

# Tech That Works For U

## Email Security 101

# Who We Are

## PRESENTERS



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## MODERATOR



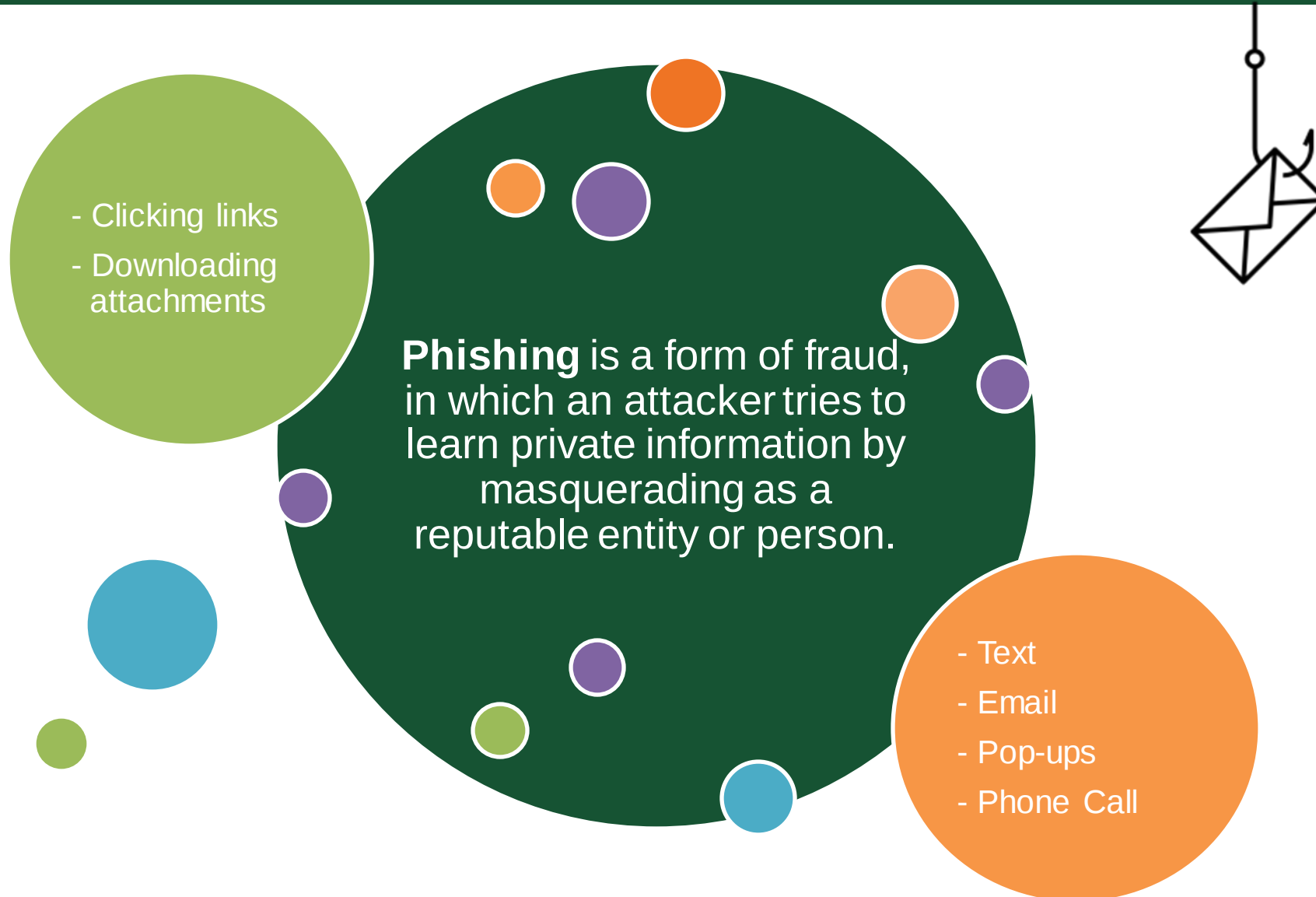
**TIM VOTHANG**  
UM Information Technology

# AGENDA

- **What is Phishing?**
- **Email Quarantine**
- **Safe Senders & Blocked Senders**
- **Safely Sharing Files**
- **Support Resources**
- **Next Steps**

