Tech That Works For U

Email Security 101

MIAMI INFORMATION TECHNOLOGY

03-17-2022

Who We Are

PRESENTERS

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AGENDA

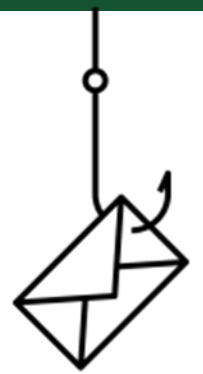
- What is Phishing?
- Email Quarantine
- Safe Senders & Blocked Senders
- Safely Sharing Files
- Support Resources
- Next Steps

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.

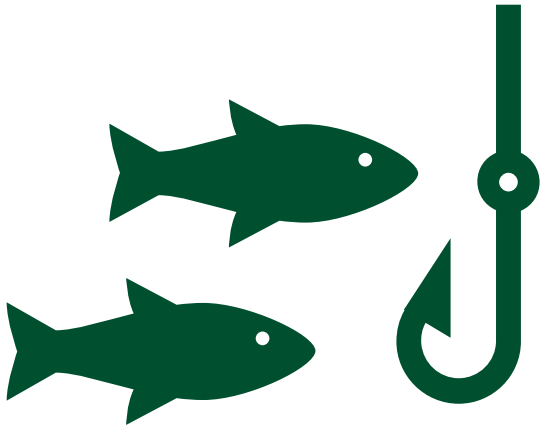


- Text
- Email
- Pop-ups
- Phone Call

Phishing VS Junk

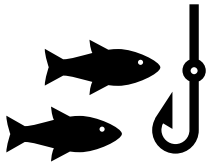
Junk email (also known as spam) is any type of unsolicited and unwanted email.

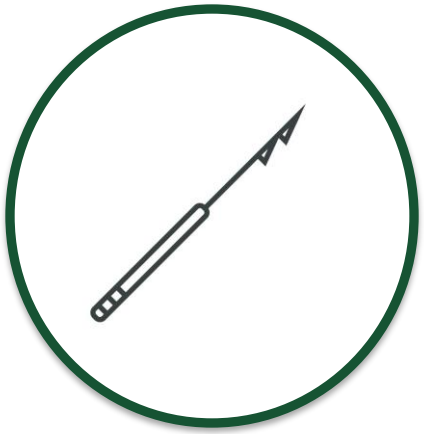
- Usually sent out in bulk
- Mainly advertisements
- Not necessarily malicious, but can include malicious links and attachments



