

# End User Cybersecurity Training



June 10th, 2025

Version 6.1





## About Jason Clause

### Host

Director of Marketing @ Endsight  
[linkedin.com/in/jasonclause](https://www.linkedin.com/in/jasonclause)



## About Stephen Hicks

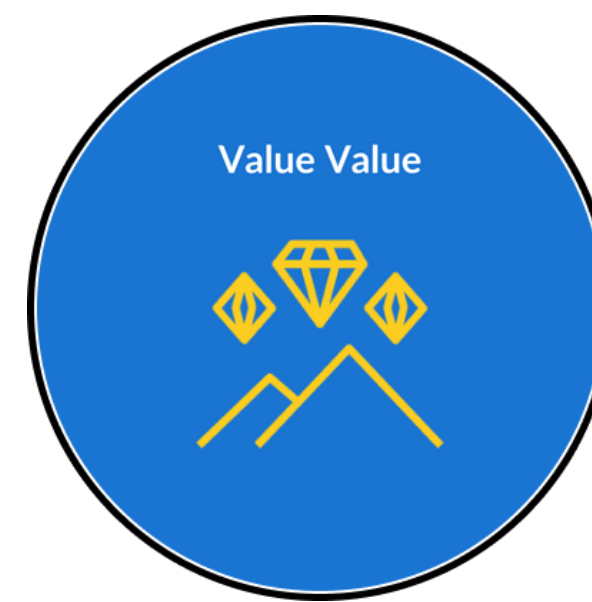
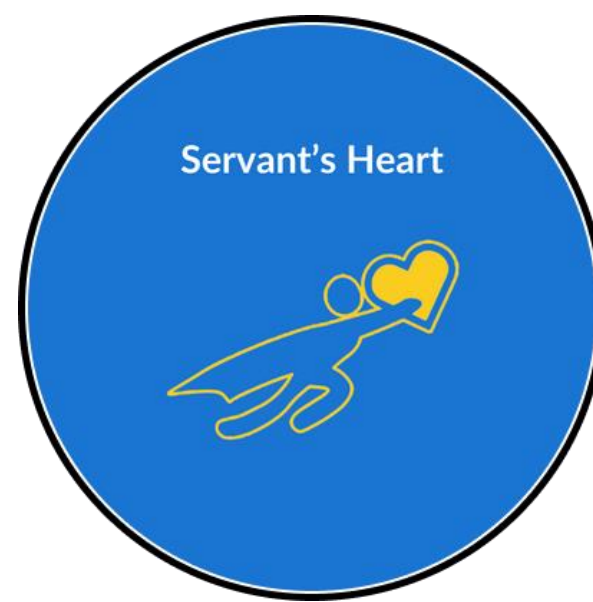
### Presenter

Security Practice Manager @ Endsight  
<https://www.linkedin.com/in/shicks/>



# Our purpose: Help others thrive

## Our values:



# Exciting News

## Some Proud Moments



# Agenda

Fundamentals  
overview



Cybersecurity  
hygiene



Q&A



Specific phishing  
attack examples

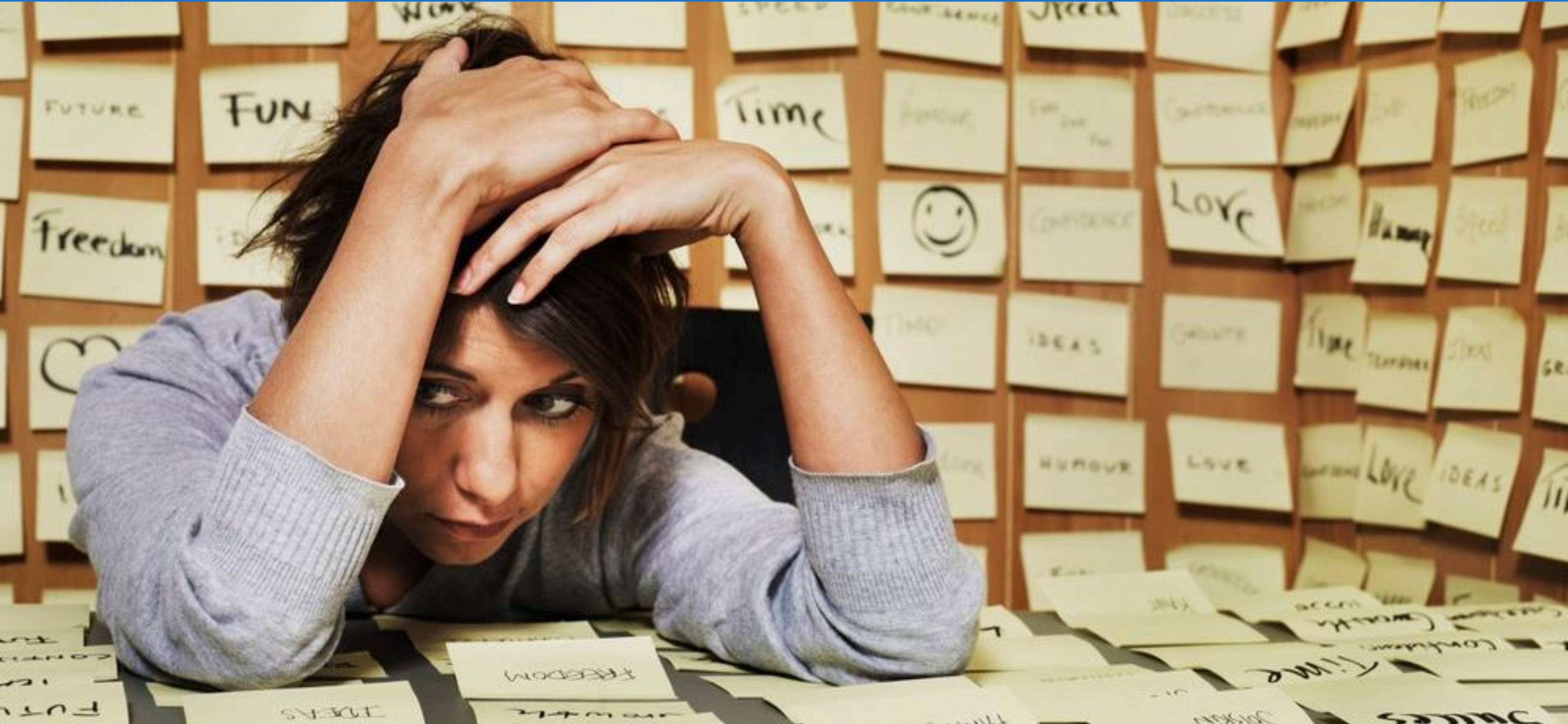


Recap &  
resources





# Why are you here?





## CYBER SECURITY MARKET FORECAST

Rising attack incidents and cyber regulation are key forces behind the global cybersecurity market. By 2026, it is predicted to reach \$270 billion—an 86% leap from 2018.



Source: Australian Cyber Security Growth Network, 2019  
USD B per annum, 2018 • latest actual data (constant exchange rates)

## ANYONE CAN BE A VICTIM OF CYBER CRIME.

Even businesses and entire governments. As the world becomes ever more connected and reliant on technology, it opens the door for online hackers to exploit critical security flaws in our systems.

To combat this growing threat, our cybersecurity capabilities must match—and better yet, surpass—the sophistication of cybercriminals.



# Lifecycle of an Attack

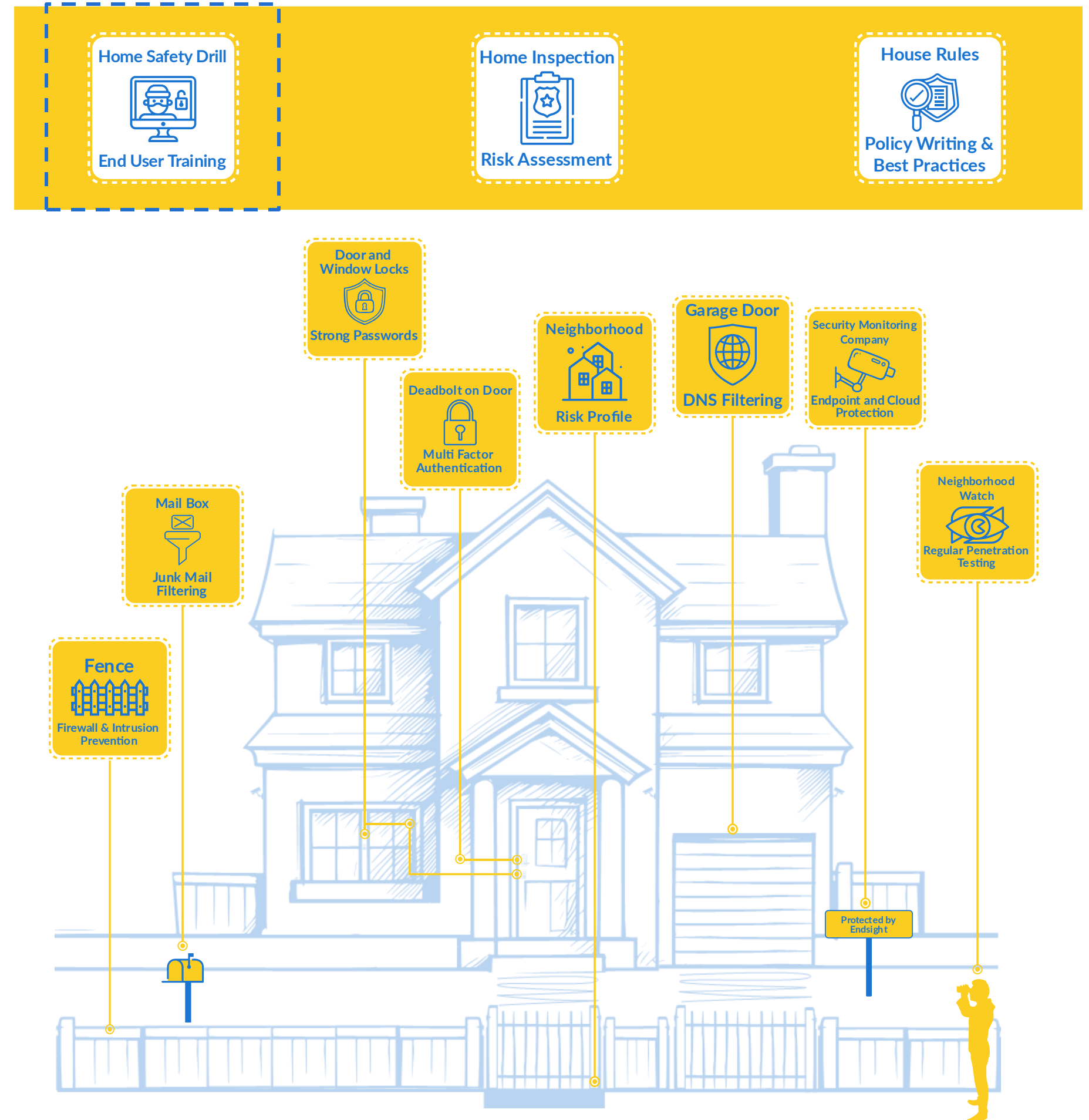
## From Phish to \$2.5M Ransomware Attack





