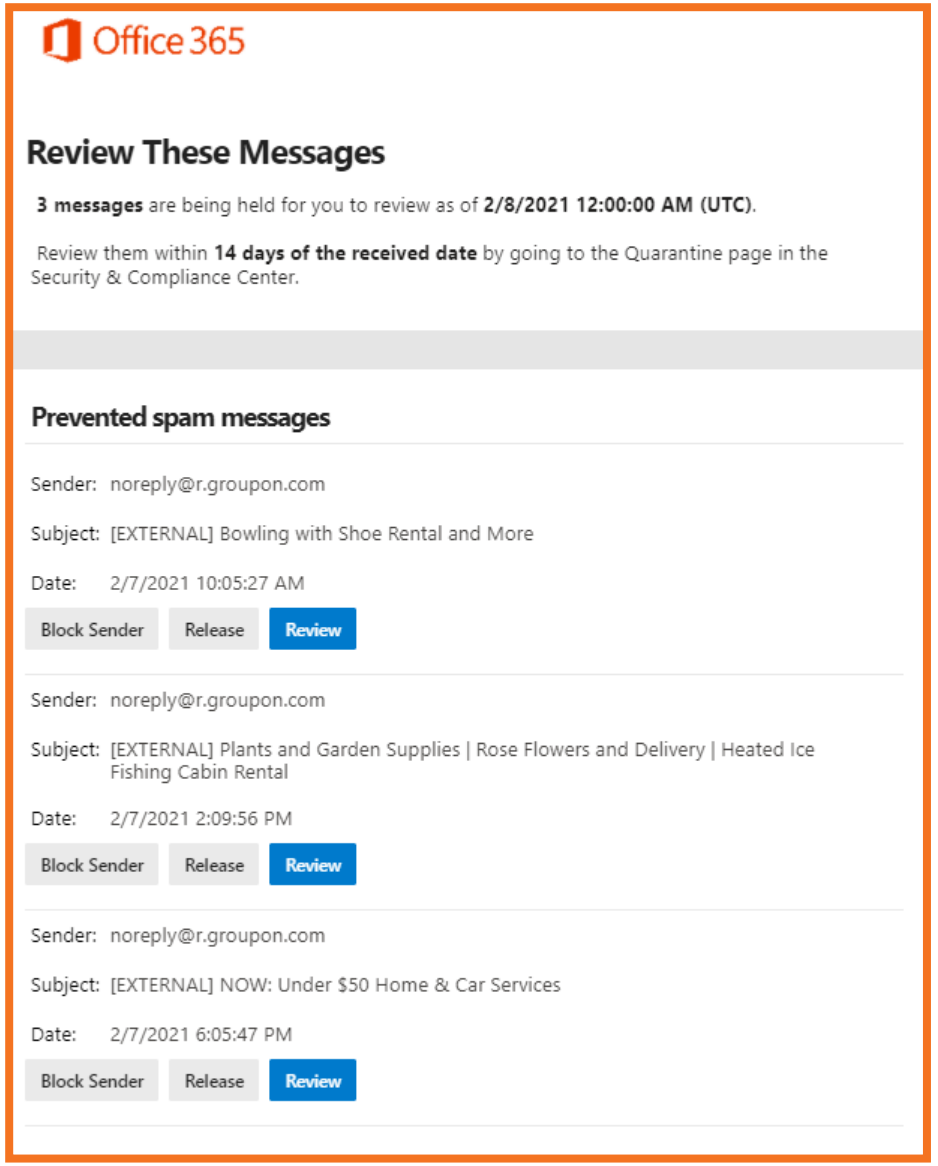
- Leaving this option checked will report the message to Microsoft for analysis
- The message will be delivered to your mailbox shortly after releasing



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.





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SAFE SENDERS & BLOCKED SENDERS

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.

