

# End User Cybersecurity Training



February 11th, 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

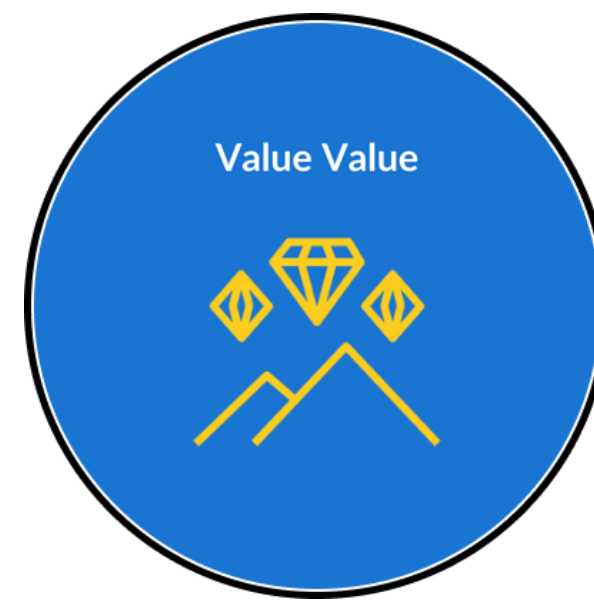
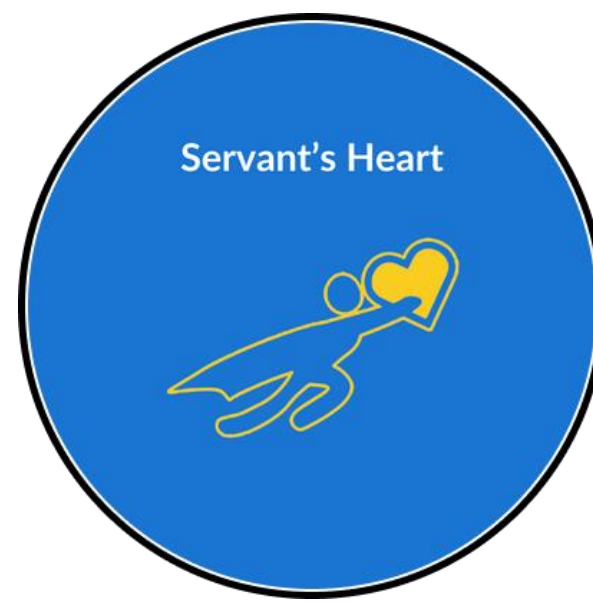
### Presenter

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



# Our purpose: Help others thrive

## Our values:



# Exciting News

## Some Proud Moments



# For CLMs & California Lawyers

This course is eligible for 1 credit hour of CLE (state of California) and for the CLM program. In the sign-up sheet we asked you to select yes if either of these apply to you. Currently identified 1 registrant eligible for credit. If you want to confirm you're on the list please reach out to Aaron at [akreps@endsight.net](mailto:akreps@endsight.net) to ensure you get credit.