# Layered Cyber Security

(People, Process, Technology)



# SECURITY



**Stephen Hicks**

**Security Practice Manager  
Endsight**

**endsight** 

# Fundamentals Overview



## Dictionary

Search for a word



# sus·pi·cion

/səˈspiʃən/

*noun*

1. a feeling or thought that something is possible, likely, or true.  
"she had a sneaking **suspicion** that he was laughing at her"

Similar:

intuition

feeling

impression

inkling

surmise

guess



2. cautious distrust.  
"her activities were regarded with suspicion by the headmistress"

Similar:

misgiving

doubt

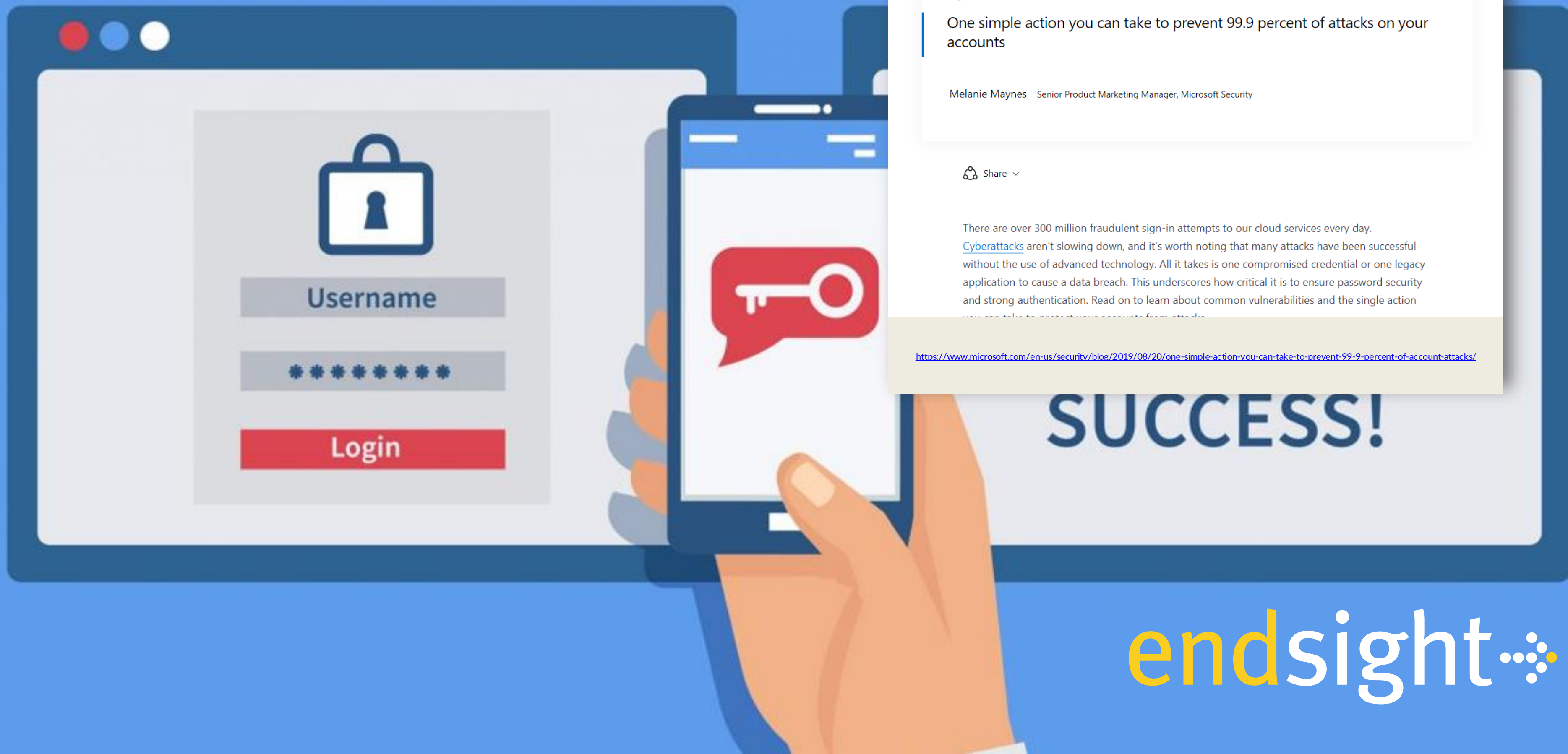
qualm



wariness

chariness

reservation






 Microsoft | Microsoft Security Solutions ▾ Products ▾ Services ▾ More ▾ [Start free trial](#) All Microsoft ▾ 

August 20, 2019 • 2 min read

## One simple action you can take to prevent 99.9 percent of attacks on your accounts

Melanie Maynes Senior Product Marketing Manager, Microsoft Security

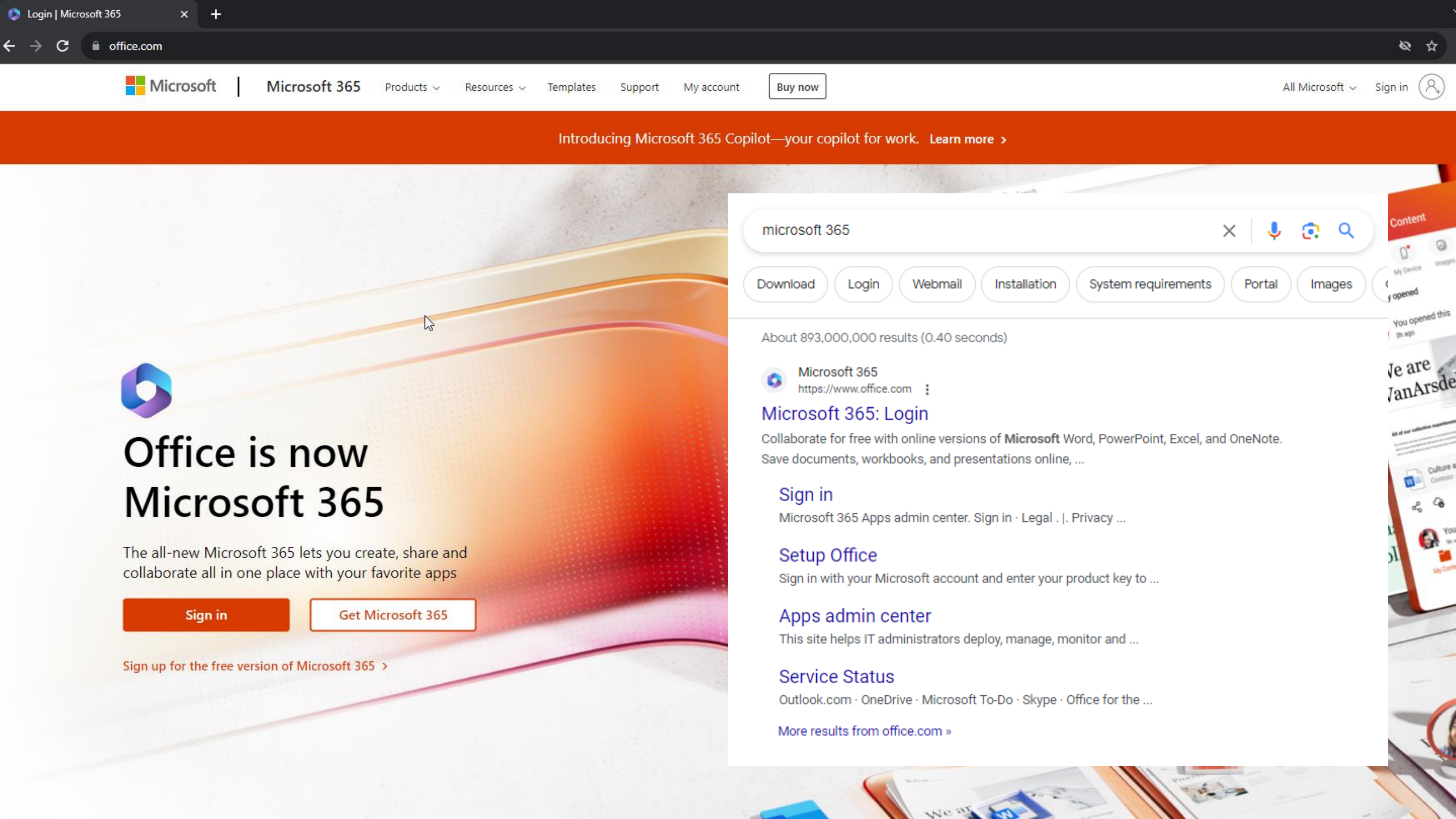
 Share ▾

There are over 300 million fraudulent sign-in attempts to our cloud services every day. [Cyberattacks](#) aren't slowing down, and it's worth noting that many attacks have been successful without the use of advanced technology. All it takes is one compromised credential or one legacy application to cause a data breach. This underscores how critical it is to ensure password security and strong authentication. Read on to learn about common vulnerabilities and the single action you can take to protect your accounts from attacks.

<https://www.microsoft.com/en-us/security/blog/2019/08/20/one-simple-action-you-can-take-to-prevent-99-9-percent-of-account-attacks/>

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Introducing Microsoft 365 Copilot—your copilot for work. [Learn more >](#)



# Office is now Microsoft 365

The all-new Microsoft 365 lets you create, share and collaborate all in one place with your favorite apps

[Sign in](#)

[Get Microsoft 365](#)

[Sign up for the free version of Microsoft 365 >](#)

microsoft 365

[Download](#)

[Login](#)

[Webmail](#)

[Installation](#)

[System requirements](#)

[Portal](#)

[Images](#)

About 893,000,000 results (0.40 seconds)



Microsoft 365

<https://www.office.com>

## Microsoft 365: Login

Collaborate for free with online versions of **Microsoft** Word, PowerPoint, Excel, and OneNote. Save documents, workbooks, and presentations online, ...

### Sign in

[Microsoft 365 Apps admin center](#). [Sign in](#) · [Legal](#) · [Privacy](#) ...

### Setup Office

Sign in with your Microsoft account and enter your product key to ...

### Apps admin center

This site helps IT administrators deploy, manage, monitor and ...