# WHAT IS PHISHING?

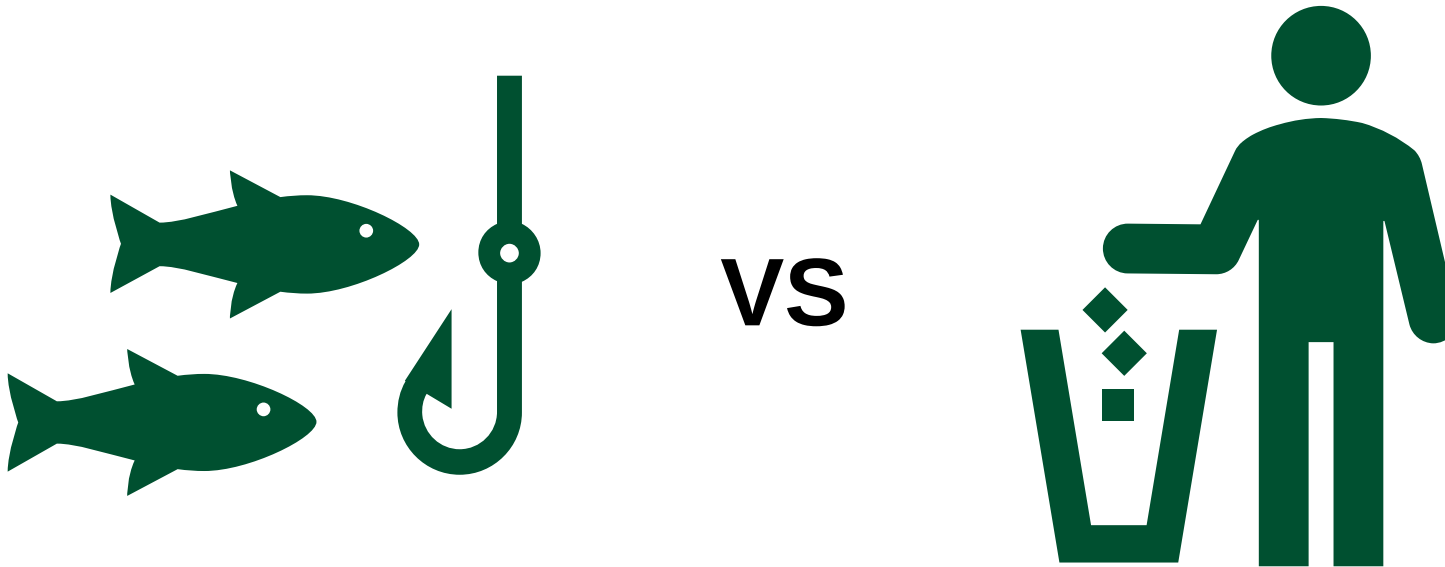
# Phishing



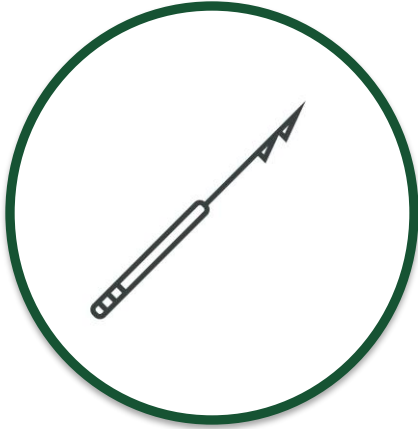
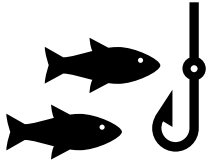
# Phishing VS Junk

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

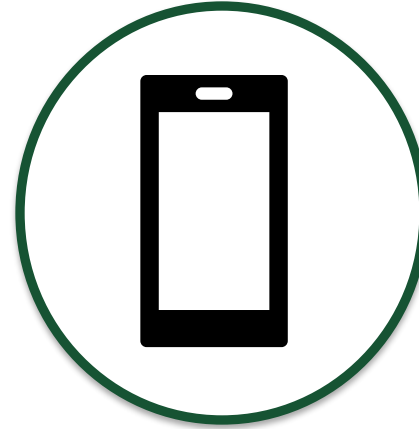
- Usually sent out in bulk
- Mainly advertisements
- Not necessarily malicious, but can include malicious links and attachments



# Types Of Phishing



**Spear Phishing**



**Smishing**



**Vishing**



**Whaling**

# Phishing Examples

## Strange Hyperlinks in Emails

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

**Subject:** Payroll Notification

Dear Member

1 New notification regarding your new payroll.

[www.miami.edu/2017/payroll/paydate/2017-2018.pdf](http://www.miami.edu/2017/payroll/paydate/2017-2018.pdf)

Thank you,

University of Miami



<http://promotyrap.ca/i.php>

# Phishing Examples

## 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](mailto:jdoe@miami.edu),

Password for [jdoe@miami.edu](mailto:jdoe@miami.edu) expires today  
You can change your password or continue using current password.