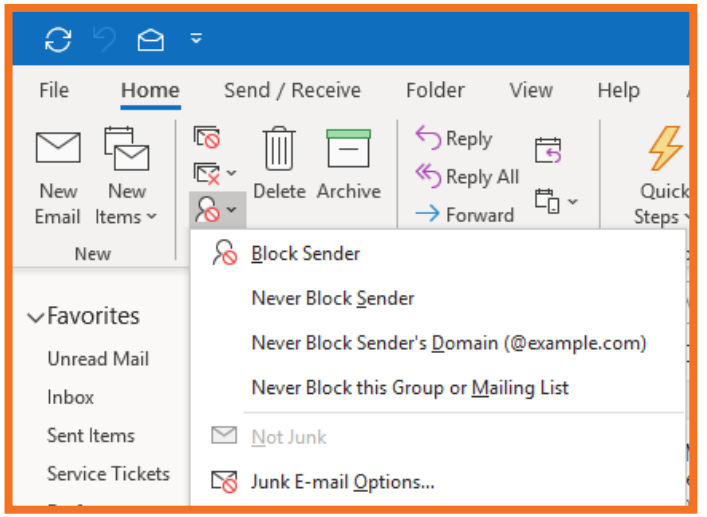
Outlook for PC
- **Home** > **Junk** > **Junk E-mail Options**.

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

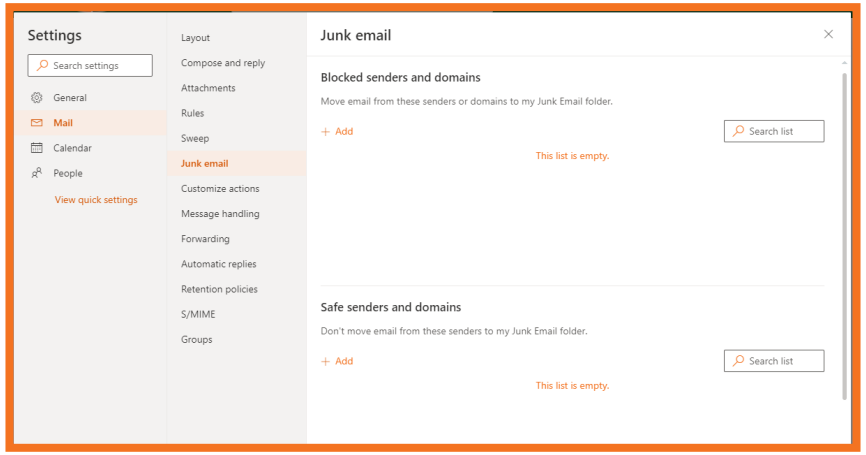
Outlook for Mac
- Outlook on the Web is the recommended route

Never use an entire Domain
- Always use the full email address of the sender

Outlook for PC



Outlook on the Web



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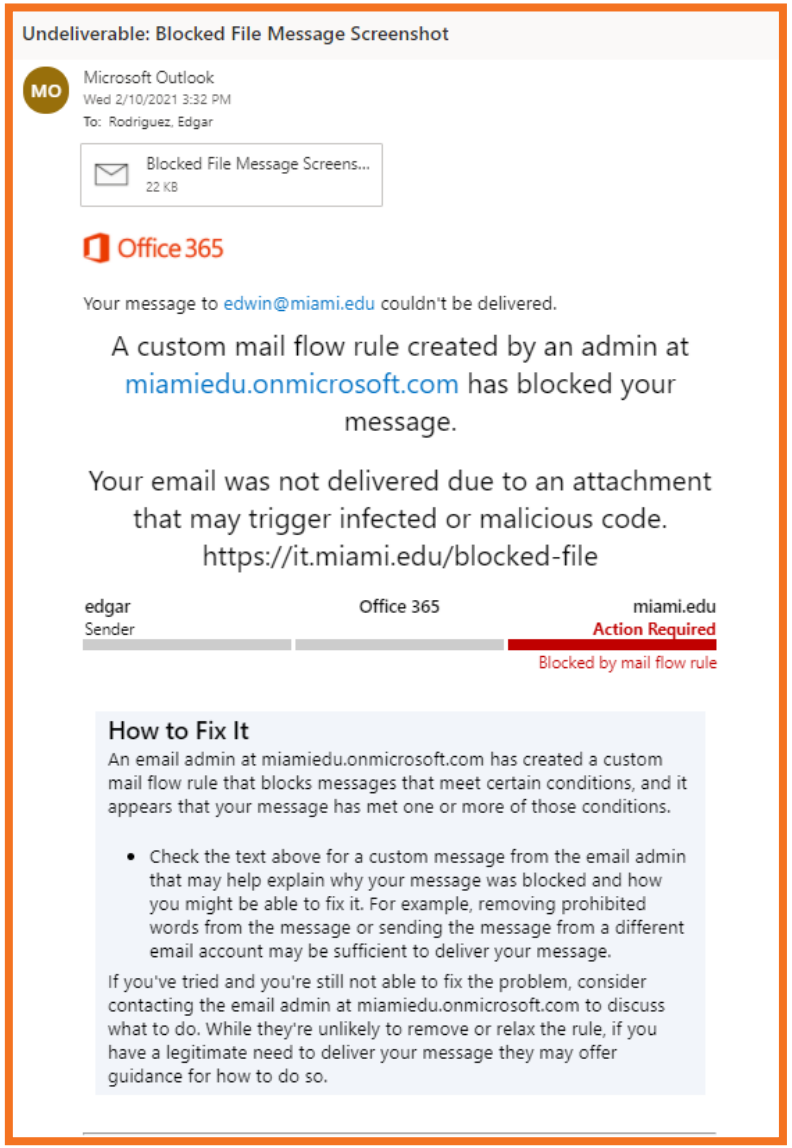
SAFELY SHARING FILES