### Service Status

[Outlook.com](#) · [OneDrive](#) · [Microsoft To-Do](#) · [Skype](#) · [Office for the ...](#)

[More results from office.com »](#)





# Sign in


Email, phone, or Skype

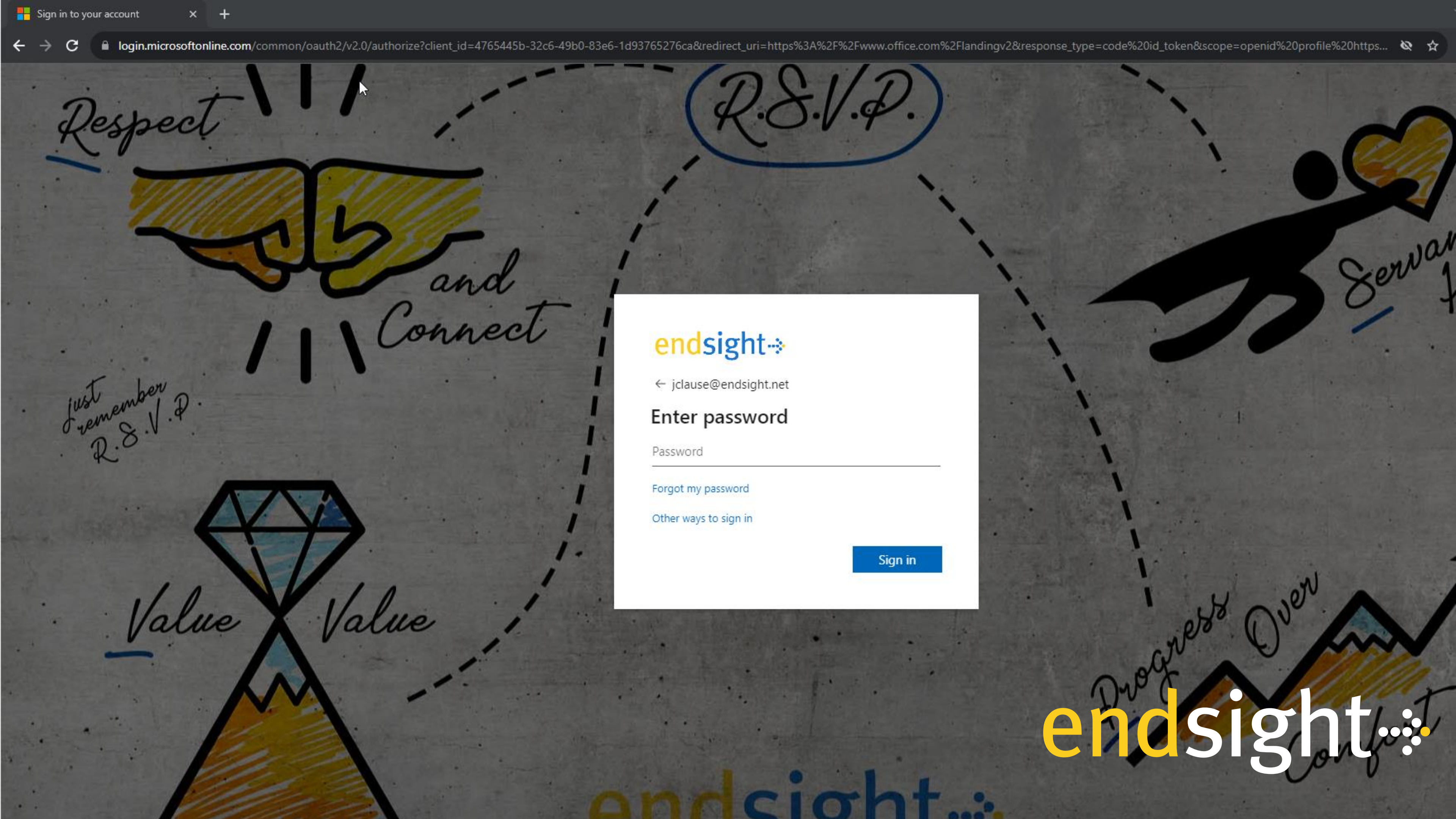
No account? [Create one!](#)


[Can't access your account?](#)

Back

Next

 Sign-in options





← jclause@endsight.net

Enter password

Password

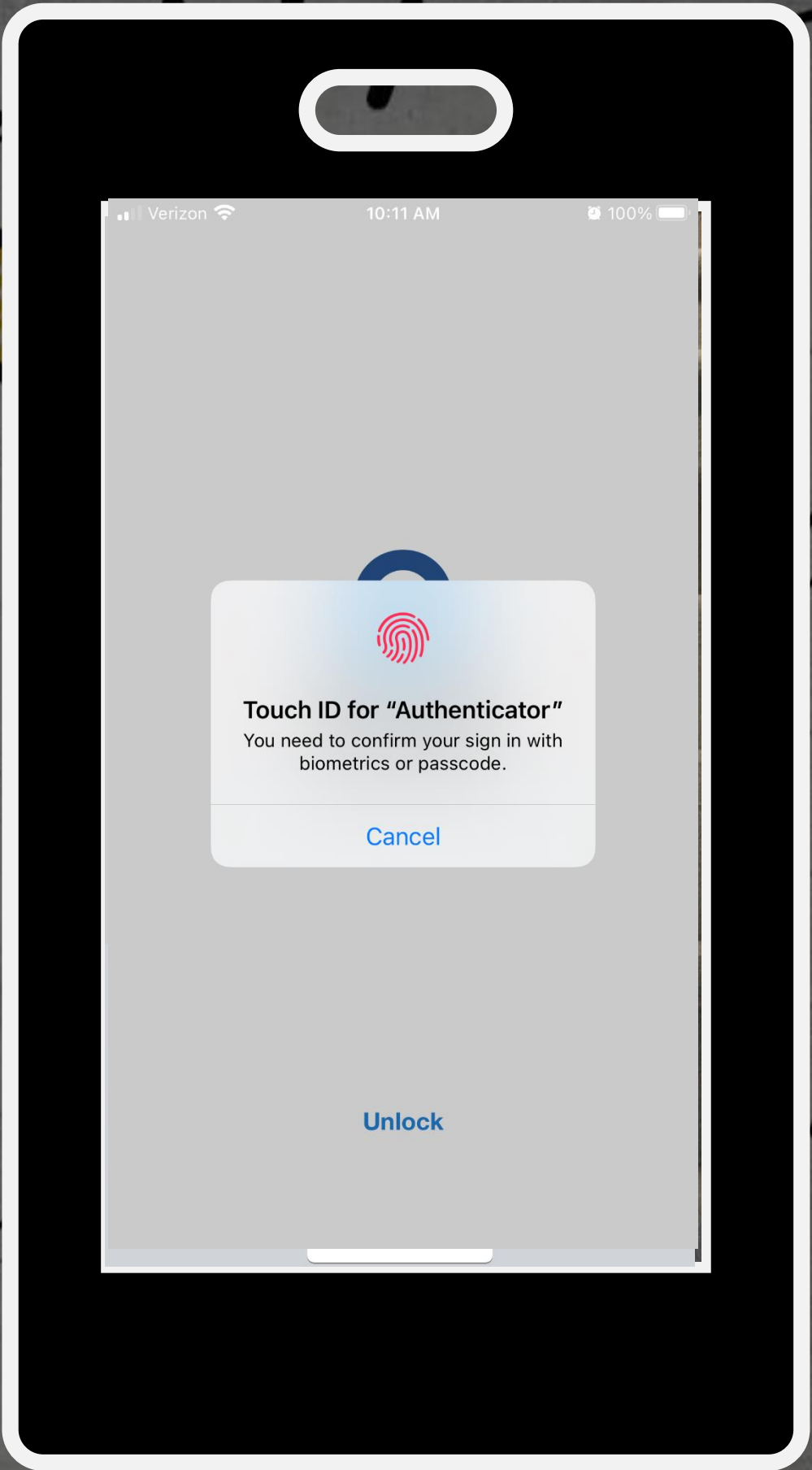
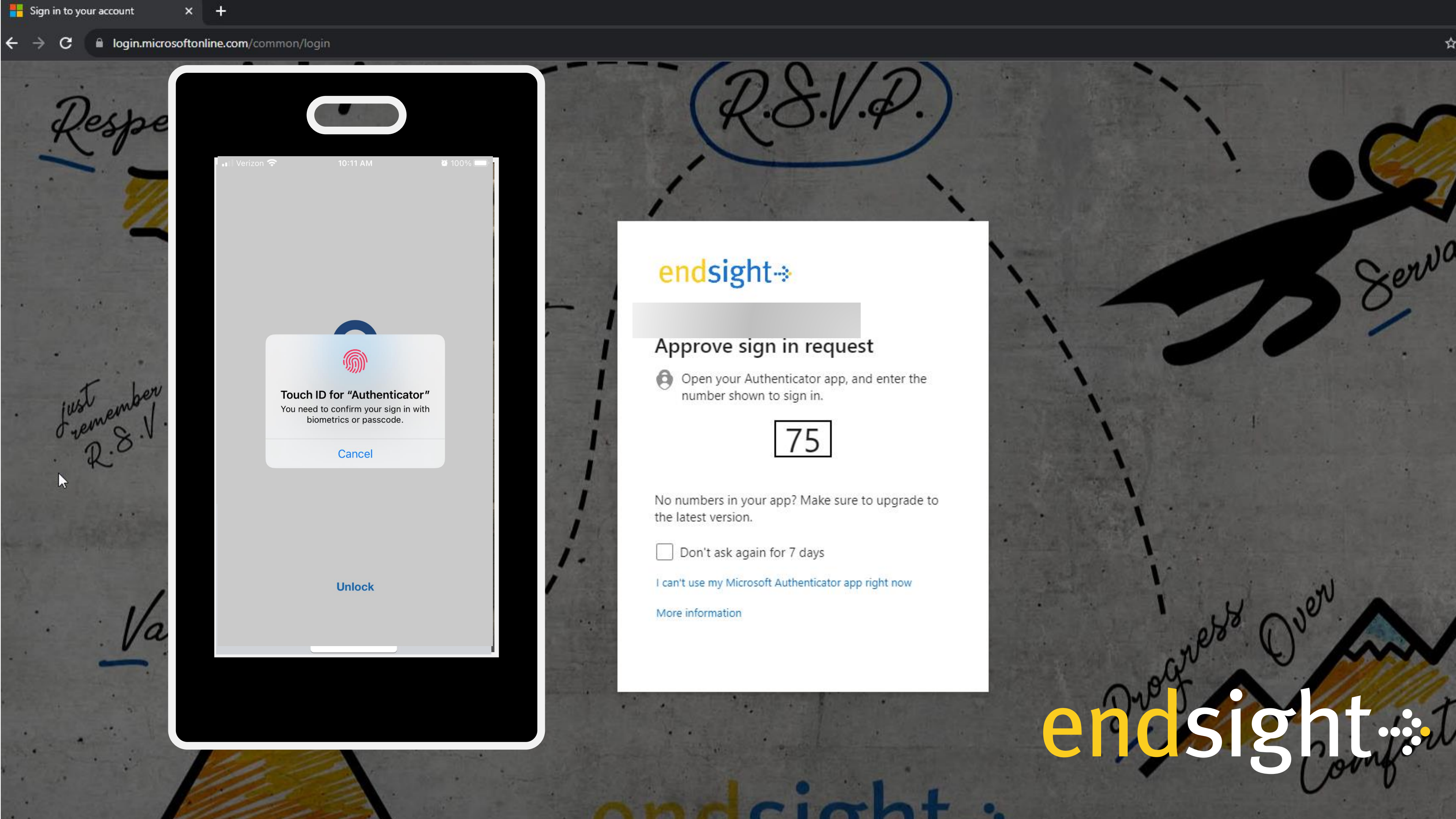
[Forgot my password](#)


[Other ways to sign in](#)


Sign in

endsight










### Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

75

No numbers in your app? Make sure to upgrade to the latest version.