- **Amanda H (CLM + California CLE)**



# Agenda

Fundamentals  
overview



Cybersecurity  
hygiene



Q&A



Specific phishing  
attack examples



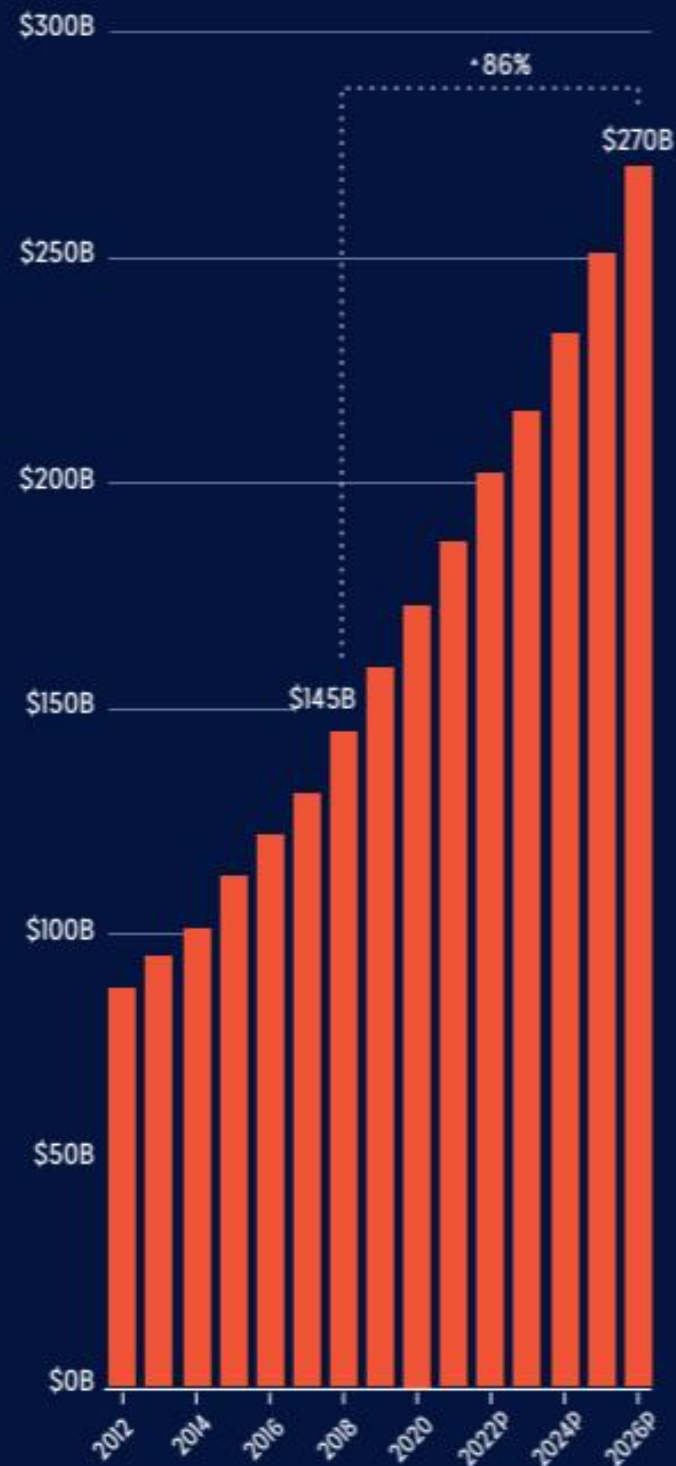
Recap &  
resources





## 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.





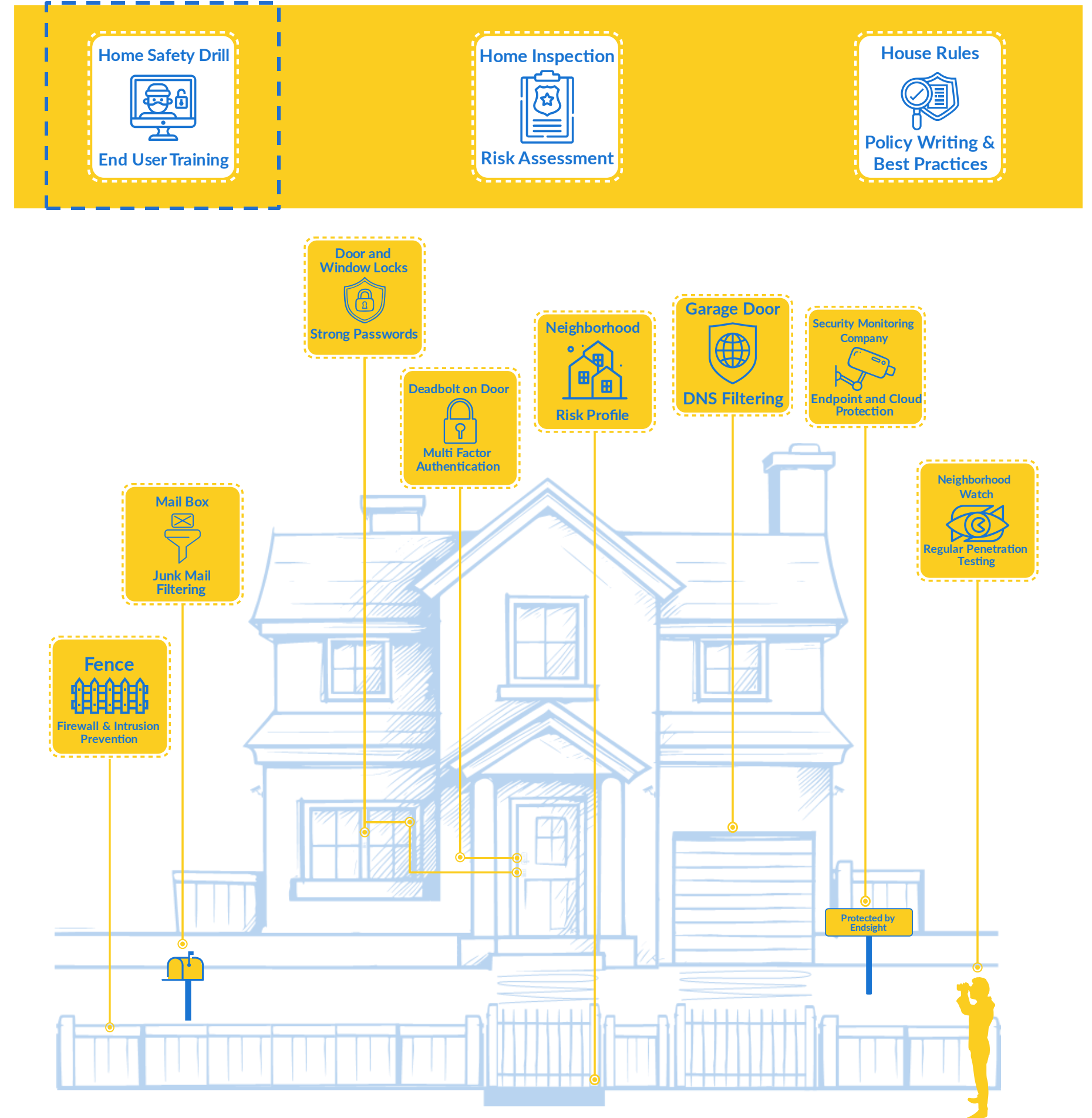
# Lifecycle of an Attack

## From Phish to \$2.5M Ransomware Attack



# Layered Cyber Security

(People, Process, Technology)



# SECURITY



**Stephen Hicks**

**Security Practice Manager  
Endsight**

**endsight** 

Messages 3MzkEHcaPE/g

Quarantine <noreply@urbanhome.co.jp> Thu 1/30/2025 9:03 AM

High importance

Some content in this message has been blocked because the sender isn't in your Safe senders list. Trust sender Show blocked content

You forwarded this message on Thu 1/30/2025 12:10 PM

You don't often get email from noreply@urbanhome.co.jp. Learn why this is important

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links; especially from unknown senders



### Review These Messages

2 messages are being held for you to review as of January 30, 2025 at 08:58:13 AM (UTC). Review them within 30 days of the received date by going to the Quarantine page in the Security Center.

#### Prevented spam messages

Sender: [Redacted]
Subject: Office 365 Password Authentication Record Change
Date: January 30, 2025 at 08:58:13 AM
Review Message Delete

Sender: [Redacted]
Subject: Payroll Recordkeeping Requirements And Changes
Date: January 30, 2025 at 08:58:13 AM
Review Message Delete