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**

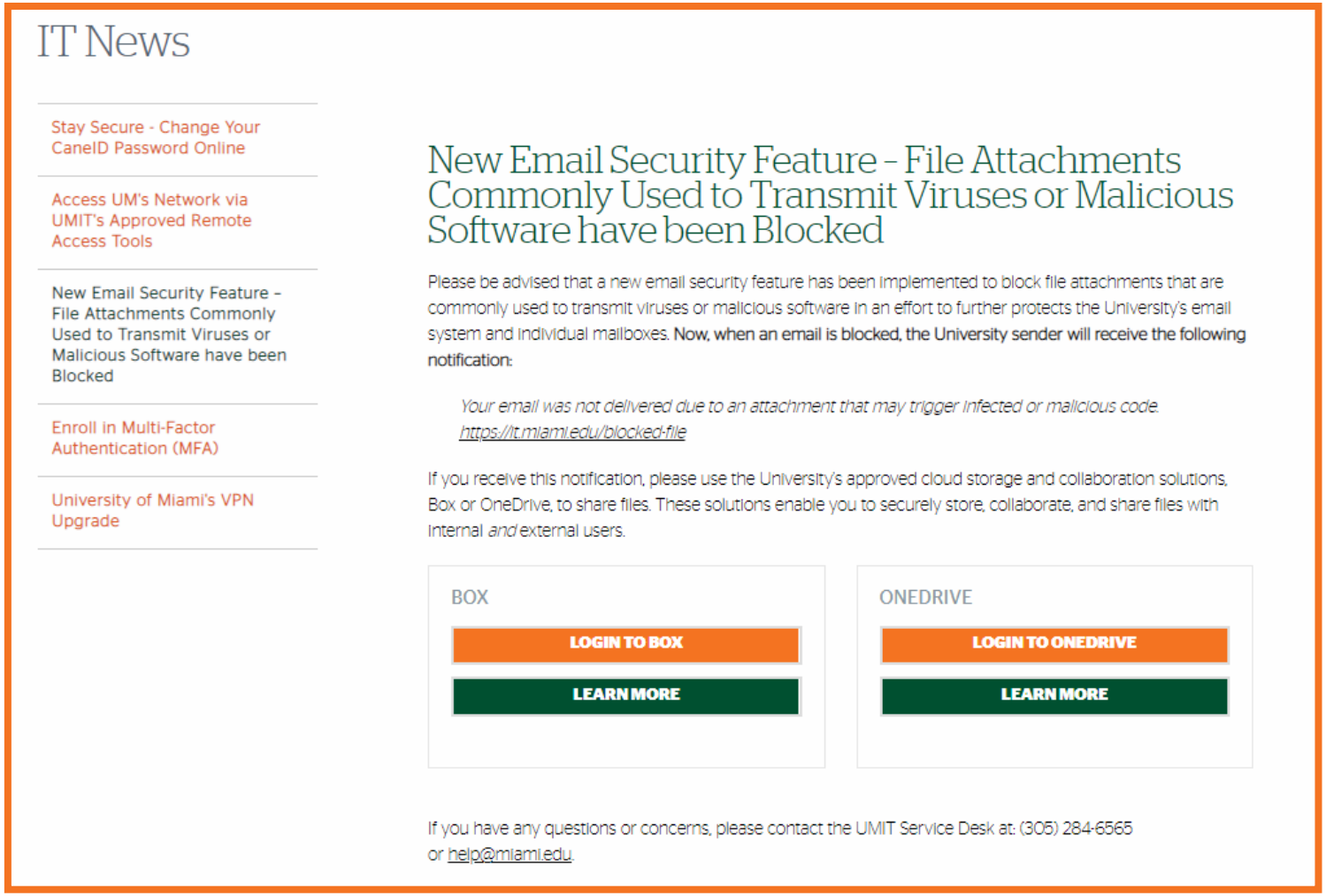
- **Workarounds**
  - Save the file using another file type
  - Safely share the file with your intended recipient by establishing a shared link.