☐ Don't ask again for 7 days

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)



Home | Microsoft 365

← → ↺

office.com/?auth=2

📄 📁 ⭐ ⓘ 🔄 🌐

⋮

Microsoft 365

🔍

Search

🏠 Home

⊕ Create

📁 My Content

📄 Feed

📁 Apps

📄 Outlook

👤 Teams

📄 Word

📄 Excel

📄 PowerPoint

📄 You edited this  
25m ago

📄 Cyber Security Fundamentals Training Ideas for F...

endsight→

MLA | how it works

📄 This may relate to a recent meeting  
Yesterday at 7:00 AM

📄 MarketingTeamOrientationForNewEmployees

endsight→

Marketing Orientation

👤 John Hall recorded a meeting.  
Yesterday at 2:42 PM

Hydrate for Health Wellable Raffle Drawing

📄 You edited this  
Yesterday at 3:58 AM

📄 90DayRockMeeting

endsight→

Sophos Partner of the year award

- Thank you! - Sophos General security info
- Google Cloud Partner - Work with Sophos Partner of the Year
- Sophos made good - Sophos press kit
- Blog / Press Release - Sophos press kit - It's event success - Continued updated blog through the summer. For each one we also write the story.
- Home page award section
- Site design - training, office hours, speaking
- Content
  - Get a complimentary T-shirt to <http://www.90dayrockmeeting.com> by clicking on the link below
  - \$2,000 T-shirt contest
  - Email to Karen Aumann - We want you to be a part of it... (complimentary contest)
  - Email to Clients - Thank you for celebrating, we're sharing... (attachments) from Karen Aumann
  - We committed to making others thrive. That means we need to make quality cyber safety accessible for businesses in our segment. - Lauren / safe / some

Quick access

🏠 All

🕒 Recently opened

👤 Shared

⭐ Favorites

⊕

📄 Cyber Security Fundamentals Training Ideas for Future

25m ago

📄 You edited this

📄 Standards List

4h ago

📄 You recently opened this

📄 Standards Change Request

4h ago

📄 You recently opened this

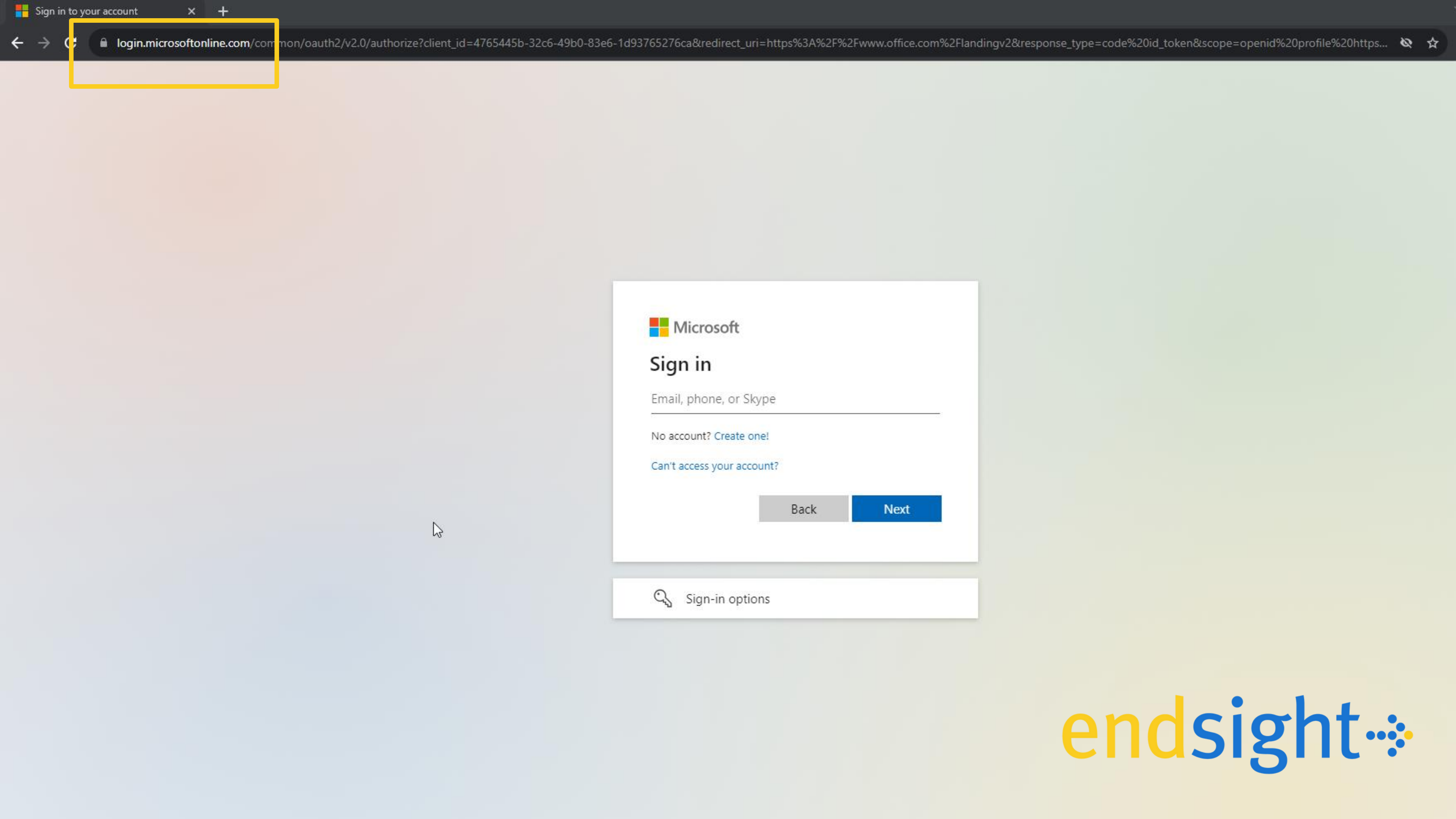
📄 Time Exception

4h ago

📄 Microsoft Power BI shared this with you

# MFA Bypass





## Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next



Sign-in options

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# Use multi channel verification.



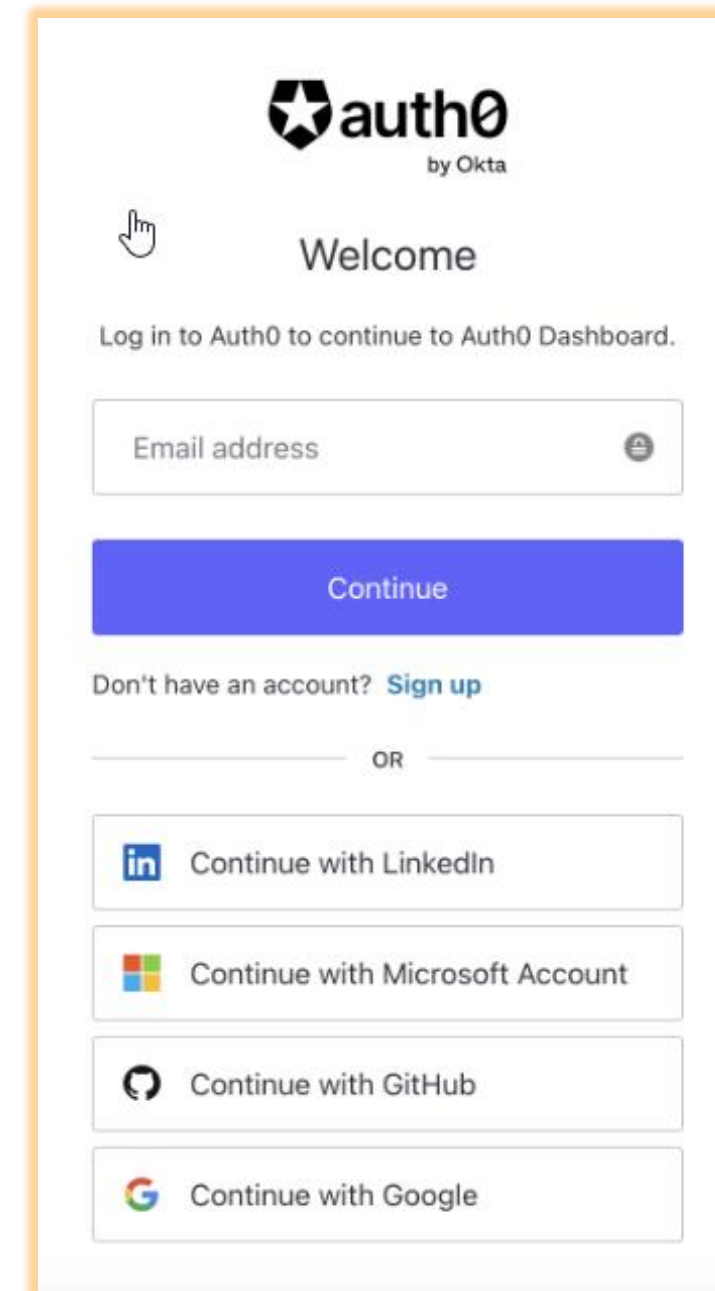
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# Identity management

---

Less access to personal information

Be careful how much permission/access you allow

A screenshot of the Auth0 login interface, which is a web form for user authentication. At the top, it features the Auth0 logo (a star icon) and the text "auth0 by Okta". Below the logo, a hand cursor icon points to the "Welcome" heading. The main instruction reads "Log in to Auth0 to continue to Auth0 Dashboard." There is a text input field labeled "Email address" with a small lock icon on the right. Below the input field is a prominent blue "Continue" button. Underneath the button, it says "Don't have an account? Sign up" with "Sign up" as a link. A horizontal line with the word "OR" in the center separates the email login section from the social login section. The social login section contains four buttons: "Continue with LinkedIn" (with the LinkedIn logo), "Continue with Microsoft Account" (with the Microsoft logo), "Continue with GitHub" (with the GitHub logo), and "Continue with Google" (with the Google logo).

Tapping isn't just easy.....