# 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

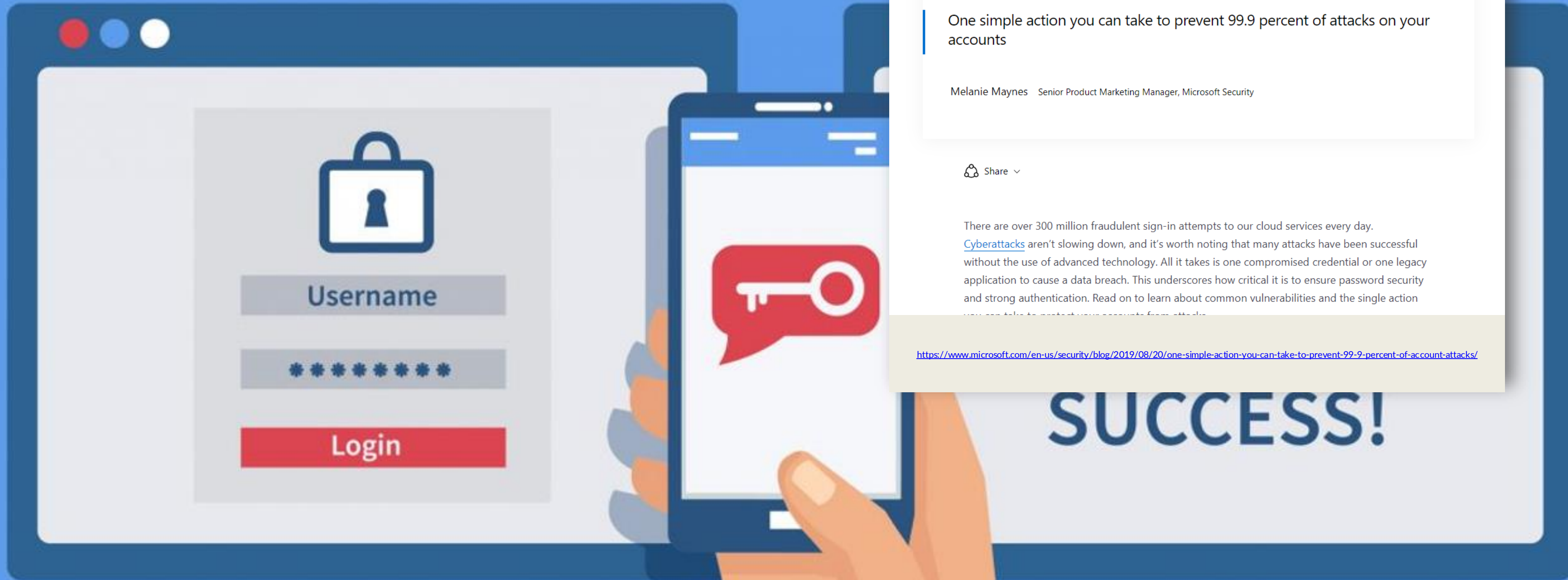
qualm

wariness

chariness

reservation





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/>



Microsoft 365

Products

Resources

Templates

Support

My account

Buy now

All Microsoft

Sign in



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

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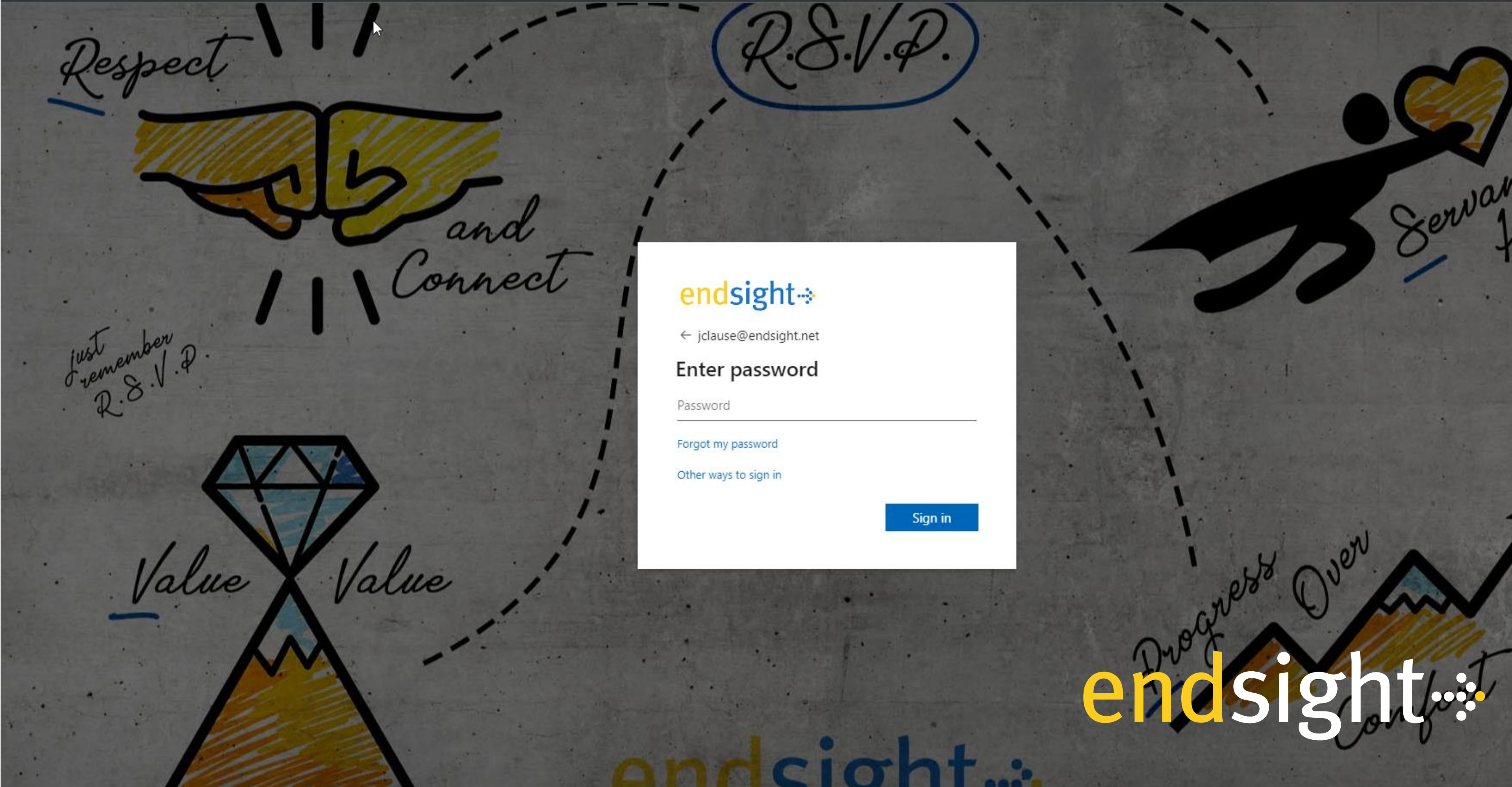
No account? [Create one!](#)