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

[Keep Current Password](#)

IT Team



# Phishing Examples

## Poorly Written Urgent Emails

**From:** [jat93rv7@gmail.com](mailto:jat93rv7@gmail.com) **1**  
**To:** [jdoe@miami.edu](mailto: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**

Thanks,  
Jacqueline A. Travisano  
Executive Vice President for Business & Finance & Chief Operating Officer **4** **5**

# Phishing Examples

## Odd Text Messages and Strange Hyperlinks



# Red Flags

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>)

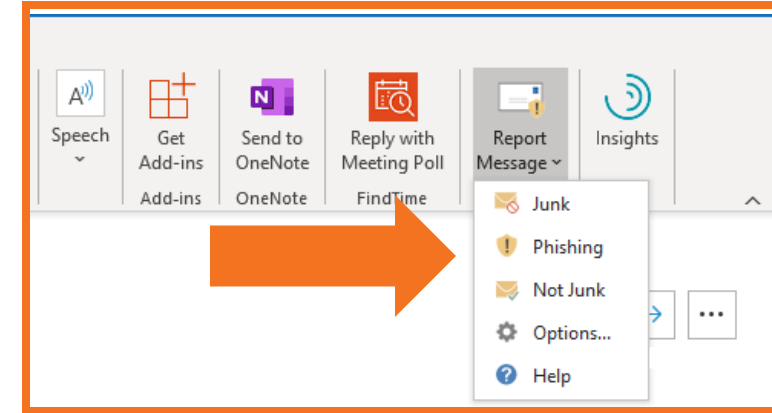
### Method 1

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

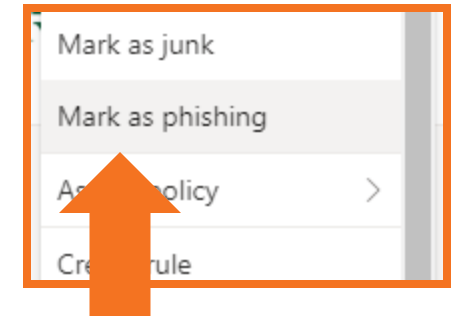
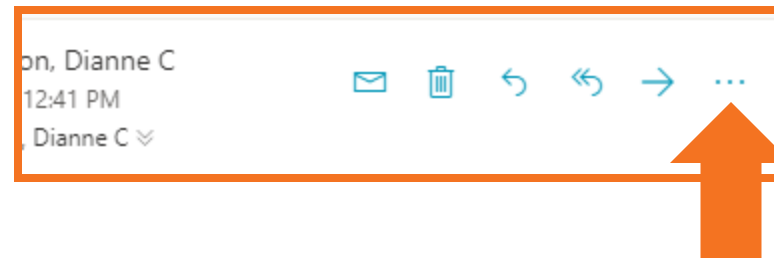
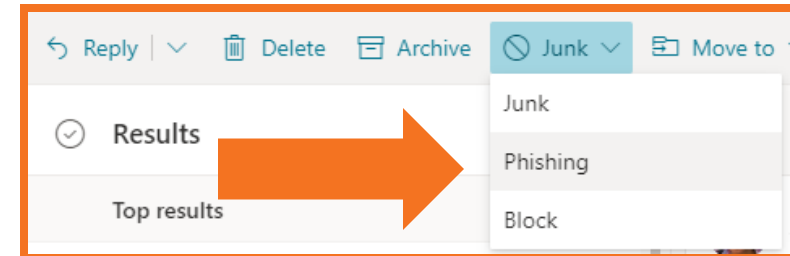
### Method 2