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# Cybersecurity Hygiene

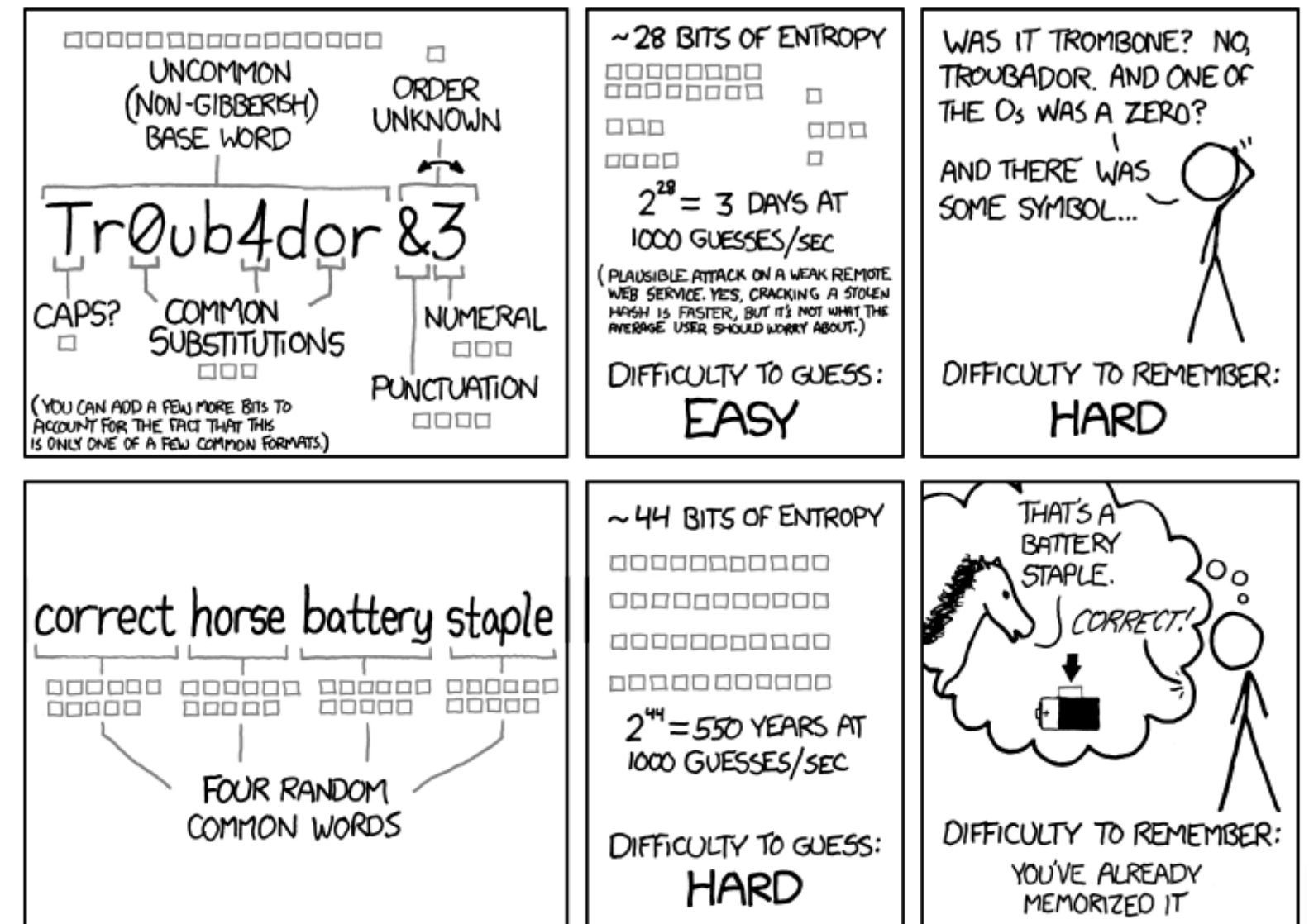


# NETWORKS

- 1) Make sure you have a good password on your home network
- 2) Change that password once a year
- 3) If you don't live here, you don't get the WiFi password
- 4) Don't forget about your smart devices!!!



- 1) Good passwords are long
- 2) Good passwords are random
- 3) Humans are bad at randomness
- 4) Password generators matter



THROUGH 20 YEARS OF EFFORT, WE'VE SUCCESSFULLY TRAINED EVERYONE TO USE PASSWORDS THAT ARE HARD FOR HUMANS TO REMEMBER, BUT EASY FOR COMPUTERS TO GUESS.

# WORKSTATIONS



- 1) If you leave it, LOCK it!
- 2) Never share your password with anyone!
- 3) Use you work devices for work, your home devices for home
- 4) Continue to leave your computers on at night



# Do you know your acceptable use policy?

Every company should have one and you should understand it.



# WILD, WILD WEB





www.amazon-update-account-awd54732489747.tube-gif-converter.com/Login.php?sslchannel=true&sessionid=

**amazon**

[Your Account](#) | [Help](#)

**Fake Page**

Protocol

**http://www.tinydancinghorse.com**

Subdomain

Domain Name

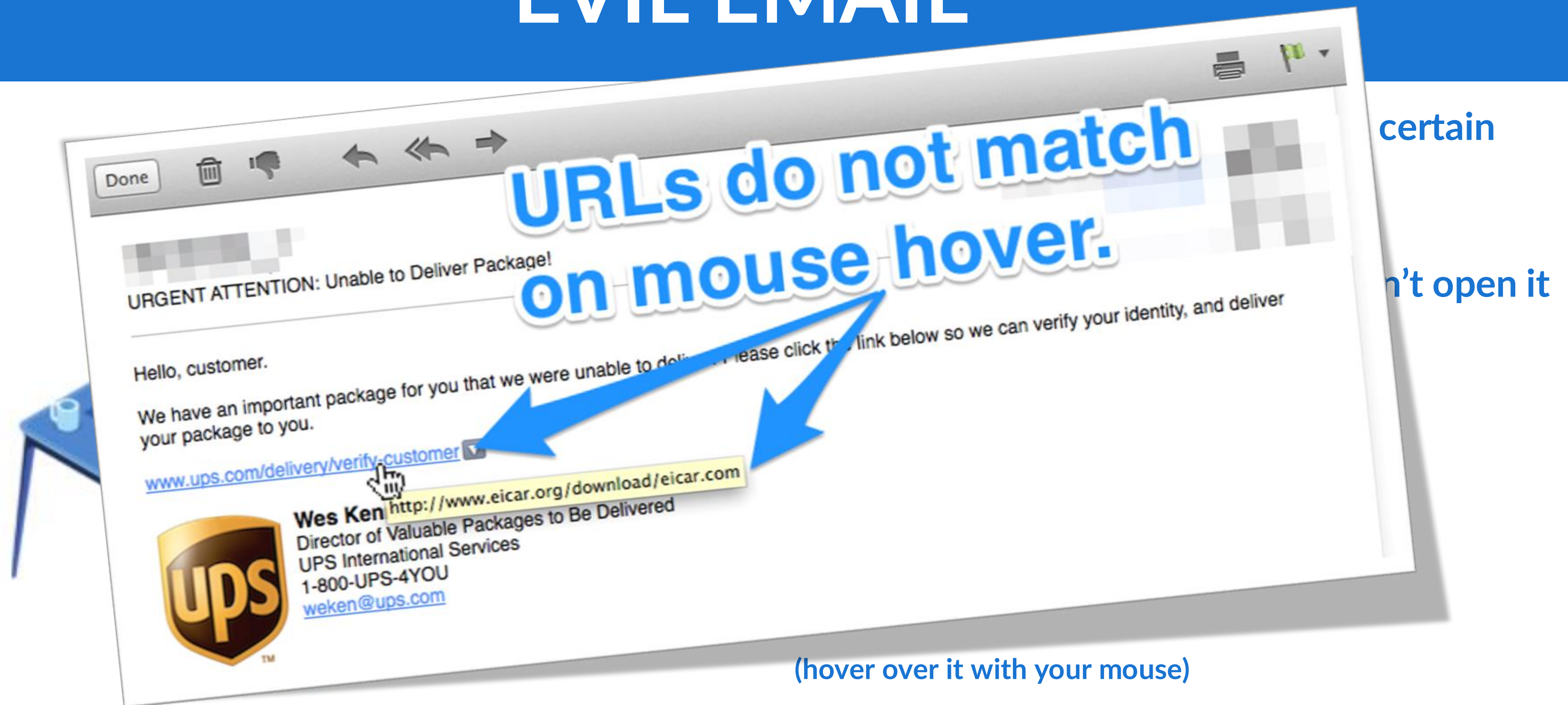
Top-level Domain

**Root Domain**

*(includes domain name and top-level domain)*



# EVIL EMAIL



(hover over it with your mouse)

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# Email Encryption

Encry

Sending an encrypted email

Encrypt through transit

Microsoft Office 365 New mail interface showing the Options tab with the 'Show Bcc' checkbox checked. A green arrow points to the 'Show Bcc' checkbox. Another green arrow points to the 'Set permissions on this item' dropdown menu, which is open and shows the 'Encrypt' option selected. A third green arrow points to the 'More options' icon (three dots) in the top right corner of the ribbon.

Jason Clause  
Director of Marketing  
(510) 280-2008  
(833) ENDSIGHT  
[www.endsight.net](http://www.endsight.net)

Managed IT & Technical Support • We are committed to helping others thrive!