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

[Back](#) [Next](#)

 [Sign-in options](#)





**endsight**

← jclause@endsight.net

**Enter password**

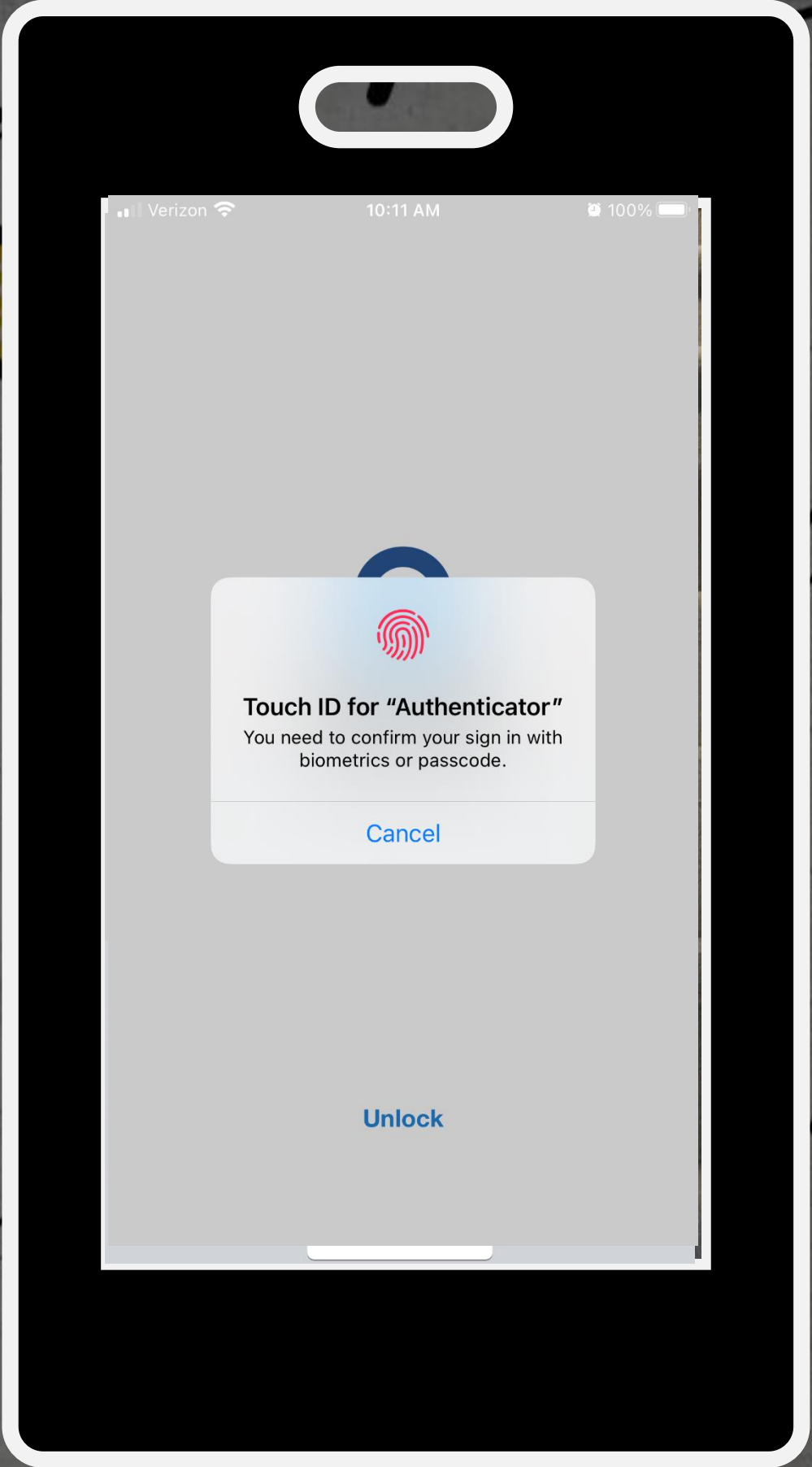
Password

[Forgot my password](#)