VS

Types Of Phishing





Spear Phishing

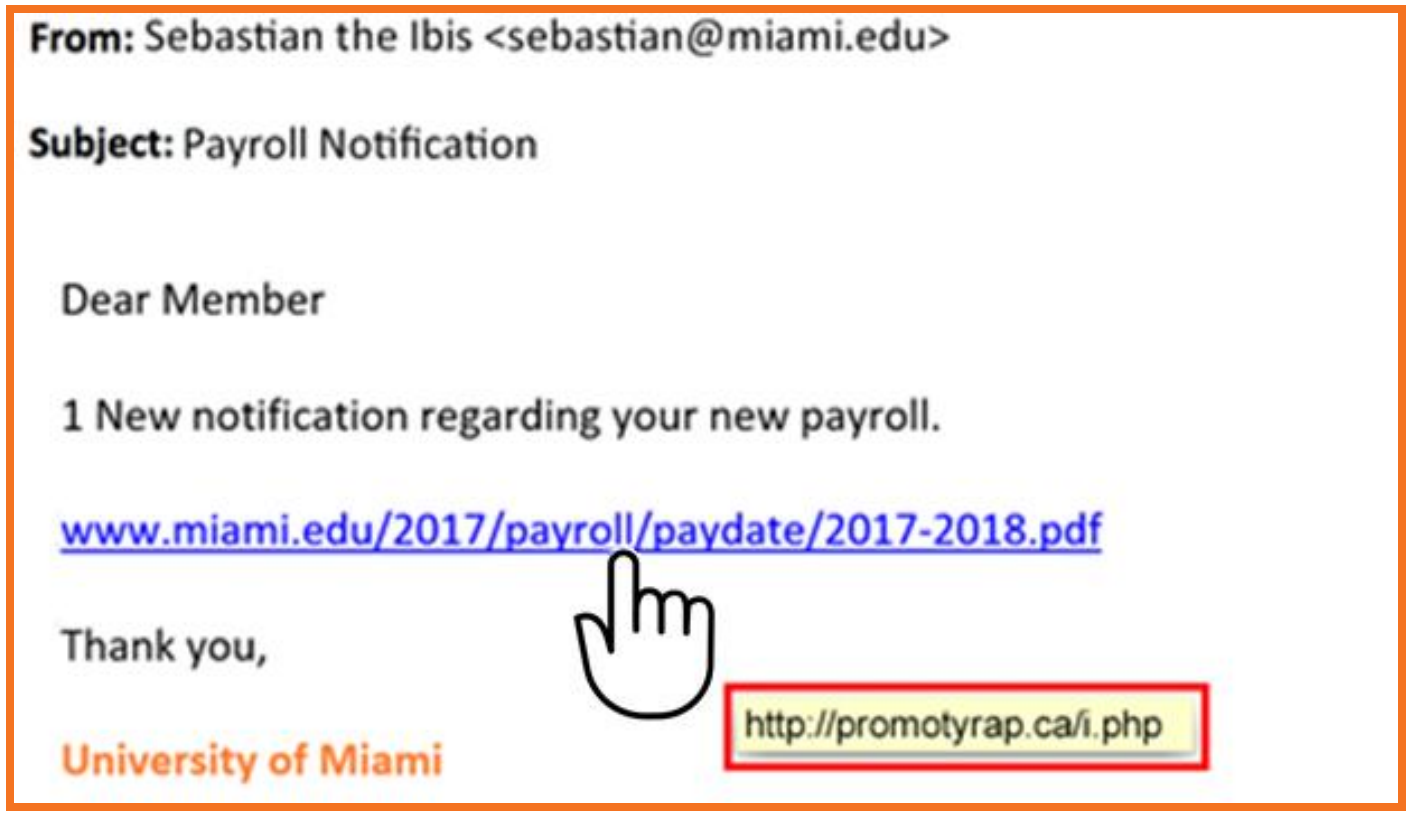
Smishing

Vishing

Whaling

Phishing Examples

Strange Hyperlinks in Emails



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,

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

Phishing Examples

Poorly Written Urgent Emails

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

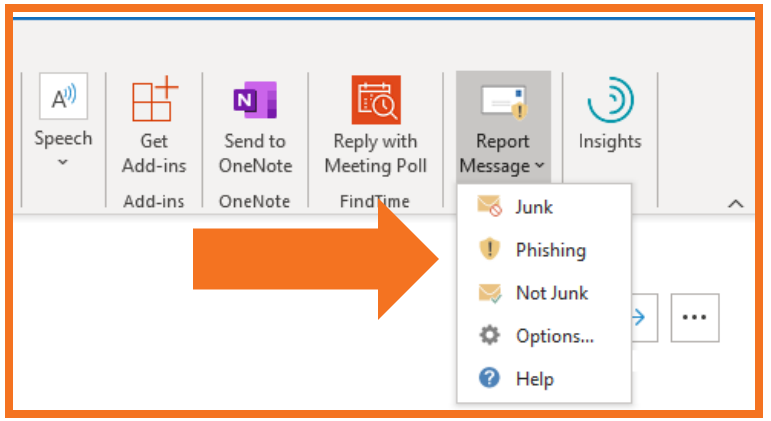
You can report phishing emails on Outlook, Outlook on the web, and Outlook for mobile.

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

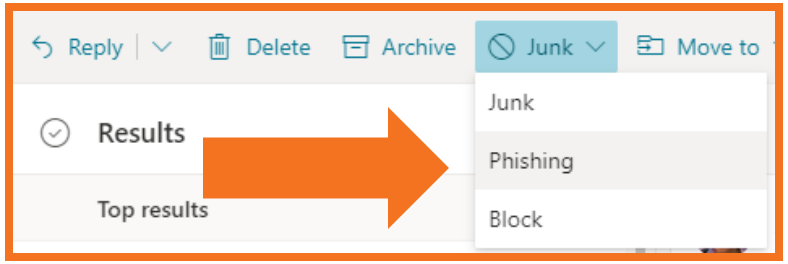
Outlook on the Web (http://email.miami.edu)
Method 1
- Select the message
- **Junk > Phishing**

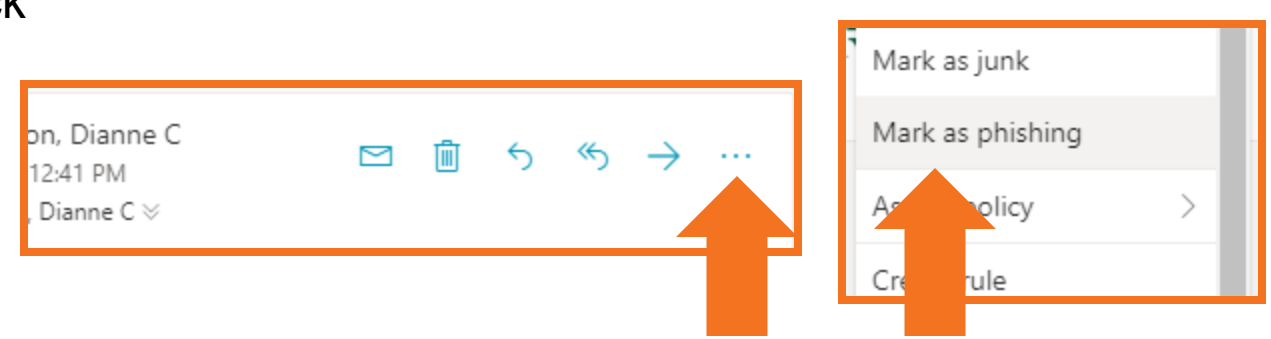
Method 2
- Select the message
- To the right of the sender's email address, click **… > Mark as Phishing**

Outlook for PC and Mac



Outlook on the Web



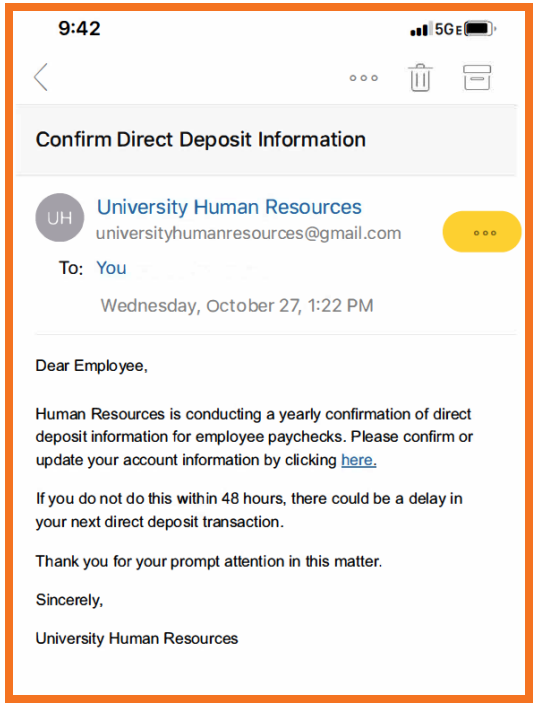


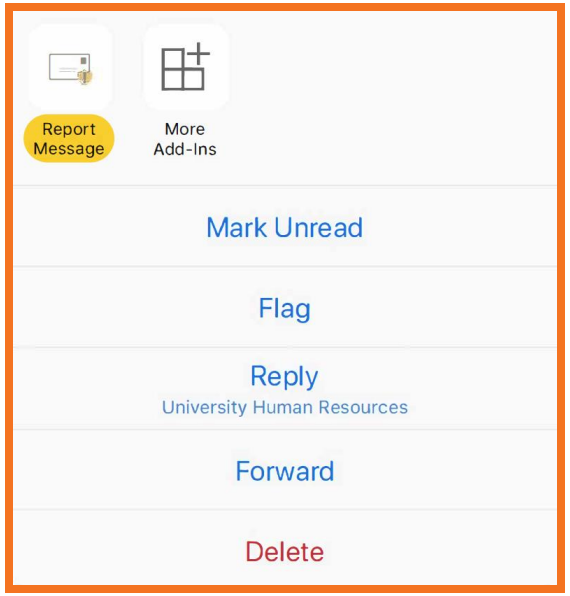
Report Phishing Emails

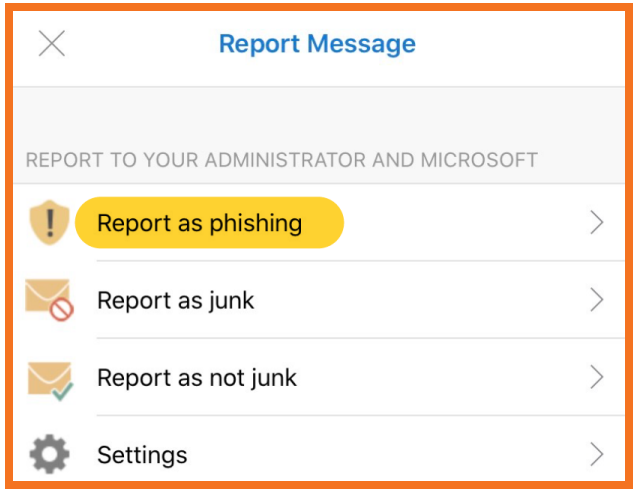
You can report phishing emails on Outlook, Outlook on the web, and Outlook for mobile.