- 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

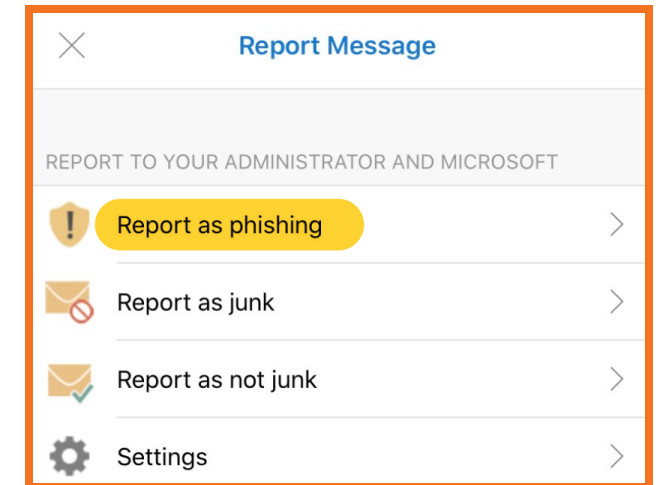
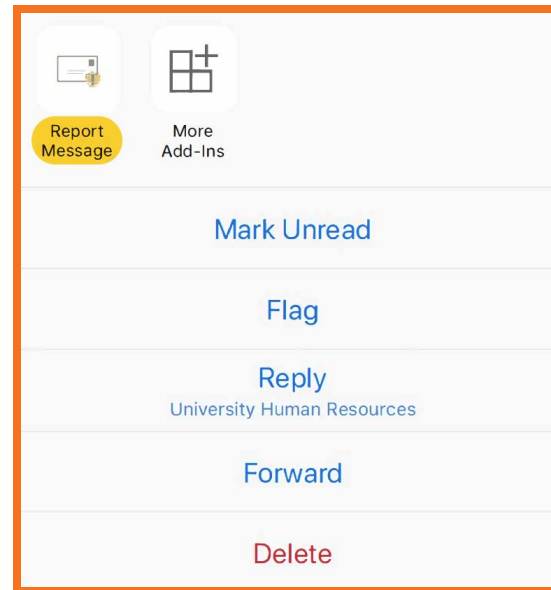
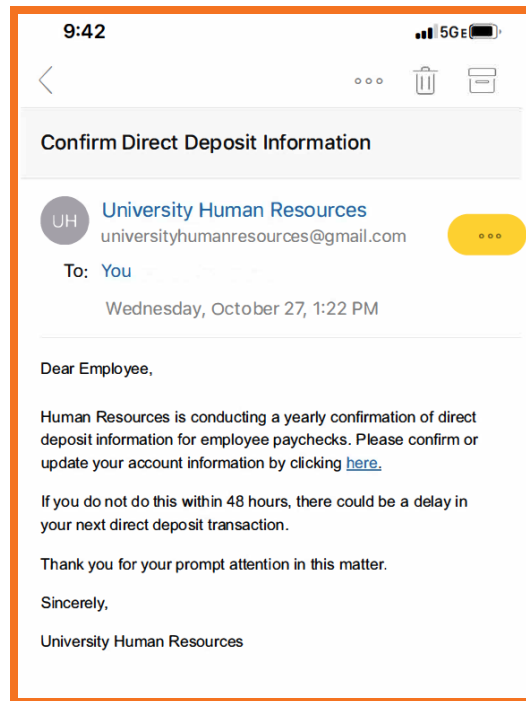


# Report Phishing Emails

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**



# Incident Response Reporting

- 
- User Suspects A Successful Phishing Incident



- **Immediately Report:**

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

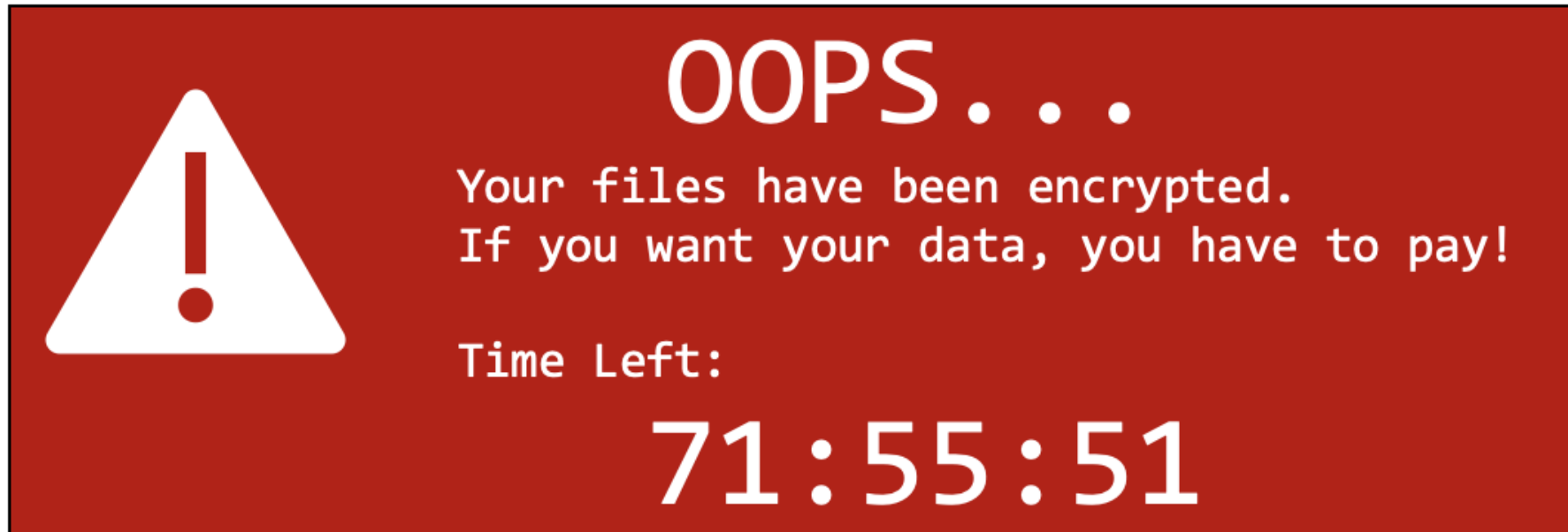
- 
- Know What Details You Need To Provide When Reporting