[Other ways to sign in](#)

[Sign in](#)

endsight



**endsight**

**Approve sign in request**

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

**75**

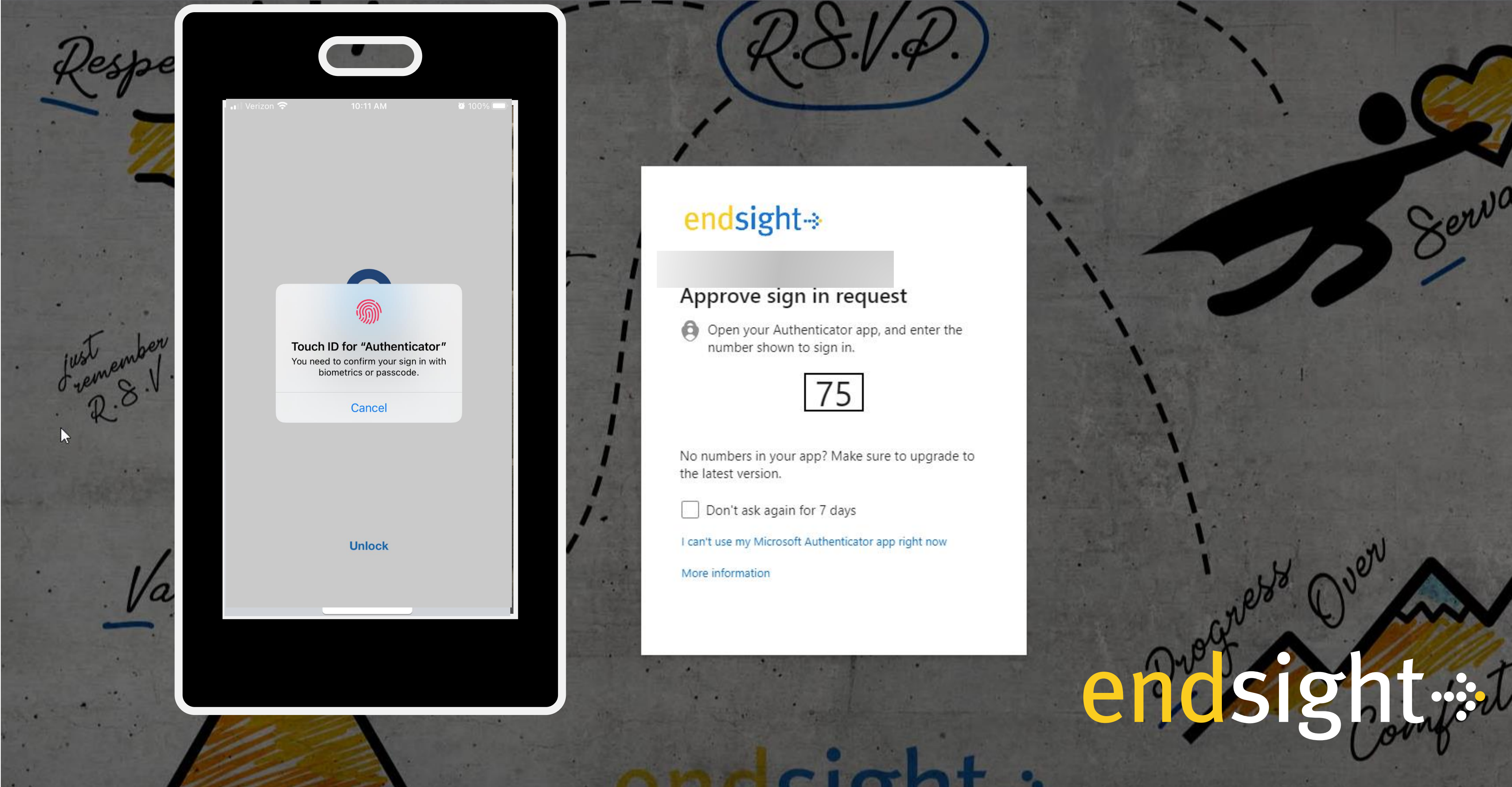
No numbers in your app? Make sure to upgrade to the latest version.