Outlook for Mobile

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







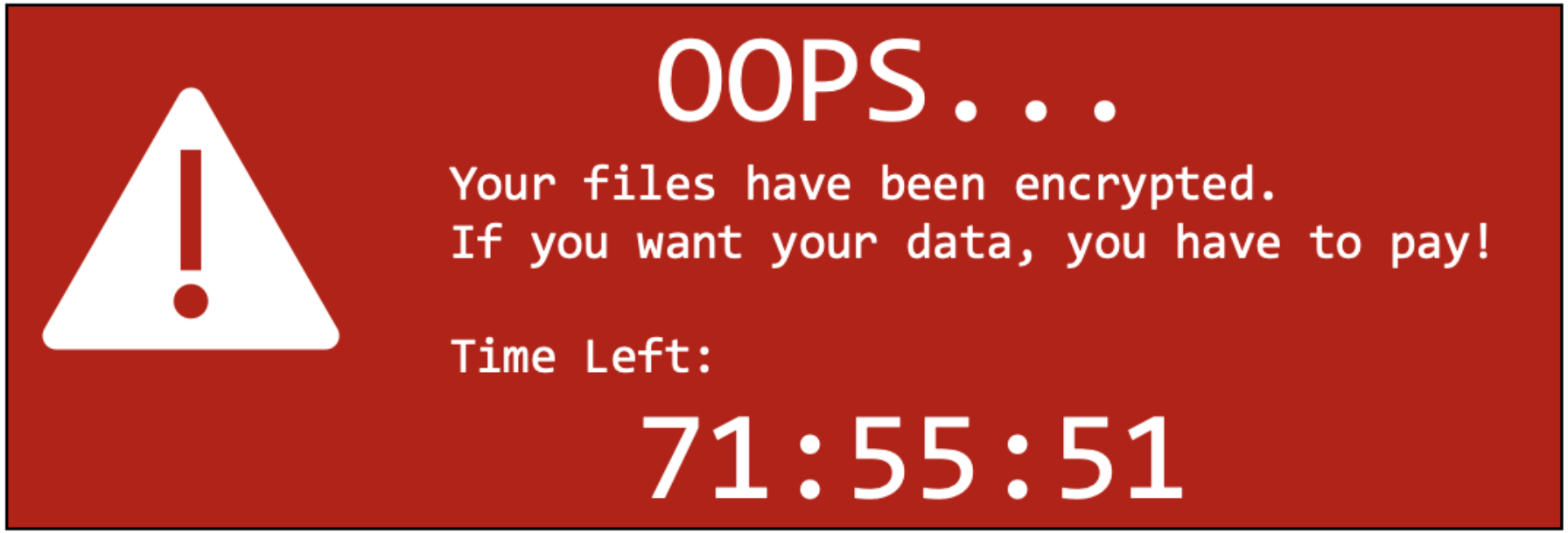
Incident Response Reporting

- **User Suspects A Successful Phishing Incident**
- **Immediately Report:**
  - **Gables**: Call (305) 284-6565 or email help@miami.edu
  - **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

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

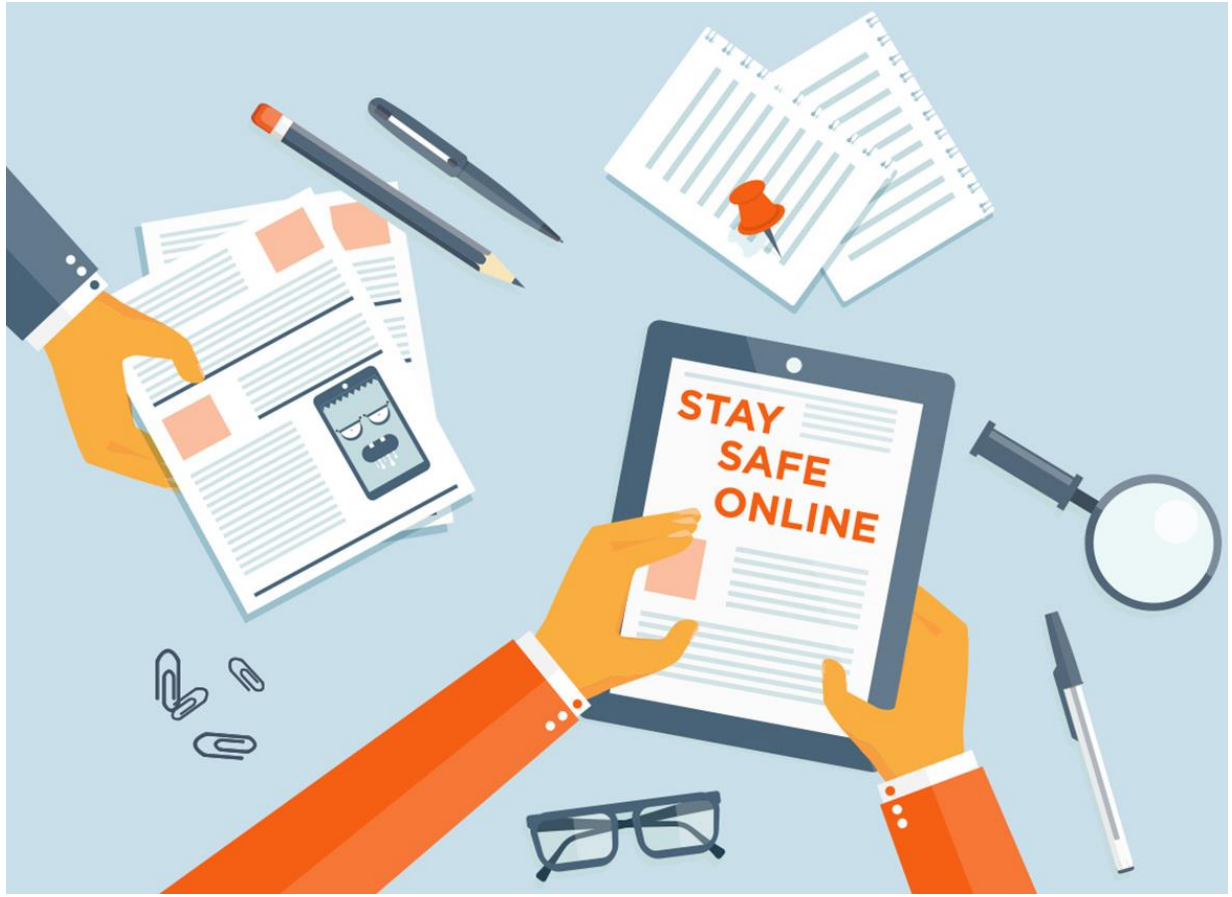
Loss in Revenue

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?