- 
- The University Security Team Will Follow Up With The Security Event/Incident To Provide Appropriate Measures

# Ransomware

**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



# UMIT Information Security Webpage & Resources



## 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>

# 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 <https://www.miami.edu/quarantine>
- How long are my messages stored in Quarantine? **14 days**
- How can I receive alerts for messages sent to quarantine? <https://www.miami.edu/spamdigestopt-in>



# Quarantine Web Interface

The screenshot shows the 'Office 365 Security & Compliance' web interface, specifically the 'Quarantine' section. The left sidebar contains navigation links: Home, Records management, Threat management, Review (selected), and Service assurance. The main content area has a breadcrumb trail 'Home > Review > Quarantine' and an introductory paragraph explaining that emails are quarantined due to malware, spam, phishing, or bulk email, or transport rule settings. Below this, there's a 'Sort results by' section with a dropdown set to 'Message ID' and a 'Refresh' button. To the right are 'Filter' and 'Modify Columns' buttons. A table displays one quarantined email message with columns for selection, received time, sender, subject, quarantine reason, release status, policy type, and expiration time.

Office 365 Security & Compliance

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

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

# Release & Report

- 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... |

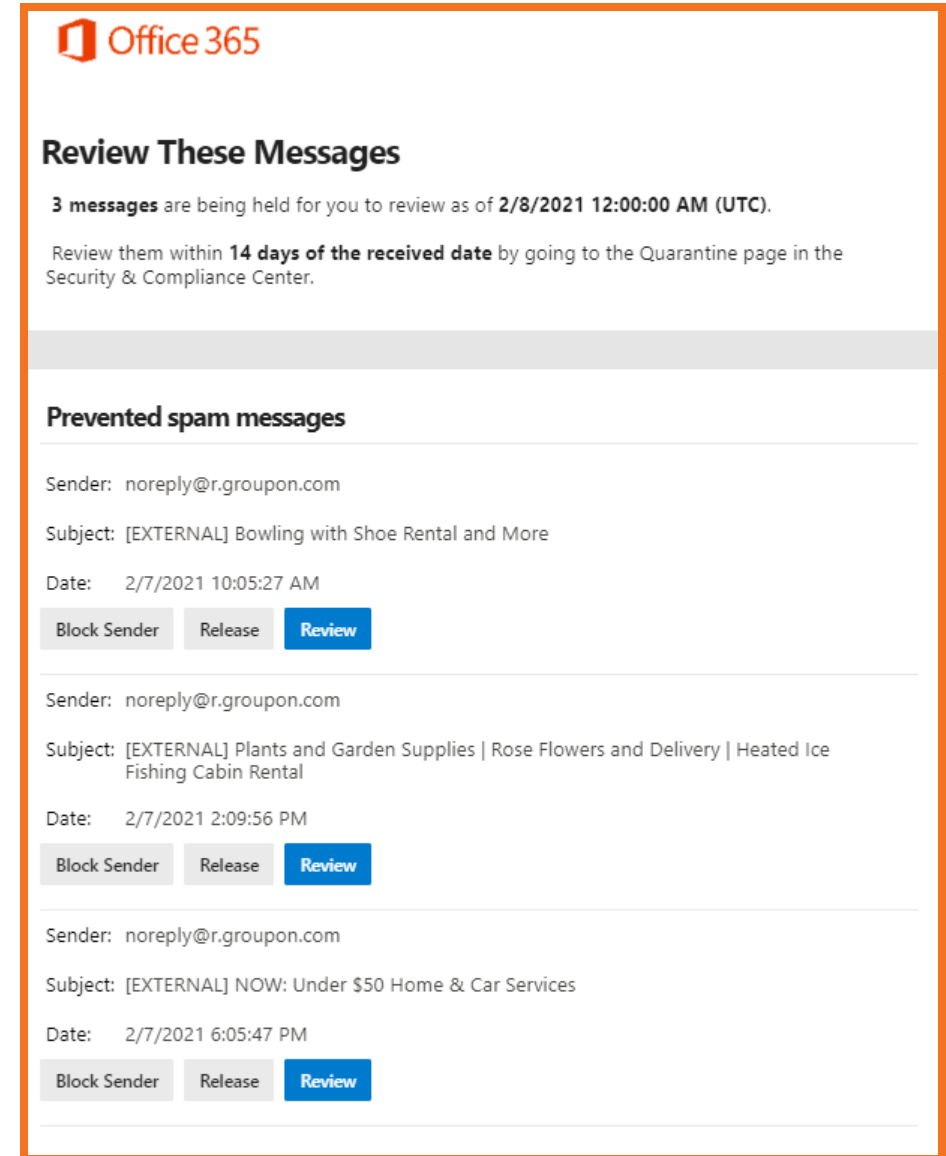
Release message

Cancel

# Quarantine Daily Digest

## Email alert

- Message will come from the following address [quarantine@messaging.microsoft.com](mailto: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.



# 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**.

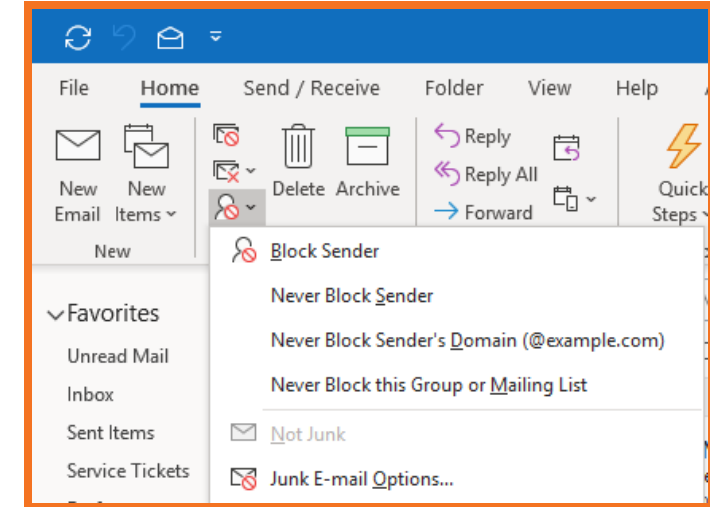
### Outlook for Mac

- Outlook on the Web is the recommended route

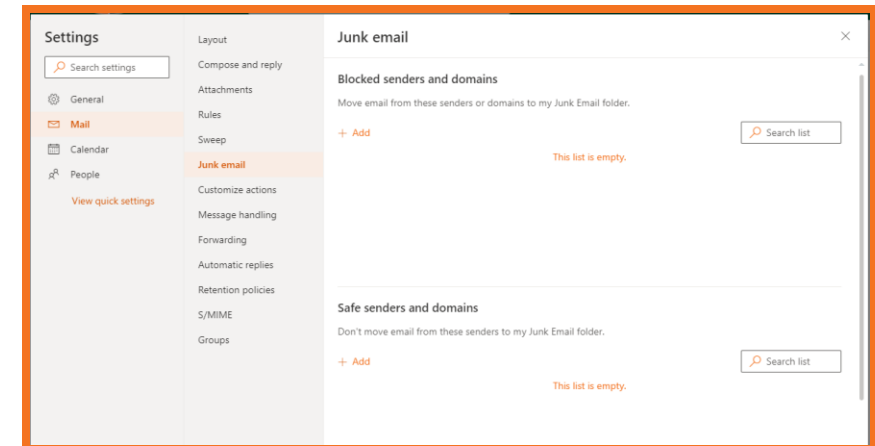
### Never use an entire Domain

- Always use the full email address of the sender

### Outlook for PC



### Outlook on the Web



# SAFELY SHARING FILES

# Blocked File Type Messages

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](mailto:edwin@miami.edu) couldn't be delivered.

A custom mail flow rule created by an admin at [miamiedu.onmicrosoft.com](https://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 |            | <b>Action Required</b>    |
|        |            | Blocked by mail flow rule |

**How to Fix It**

An email admin at [miamiedu.onmicrosoft.com](https://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](https://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.