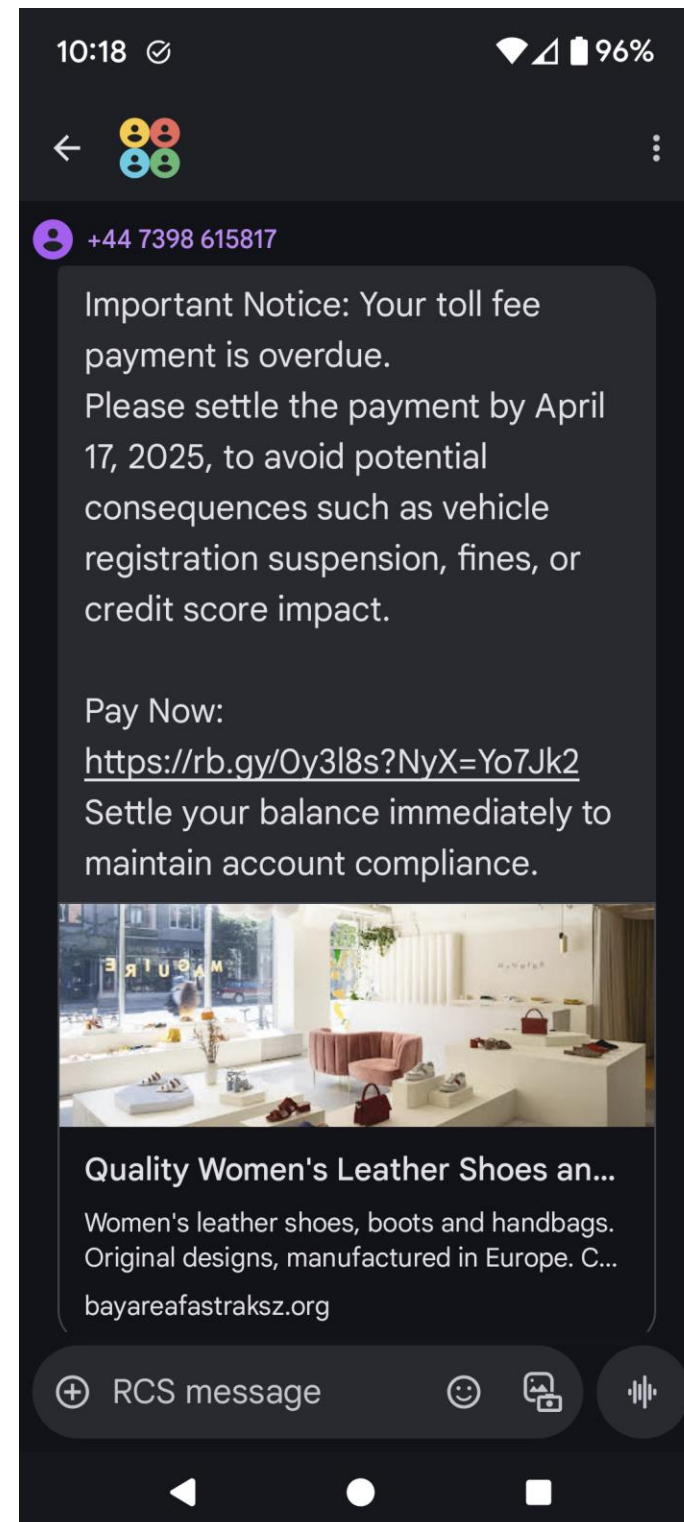
ing sensitive

g intercepted

sensitive  
e providers, and

endsight

# Look Closely



What's wrong with  
this text message?





New message



Delete



Archive



Junk



Sweep



Move to



Favorites



Inbox

14



Sent Items

Add favorite



Folders



Inbox

14



Drafts



Sent Items



Inbox



Junk

Phishing



Block



Microsoft Planner

You've been assigned a task! Mon 1:51 PM  
Hi Jason, Marrah Goad assigned a new ta...



Spark Hire

Video interview completed... Mon 1:42 PM  
Hello Jason Clause, Your One-Way Video...



Spark Hire

Luis Garfias accepted you... Mon 12:59 PM  
Hello Jason Clause, Your One-Way Interv...



Matt Isola



Video interview

info=spa  
on behal  
Spark Hir  
Mon 4/12/  
To: Jason

SPAR

Hello Jas

Your One-

Grammarly



Share to  
Teams

Teams

Complete

Tomorrow

Next Week

Today

This Week

Create and app...

Quick Steps

Move

Rules

OneNote

Move

Assign Policy

Unread/Read

Categorize

Follow Up

Tags

New Group

Browse Groups

Groups

Search People

Address Book

Filter Email

Find

Read Aloud

Speech

Translate

Language

Get Add-ins

Add-ins

Reply with Grammarly

Grammarly

Sales Tools

HubSpot

Reply with Meeting Poll

FindTime

Close

Add-on

Report Message

Report Message

## Product Notice: Update Required for SonicWall CMS for SMA 1000 Series

SonicWall <hello@sonicwall.com>

To Jason Clause

If there are problems with how this message is displayed, click here to view it in a web browser.

Reply

Reply All

Forward

Tue

Junk

Phishing

Not Junk

Options...

Help

SONICWALL

### PRODUCT NOTICE

#### Update Required for SonicWall Secure Mobile Access (SMA) 1000 Central Management Server (CMS)

Due to enhancements in the SonicWall License Manager communication process planned to occur no earlier than January 1, 2022, SonicWall Secure Mobile Access (SMA) 1000 Central Management Server (CMS) **virtual machines running 12.4 firmware** will need to be updated with hotfix 'pform-hotfix-12.4.1-02698' or newer.

If this hotfix is not installed before the upgrades to the License Manager communication process are complete, the 12.4 CMS agent will no longer be able to sync its license database and a service interruption may occur on your customers' SMA 1000 series device. Other versions of SMA 1000 12.x code are not affected by this update. Customers running CMS 12.4.0 version can install the pform-hotfix-12.4.0-03189.

# PERSONAL HABITS (I.T. life hacks)



- 1) Always use a lock screen/password on your smartphone
- 2) Only give out personal or sensitive data on phone calls you've initiated
- 3) Invest in Identity Theft protection of some kind
- 4) Invest in a password manager

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Q & A

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# Pre submitted Questions

- 1) Could you explain how 2-step authentication can be overcome by someone trying to gain access? And how to avoid a breach?
- 2) What is zero trust and is it any good? Do VPNs work?

# endsight





# endsight





# endsight



???



Everyone and everything online is a  
stranger.

Always be suspicious of strangers!

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# What do these brands have in common?



## 3 Most Spoofed Brands in Phishing Attacks



# Things That Will Never Happen



- Amazon refusing to do business if you don't 'update your account'.
- Microsoft calling to help with your computer (yes, this call really happened)
- I'm not getting arrested in Thailand (yes, this call really happened)
- You didn't win a prize
- Nobody lost a puppy
- We haven't changed the parking rules
- Nobody needs your gift cards!


# Phishing Examples





INV 0021312 Needs Attention



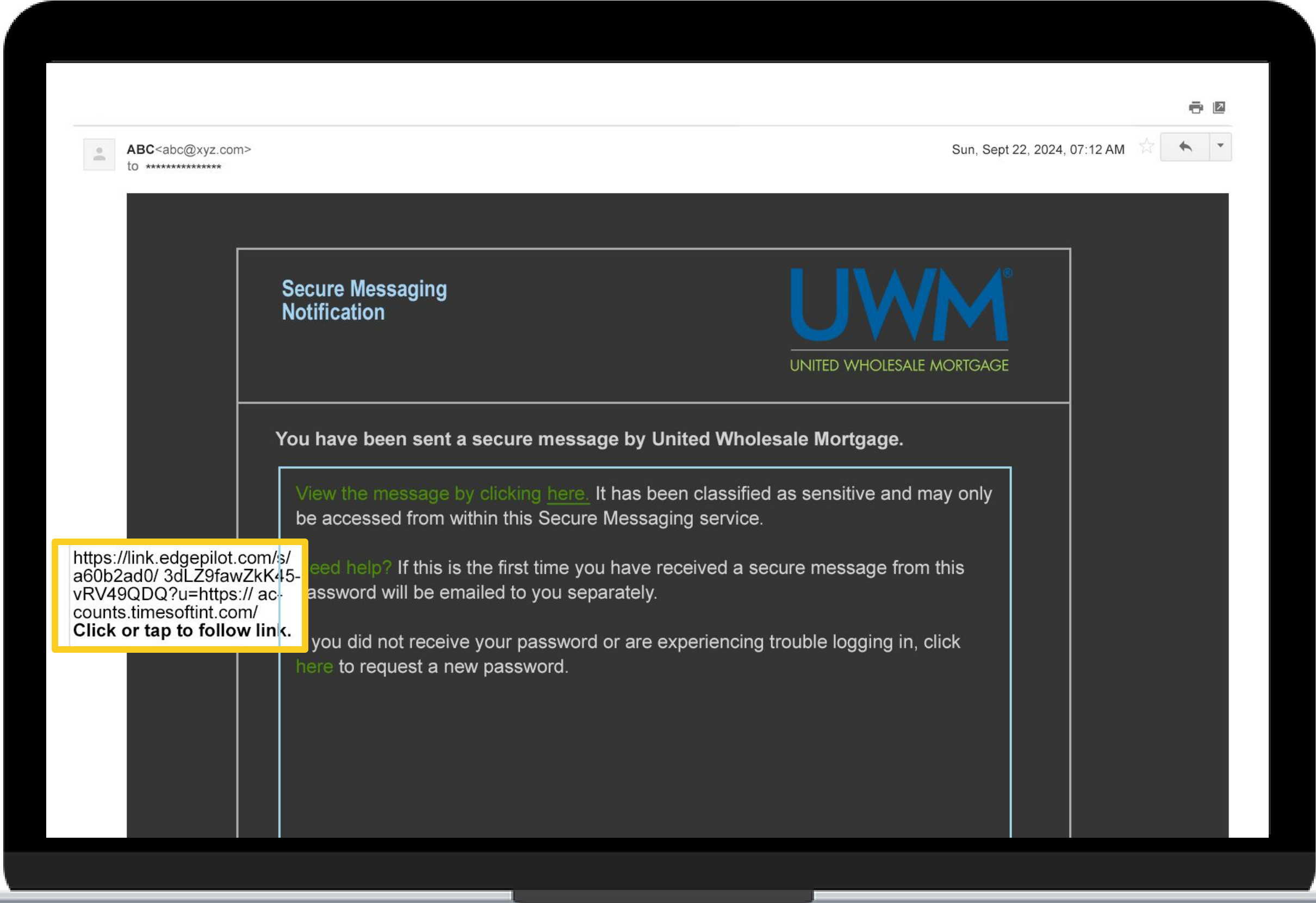
 UA<usverw-altung@mg.familyfraternal.com>  
to \*\*\*\*\*