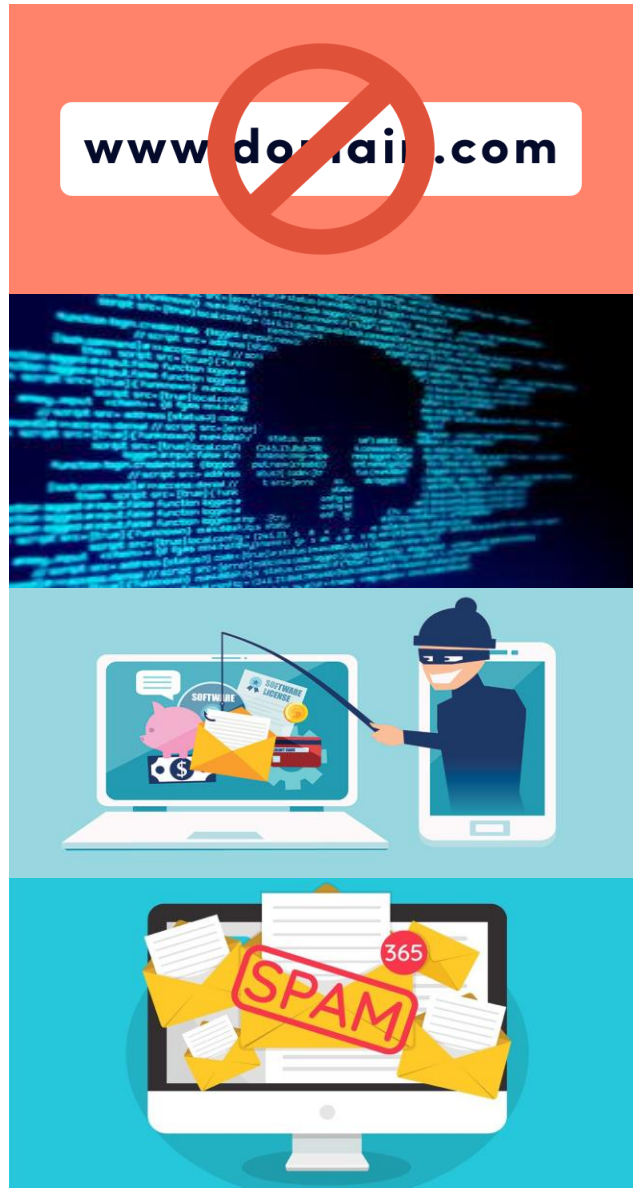
EMAIL QUARANTINE

MIAMI INFORMATION TECHNOLOGY

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

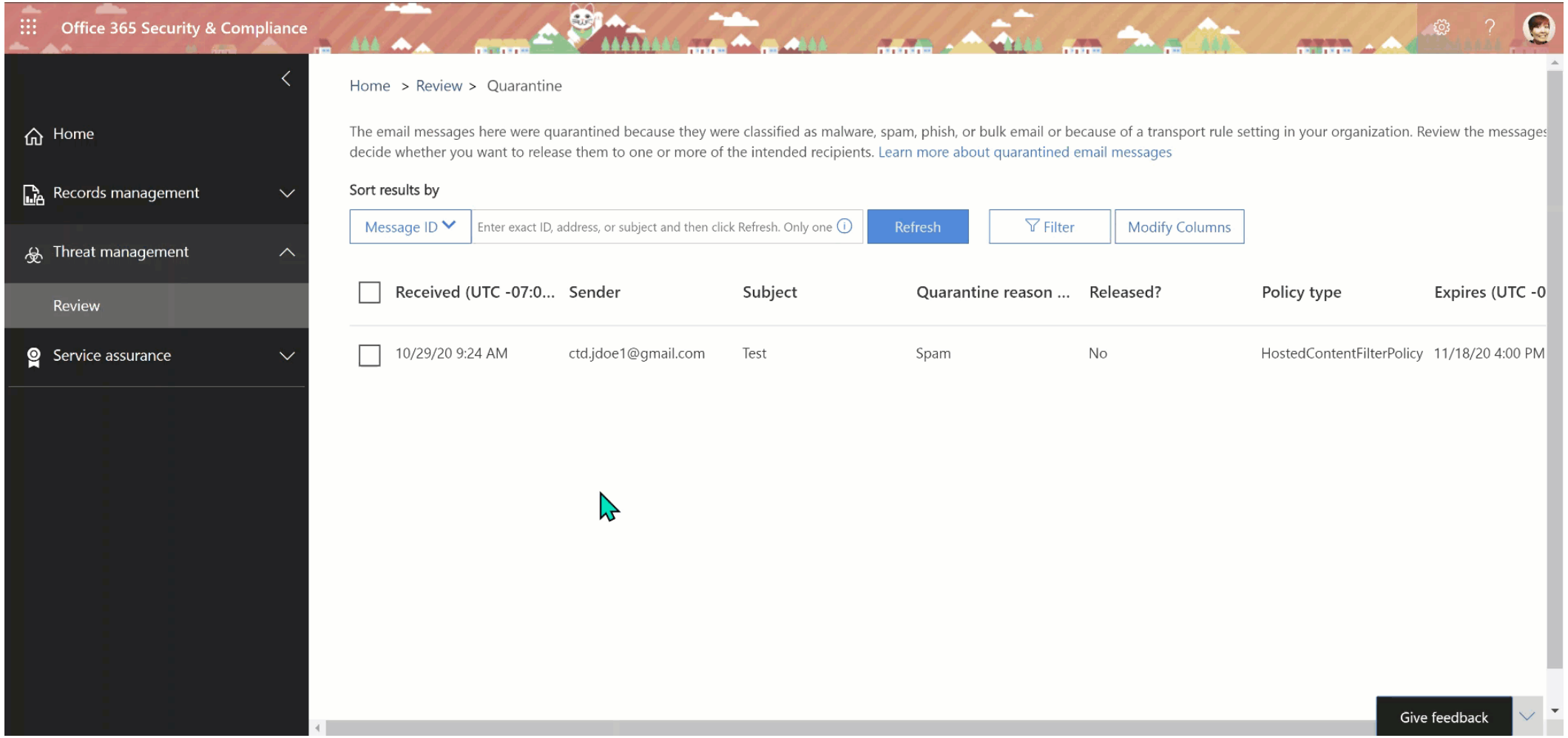


What Is Email Quarantine

Quarantine is one of the tools within the Email Protection system

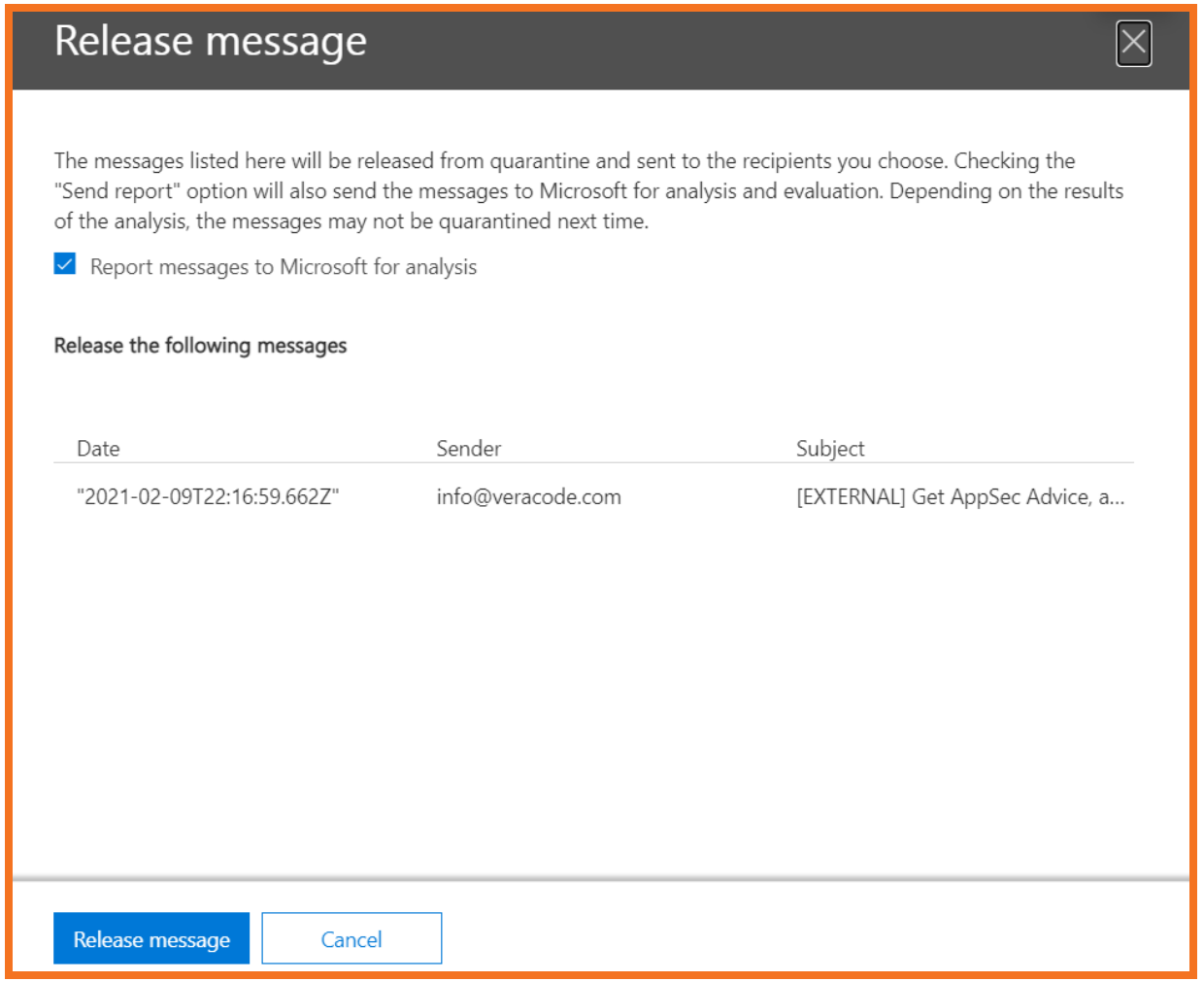
- How do I access my Email Quarantine? You can visit https://www.miami.edu/quarantine