# Blocked File Site

- [it.miami.edu/blocked-file](https://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](#)

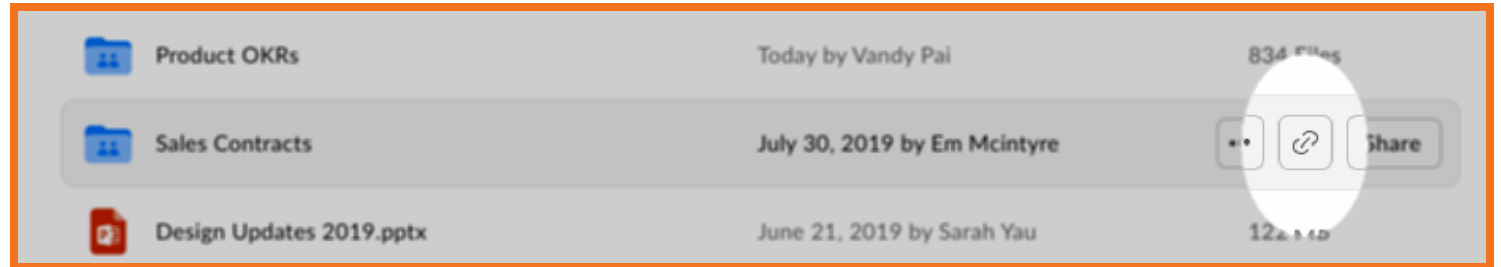
### ONEDRIVE

[LOGIN TO ONEDRIVE](#)

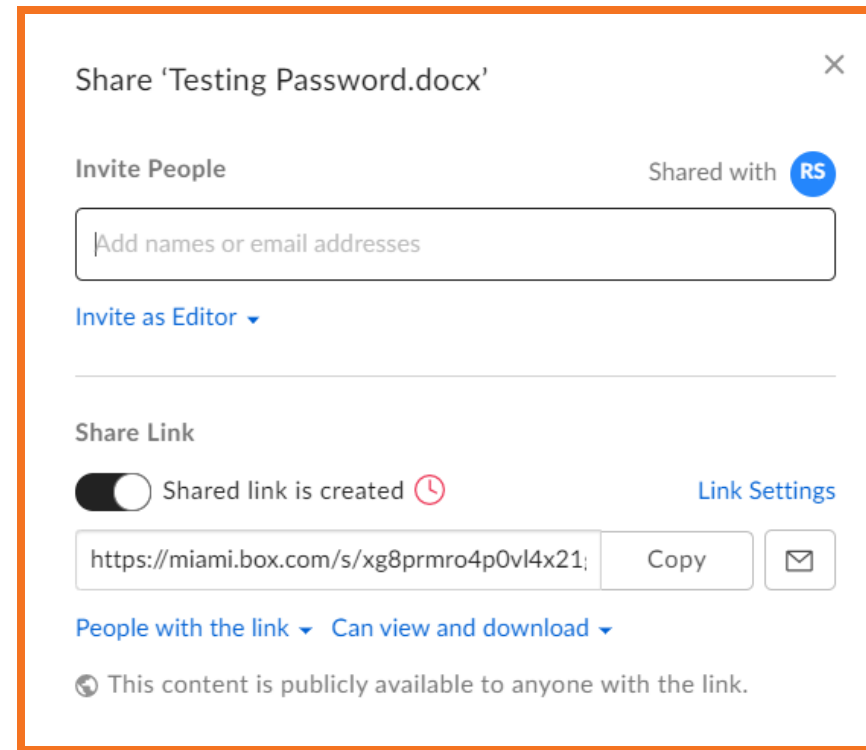
[LEARN MORE](#)