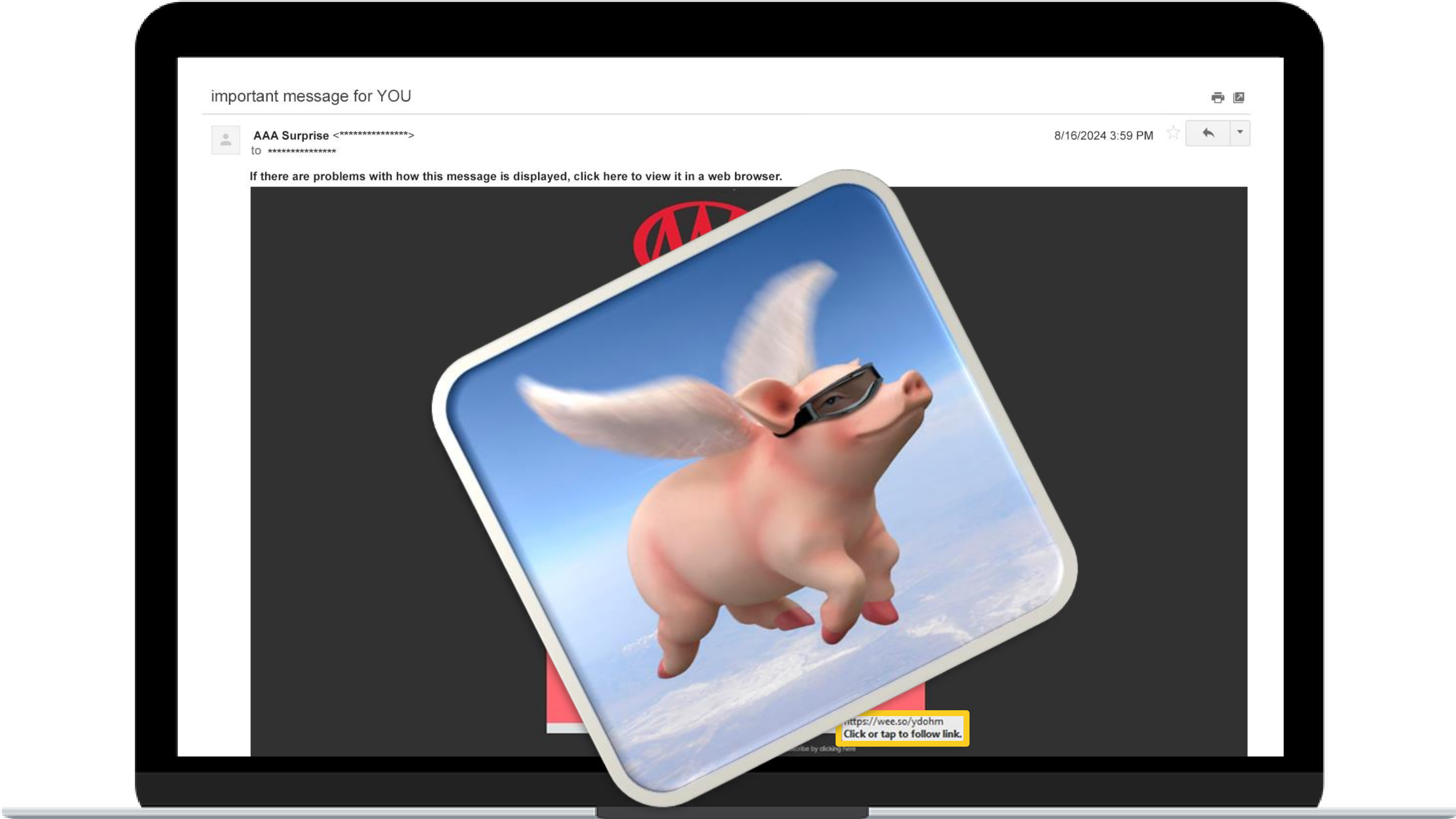
Sun, Sept 22, 2024, 07:12 AM   

Hello AP,  
Attached is the outstanding invoice #0021312. \*\*\*\*\* asked me to send it to you. Please see the conversation below for more details. Could you let us know when we can expect the \*\*\*\*\* payment for this invoice? We appreciate your prompt attention to avoid any service interruptions.  
Best regards,  
Alex Rhodes  
Accounting  
\*\*\*\*\* Technologies LLC

--Forwarded message--  
From: \*\*\*\*\*  
Date: Sun, Sept 22, 2024, 07:12 AM  
Subject: Re: Your Account is in Good Standing, but Invoice INV 0021312 Needs Attention  
To: \*\*\*\*\* (\*\*\*\*\* ) Cc: \*\*\*\*\*

Hello Alex,  
As discussed during my Zoominfo onboarding, please send any outstanding invoices directly to We apologize for the oversight.  
Kindly forward the invoice to \*\*\*\*\*and we'll process it today.  
Thank you,  
\*\*\*\*\*









DD Update



**Mike Chaput** <info@tagoresuites.com>  
to Accounting <Accounting@endsight.net>

Saturday, May 11, 2024 10:40 AM



-----Original Message-----

From: Mike Chaput <info@tagoresuites.com>

Sent: Saturday, May 11, 2024 10:40 AM

To: Accounting <Accounting@endsight.net>

Subject: DD Update

This message was sent from outside the company by someone with a display name matching a user in your organization. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe.

Hi

Are you able to update my direct deposit details in time for the next payroll please?

Let me know what is required.

Mike



 I.hurlburt@delvconstruction.com  
to \*\*\*\*\*

8/16/2024 3:59 PM   

Hello,

I.hurlburt@delvconstruction.com 8/16/2024 3:59 PM

Can you provide us with a quote and availability for 10Qty of HP EliteBook 650 G10 15.6"  
Touchscreen Notebook - Full HD - Intel Core i7 13th Gen 17-1355U-.

Thanks,

---

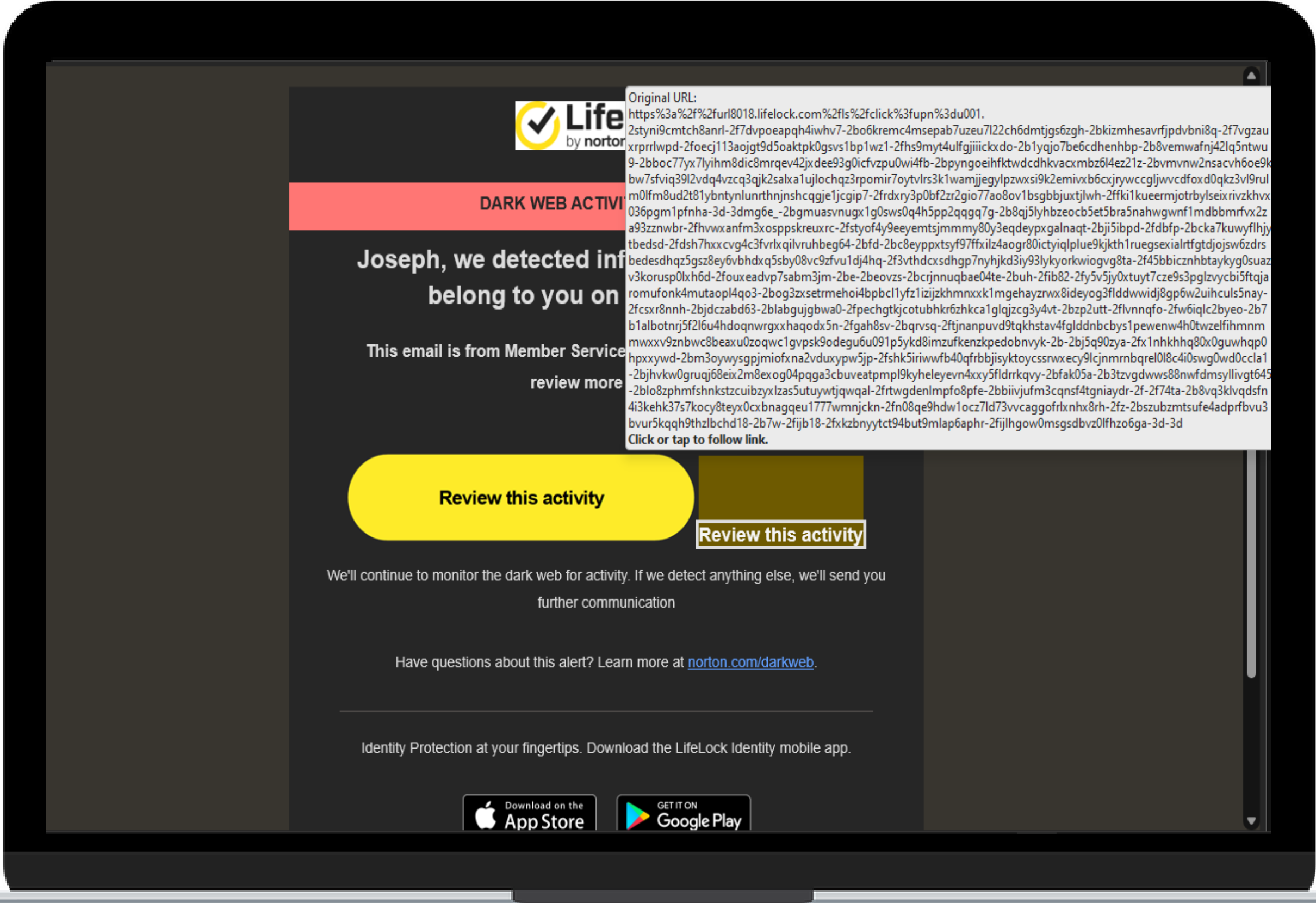
Lance Hurlburt

V-President

Delv Construction INC.

[I.hurlburt@delvconstruction.com](mailto:I.hurlburt@delvconstruction.com)

(573)859-0351





# TAKE OUR PHISH TESTING QUIZ!



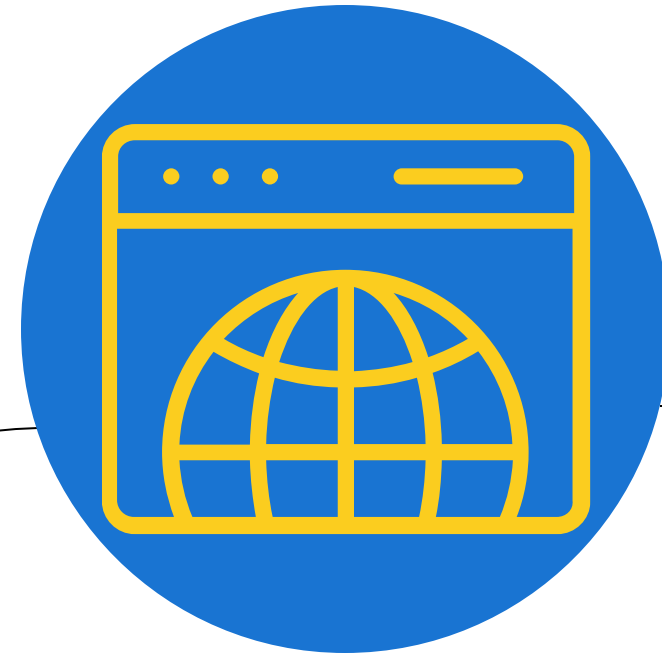
LINK:  
[GET.ENDSIGHT.NET/PHISH-DETECTIVE](https://get.endsight.net/phish-detective)



We'll provide a link on the recording page.

endsight

# Learn How Phish Testing can Prevent Cyberattacks



Visit this page  
[www.endsight.net/phish-test](http://www.endsight.net/phish-test)

Talk to your Technical  
Account Manager



Watch this video  
[www.endsight.net/phish-test-video](http://www.endsight.net/phish-test-video)