- How long are my messages stored in Quarantine? **14 days**
- How can I receive alerts for messages sent to quarantine? https://www.miami.edu/spamdigestopt-in

Quarantine Web Interface



Release & Report

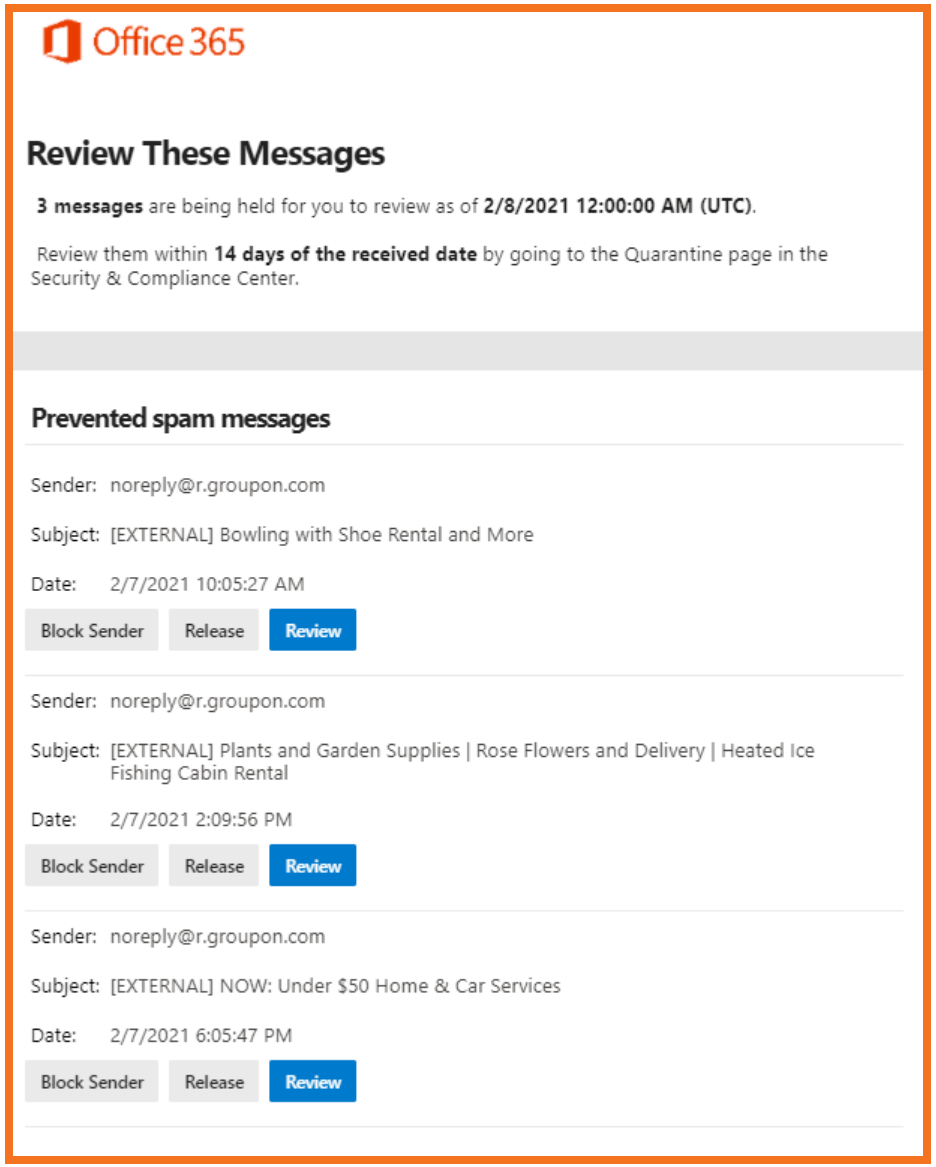
- Leaving this option checked will report the message to Microsoft for analysis
- The message will be delivered to your mailbox shortly after releasing