BLOCKED FILE SITE

- 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.



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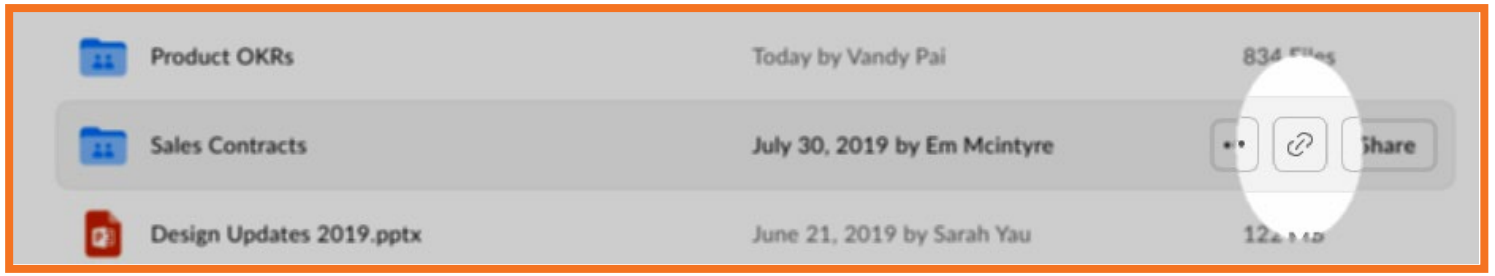
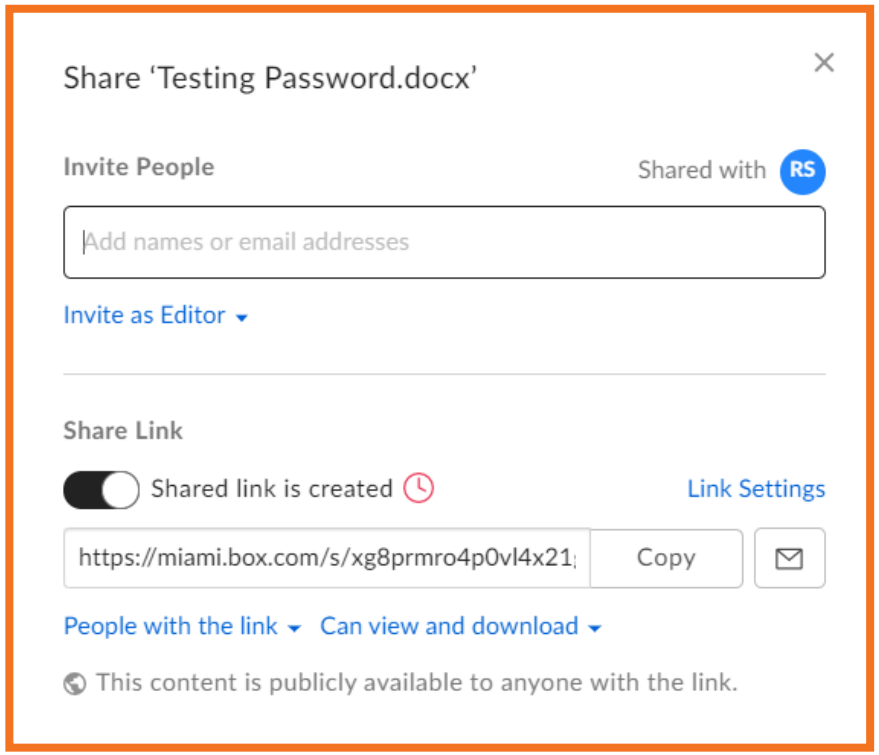
USING BOX TO SAFELY SHARE FILES