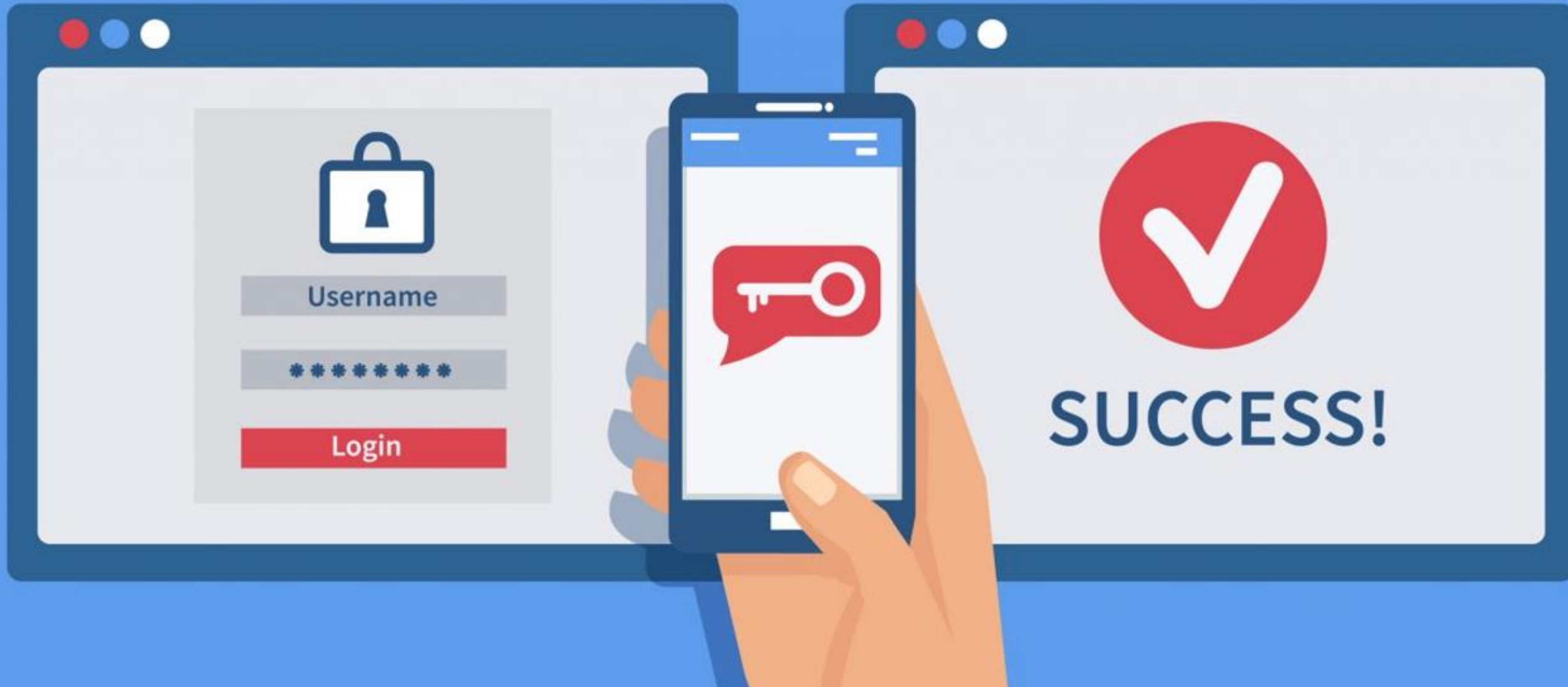


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# Recap & Resources



# endsight



## Dictionary

Search for a word



sus·pi·cion

/sə'piʃən/

*noun*

1. a feeling or thought that something is possible, likely, or true.

"she had a sneaking **suspicion** that he was laughing at her"

Similar:

intuition

feeling

impression

inkling

surmise

guess



2. cautious distrust.

"her activities were regarded with suspicion by the headmistress"

Similar:

misgiving

doubt

qualm

wariness

chariness

reservation



# For everyone

Scan Here!



Hi there,

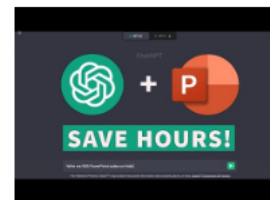
Creating a PowerPoint can be tedious. Perhaps you don't know where to start or how to design your slides. This is where powerful tools like AI can save you time. Check out this week's 365 tip from [IncrediSkill PowerPoint](#). The steps given may be complex, but each method is explained with great detail. There is even a cyber tip in this video, never download code or files from untrusted websites!

Although our Microsoft 365 TOW gave a valuable cybersecurity tip in the video, we still have more to share. For those of us in the Bay Area, we may be familiar with [ABC News 7 Bay Area](#). Recently, they did a great, but sad story on victims of a smishing and vishing scam. This video explains how hackers successfully socially engineered victims by using personal information, manipulation, and the lack of scam protection on Zelle.

If something like this ever happens to you, please get off the phone immediately, find a credible customer support number, and call that number to verify the situation.

## 2 Genius Ways To Use ChatGPT To Create A PowerPoint Presentation

Viewing Time = under 6 minutes



### Use AI to Start Your PowerPoint!

Save hours, generate slides using ChatGPT and PowerPoint Designer. [Watch Video](#)

## Zelle promises to refund scam victims, but vague rules don't help CA woman

Viewing Time = about 3 minutes



### If it sounds suspicious, it's probably a scam

Some call it a good first step from Zelle. But it didn't help a Bay Area woman who lost thousands of dollars. [Watch Video](#)

- 365 Tip of the Week
- Email Newsletter
- Get a little better every week with the software you use everyday!
- [www.endsight.net/365](http://www.endsight.net/365)

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# Cybersecurity Shorts

Our videos are crafted for learners at every level. Rather if you want some important tips or learn some terminology, our videos are here to help you stay secured in this digital world.

- All
- Cybersecurity Fundamentals
- Cybersecurity Services
- Cybersecurity Announcements



## Layered Security

Discover how layered security strategies can protect your digital assets, just like multiple home security measures..



## Reputational Damage

Cybersecurity Fundamentals

Learn how a cyber breach can damage your business's reputation and why proactive cybersecurity is crucial for..



## The Case for Phish Testing

Cybersecurity Services

Discover why phish testing is essential for organizational security and how it can protect your business from cyber..

Scan Here!



# For everyone

[Clients](#)[Services](#)[Pricing](#)[Why Endsign](#)[About Endsign](#)[Careers](#)[LET'S TALK](#)

## Lightning Fast, Worry-Free IT Support

Break free from broken & frustrating, technology

- ⚠️ Sluggish response times to IT support issues
- ⚠️ Recurring IT problems
- ⚠️ The revolving door of "New" IT consultants
- ⚠️ The looming feeling of overexposure to a cyber attack
- ⚠️ Unexpected IT costs and emergency repairs
- ⚠️ No real IT plan
- ⚠️ Trouble onboarding / offboarding employees

[LET'S TALK](#)

IT Support Services

Cyber Security Services

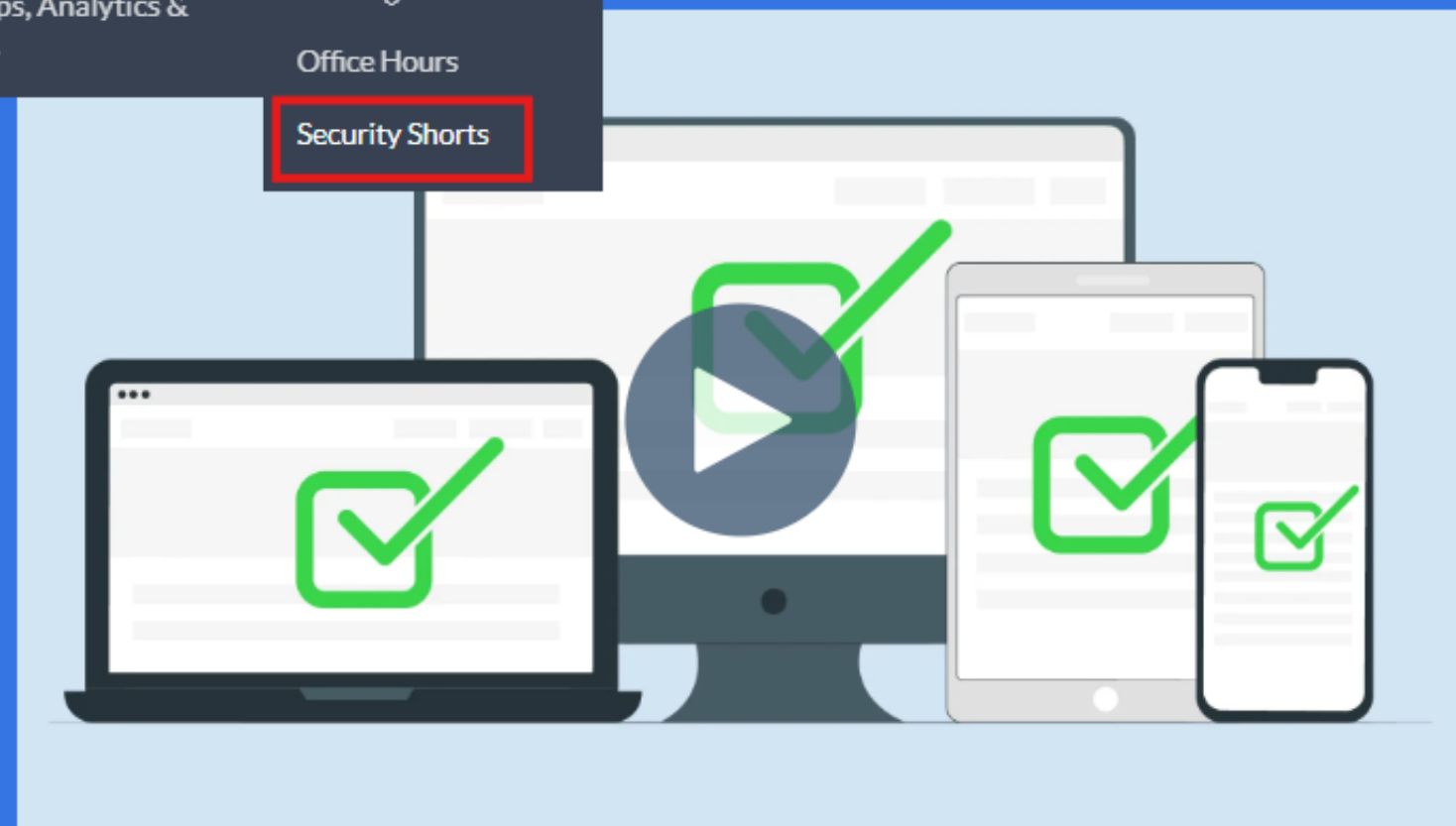
Apps, Analytics & A.I.

MSSP

Training

Office Hours

Security Shorts



Already a Client? Get support in 5 minutes or less.

[CONTACT SUPPORT NOW!](#)

# Cybersecurity Office Hours

---

- Aug 7th @ 1 PM PST.
  - To register:
    - Scan the barcode
    - Go to: <https://get.endsight.net/cybersecurity/office/hours>
    - Email [akreps@endsight.net](mailto:akreps@endsight.net) to register
      - We can register you for the next one.
      - To register for all of the remaining 2025 sessions, please email [akreps@endsight.net](mailto:akreps@endsight.net).





# AI Office Hours

---

- June 26th @ 1 PM PST.
- Similar format to Office Hours, but with some training.
  - To register:
    - Scan the barcode
    - Go to: <https://www.endsight.net/development/webinar>
    - Email [akreps@endsight.net](mailto:akreps@endsight.net) to register



**Thank you!**

**endsight** 