Quarantine Daily Digest

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.



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.

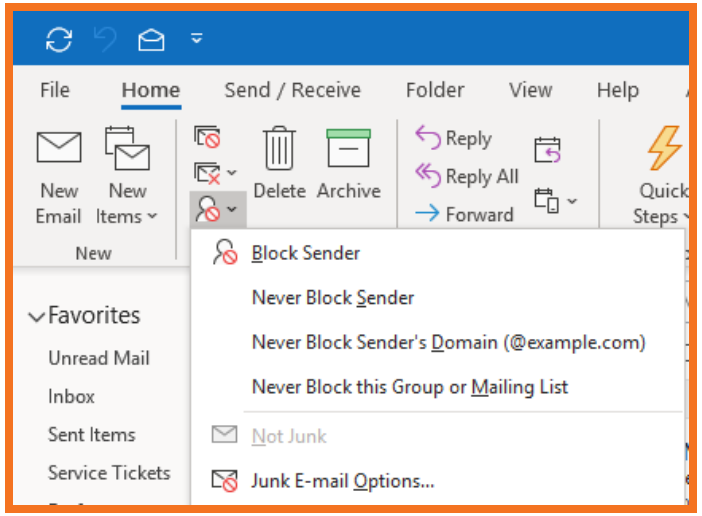
Outlook for PC
- **Home** > **Junk** > **Junk E-mail Options**.

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

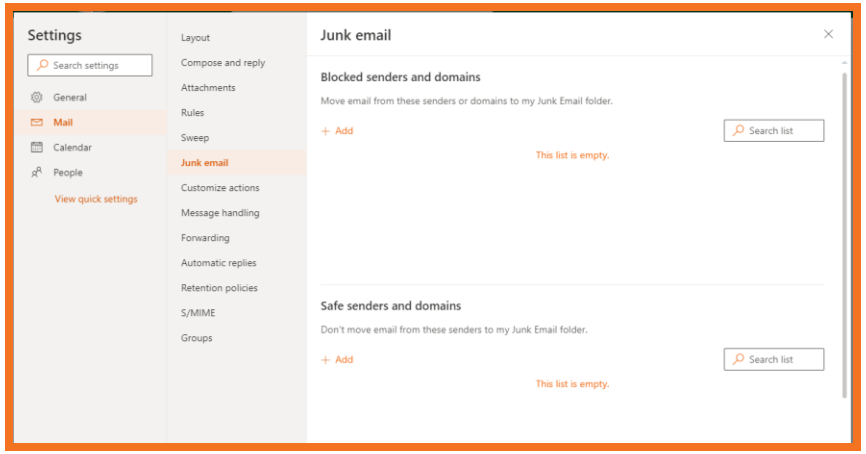
Outlook for Mac
- Outlook on the Web is the recommended route

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

Outlook for PC



Outlook on the Web



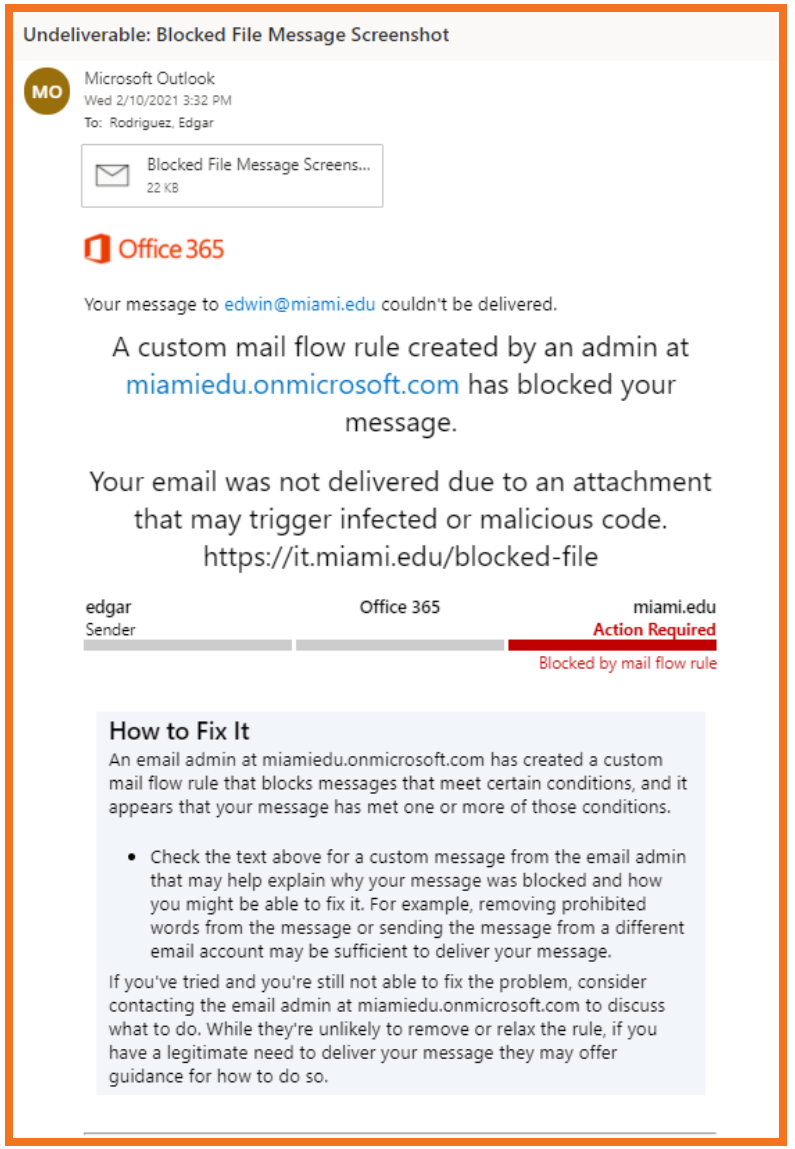
SAFELY SHARING FILES

Blocked File Type Messages

Sending a message with a file type that is known to be used to trigger infected or malicious code.