- 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



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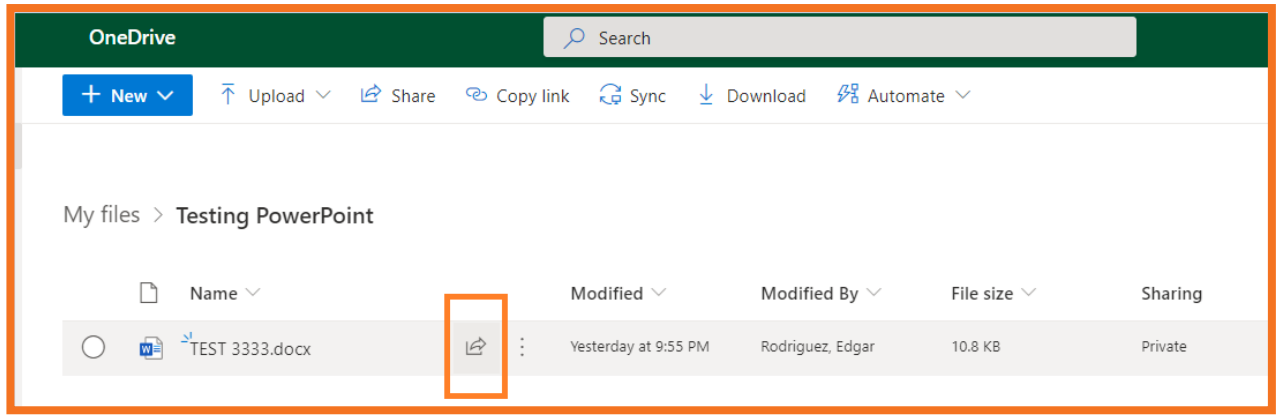
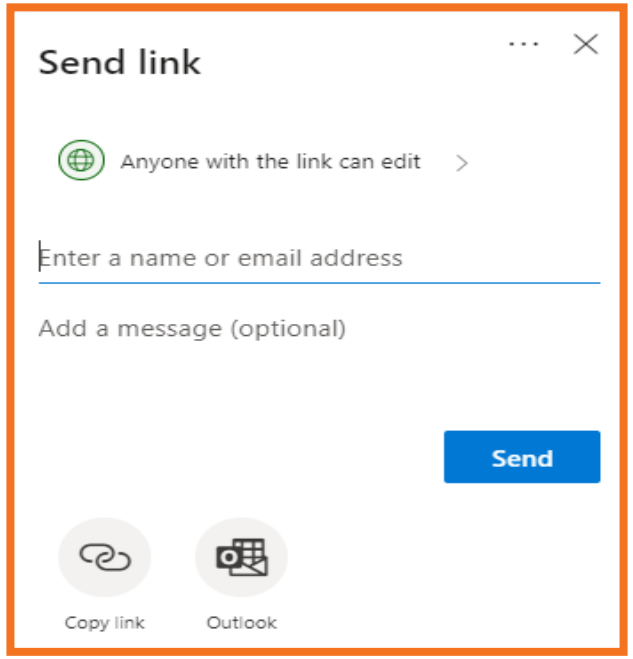
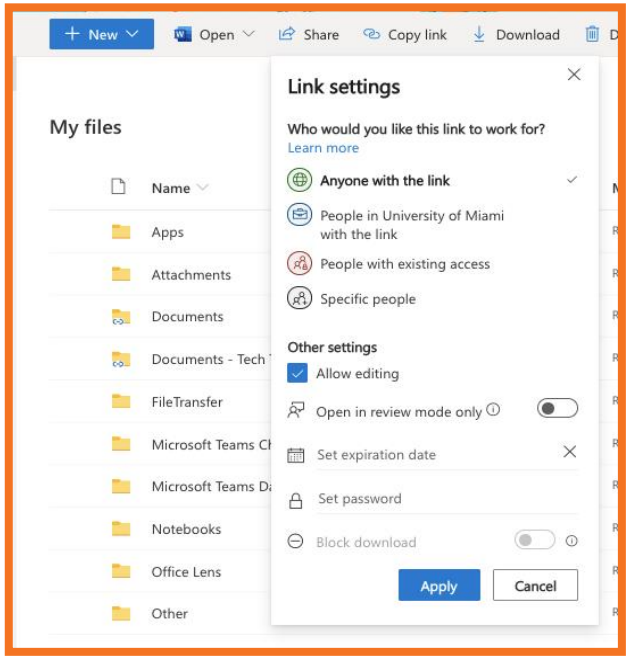
USING ONEDRIVE TO SAFELY SHARE FILES

- 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.







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SUPPORT RESOURCES

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

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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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

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!