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

# Using Box To Safely Share Files



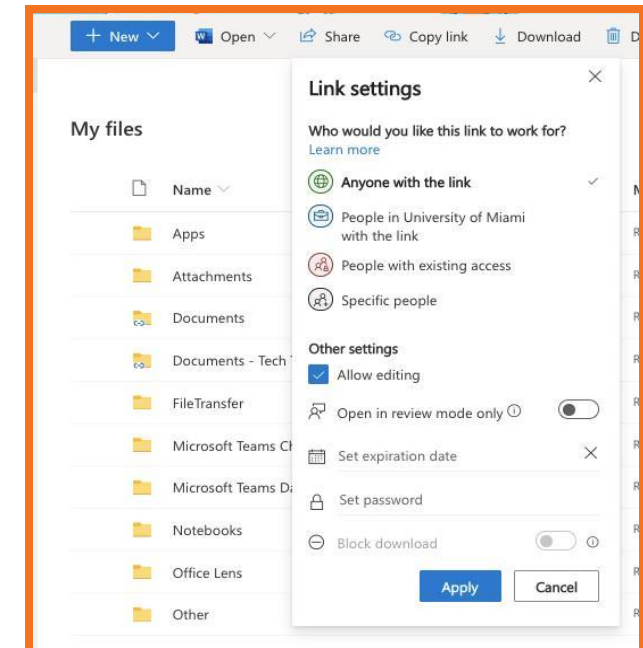
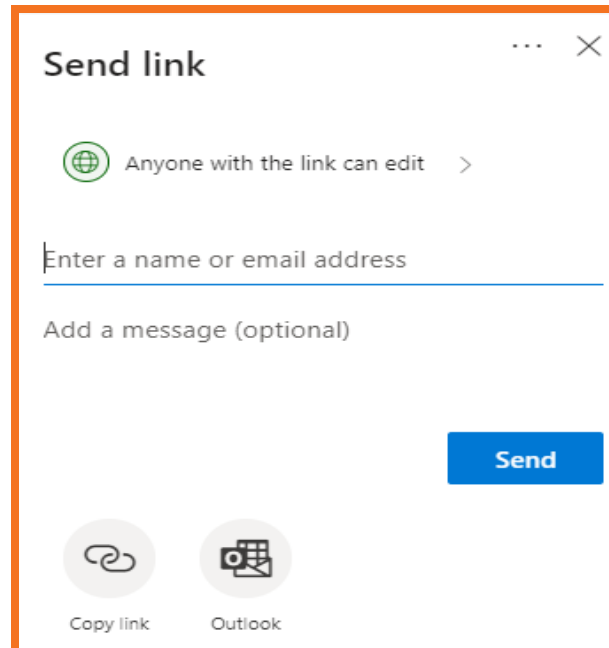
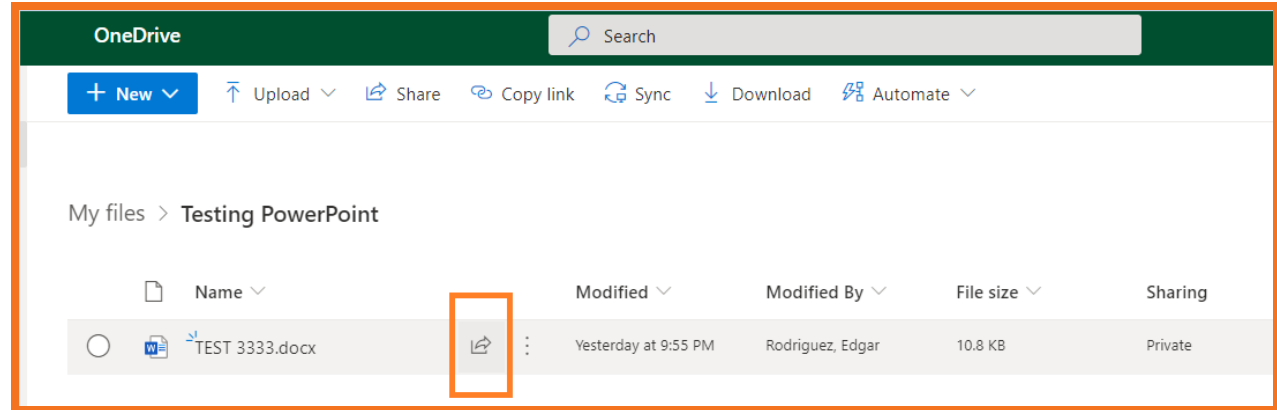
- [box.miami.edu](https://box.miami.edu)
- HIPPA compliant
- Allows you the ability to password protect links and set expiration dates.
- Store and manage content in a highly encrypted, secure, online environment.
- Request Departmental Box accounts: [Box Departmental Account Request](#)



# Using OneDrive To Safely Share Files



- [onedrive.miami.edu](https://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.



# Any Questions?

# Support Resources

# Support Resources

## Daily Spam Digest

<https://www.miami.edu/spamdigestopt-in>

## 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>



# Next Steps

# Next Steps



## Visit Our Tech Talk Page

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



[it.miami.edu/TechTalk](https://it.miami.edu/TechTalk)

## Our Next Tech Talk

**Listserv 101**

Thursday, April 14, 2022

Microsoft Teams Live Event

2:00 – 3:00pm



# Feedback Survey

## 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



<https://forms.office.com/r/tBmAqqD1gN>



# Get In Touch With Us



## Get In Touch With Us



[it.miami.edu/techtalk](https://it.miami.edu/techtalk)



[techtalk@miami.edu](mailto:techtalk@miami.edu)

Thank 