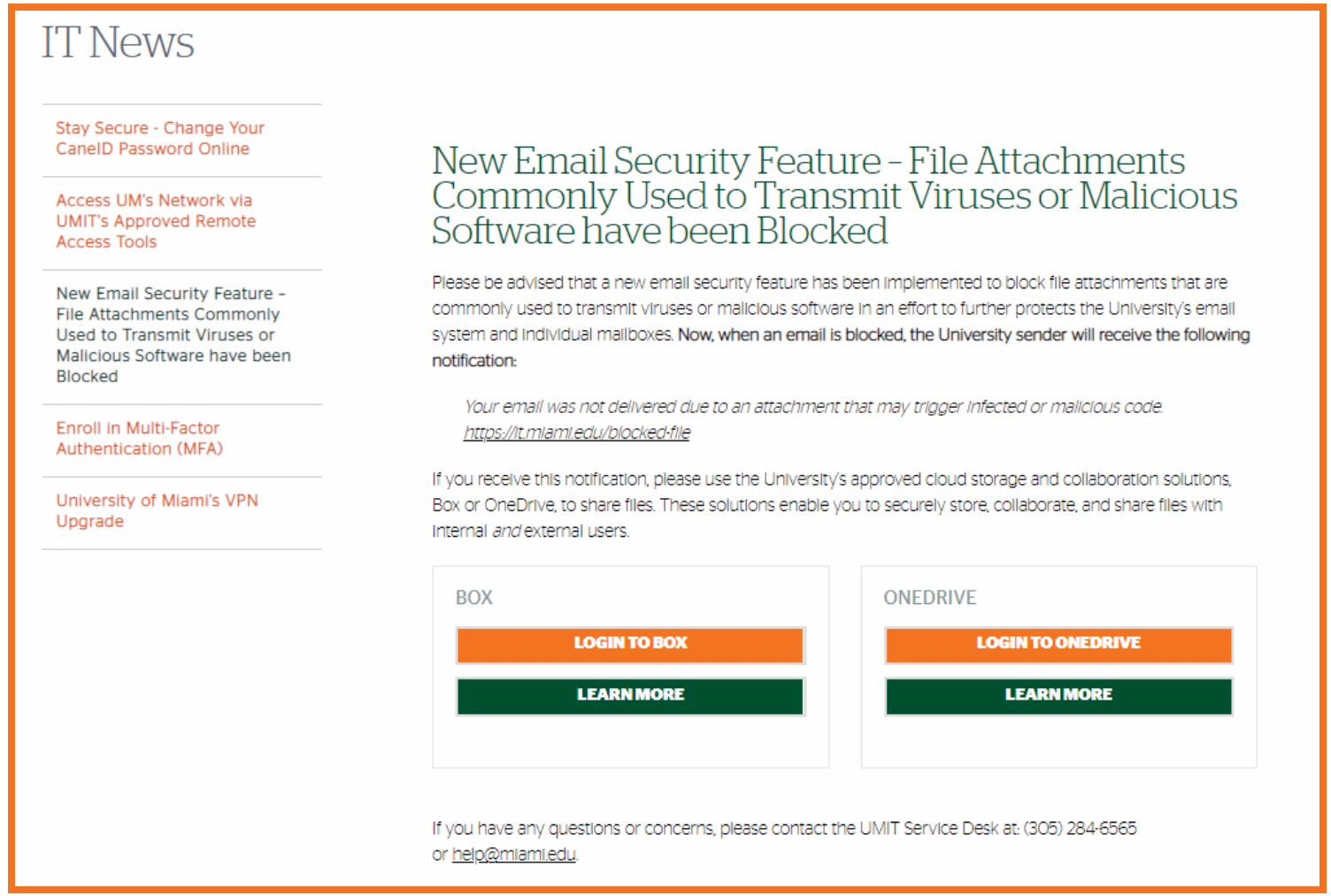
- **Results in an Undeliverable message**

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



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.



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 protects 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