Don't ask again for 7 days

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

[More information](#)

**endsight**



- Home
- Create
- My Content
- Feed
- Apps
- Outlook
- Teams
- Word
- Excel
- PowerPoint

Microsoft 365

Search

# Welcome to Microsoft 365

Install a

## Recommended

You edited this 25m ago

Cyber Security Fundamentals Training Ideas for F...

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

MarketingTeamOrientationForNewEmployees

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

## Quick access

- All
- Recently opened
- Shared
- Favorites
- +

Upload

	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](#)

# Use multi channel verification.



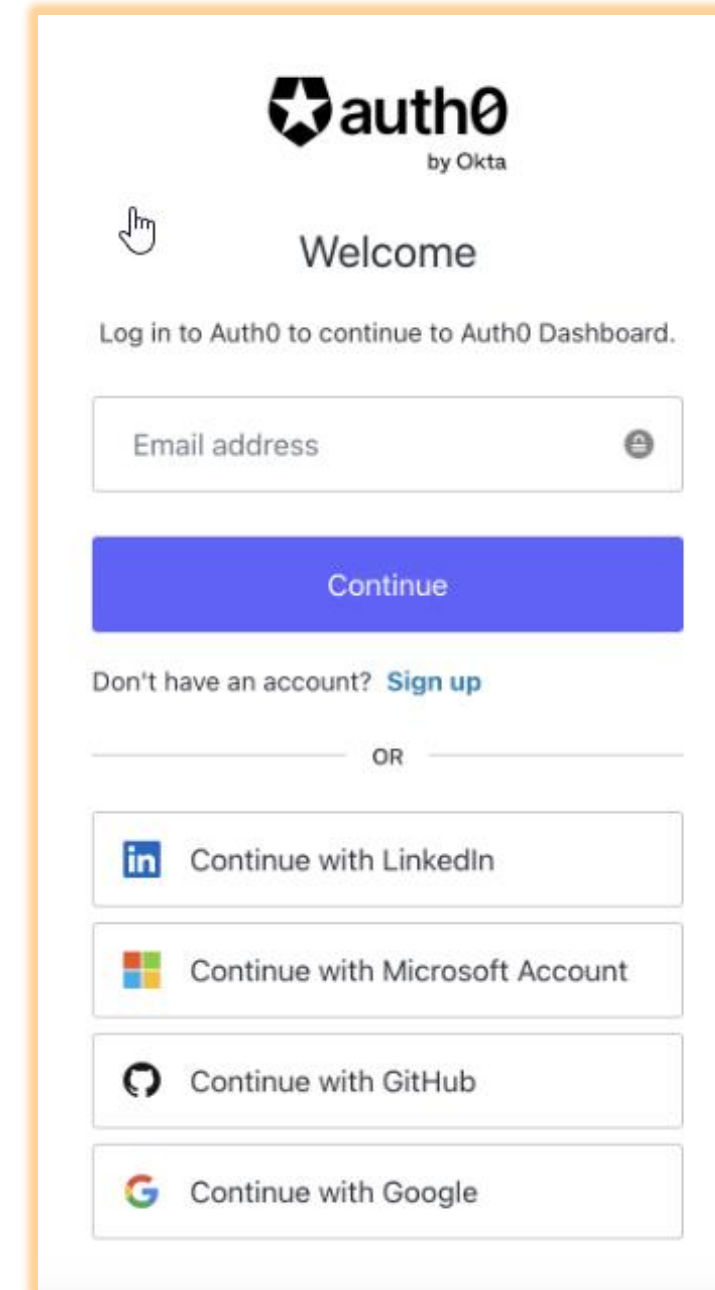
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# Identity management

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Less access to personal information

Be careful how much permission/access you allow



The screenshot shows the Auth0 login interface. At the top, the Auth0 logo (a star in a circle) and the text 'auth0 by Okta' are displayed. Below the logo, a hand cursor icon points to the 'Welcome' text. The main heading is 'Welcome', followed by the instruction 'Log in to Auth0 to continue to Auth0 Dashboard.' There is a text input field labeled 'Email address' with a lock icon on the right. Below the input field is a blue 'Continue' button. Underneath the button, there is a link: 'Don't have an account? [Sign up](#)'. A horizontal line with 'OR' in the center separates the email login from the social login options. There are four social login 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

**Tr0ub4dor &3**

- UNCOMMON (NON-GIBBERISH) BASE WORD
- ORDER UNKNOWN
- CAPS?
- COMMON SUBSTITUTIONS
- NUMERAL
- PUNCTUATION

~28 BITS OF ENTROPY

$2^{28} = 3 \text{ DAYS AT } 1000 \text{ GUESSES/SEC}$

(PLAUSIBLE ATTACK ON A WEAK REMOTE WEB SERVICE. YES, CRACKING A STOLEN HASH IS FASTER, BUT IT'S NOT WHAT THE AVERAGE USER SHOULD WORRY ABOUT.)