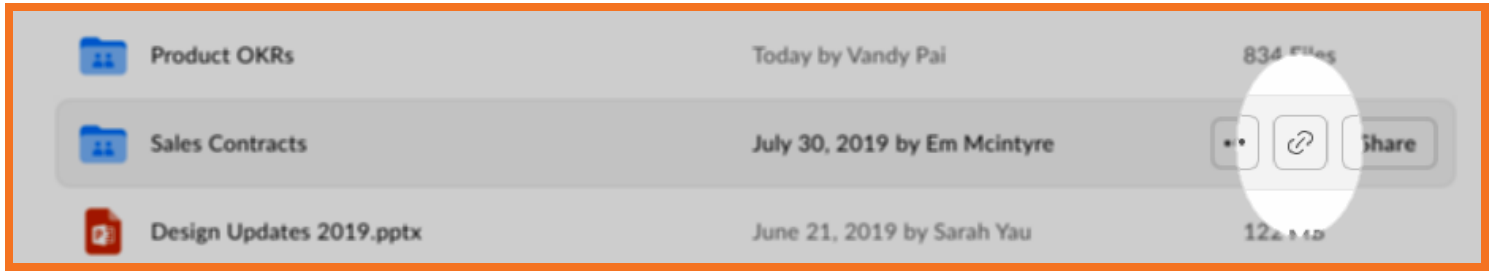
ONEDRIVE

LOGIN TO ONEDRIVE

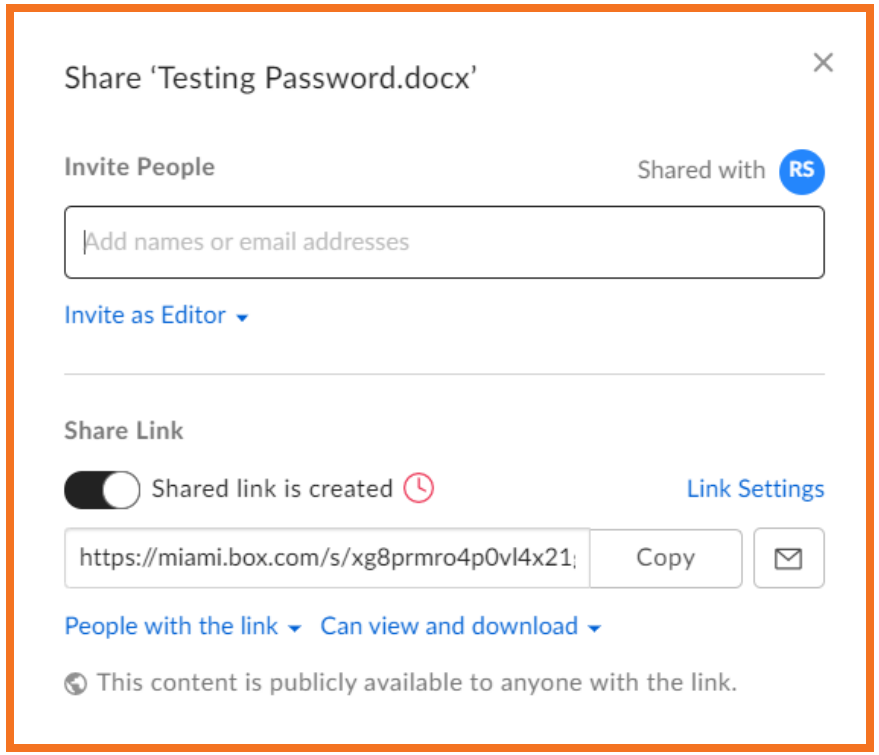
LEARN MORE

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

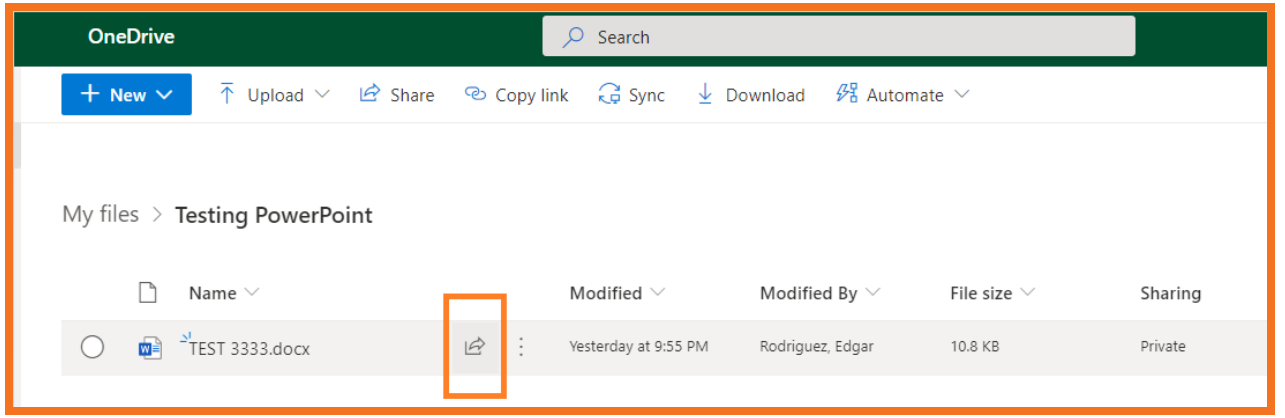


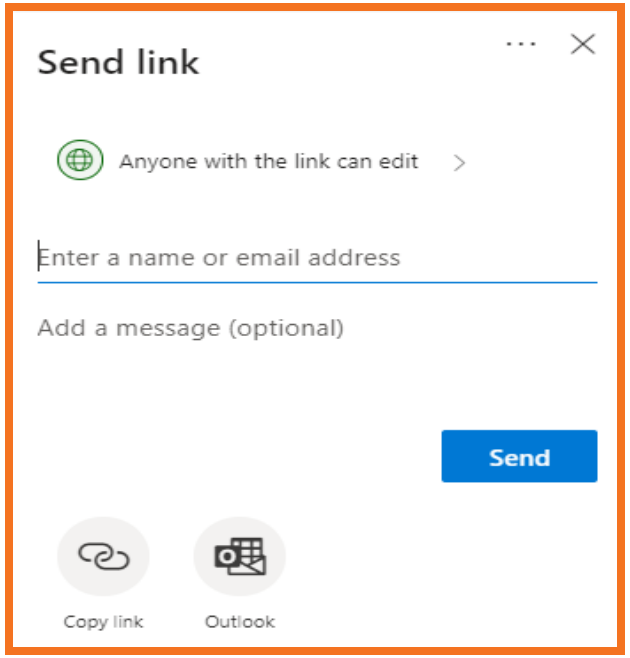
- box.miami.edu
- HIPPA compliant
- Allows you the ability to password protect links and set expiration dates.
- Store and manage content in a highly encrypted, secure, online environment.
- Request Departmental Box accounts: Box Departmental Account Request

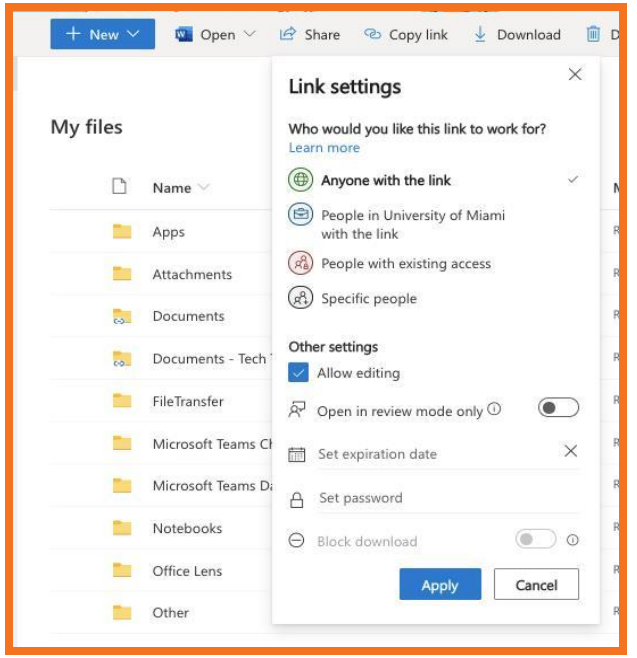


Using OneDrive To Safely Share Files

- 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.







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

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

techtalk@miami.edu

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