DIFFICULTY TO GUESS: **EASY**

DIFFICULTY TO REMEMBER: **HARD**

WAS IT TROMBONE? NO, TROUBADOR. AND ONE OF THE 0s WAS A ZERO? AND THERE WAS SOME SYMBOL...

**correct horse battery staple**

FOUR RANDOM COMMON WORDS

~44 BITS OF ENTROPY

$2^{44} = 550 \text{ YEARS AT } 1000 \text{ GUESSES/SEC}$

DIFFICULTY TO GUESS: **HARD**

DIFFICULTY TO REMEMBER: YOU'VE ALREADY MEMORIZED IT

THAT'S A BATTERY STAPLE. CORRECT!

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?

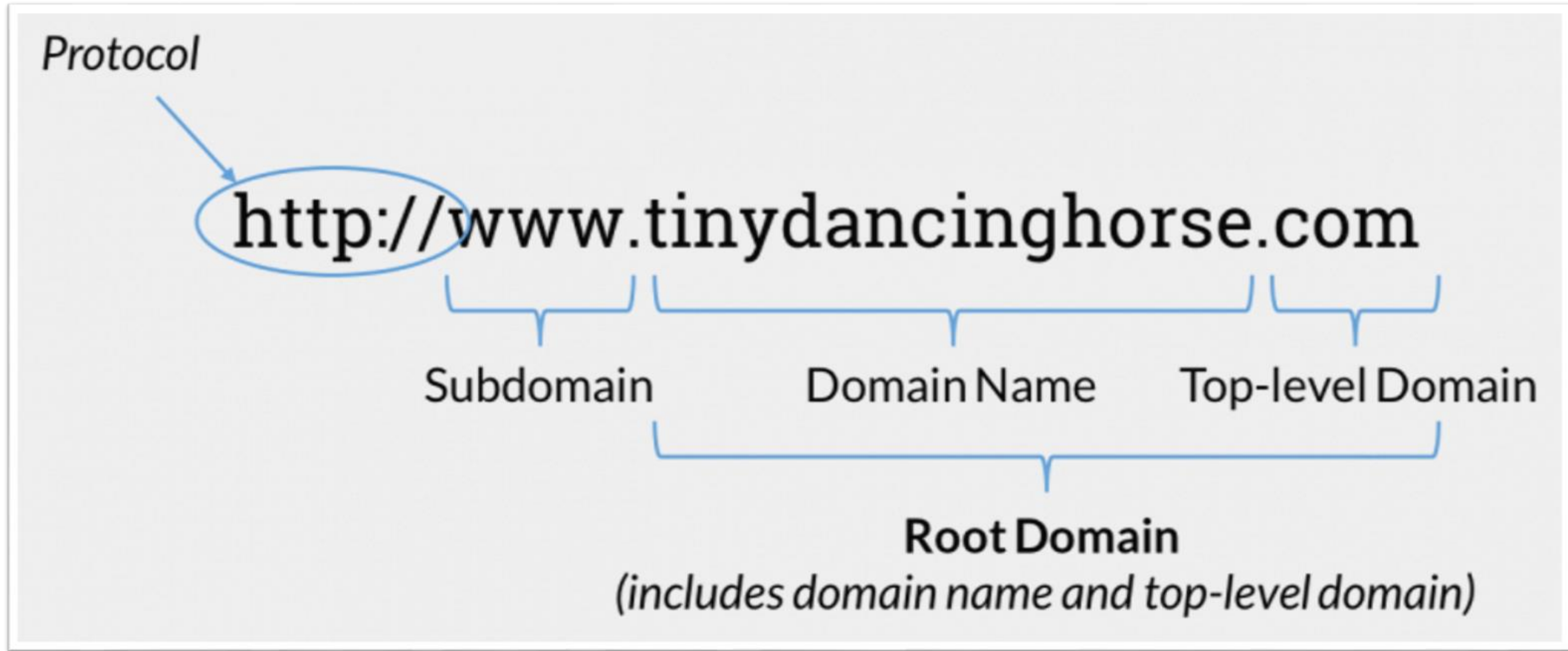
Every company should have one and you should understand it.

# WILD, WILD WEB





**Fake Page**

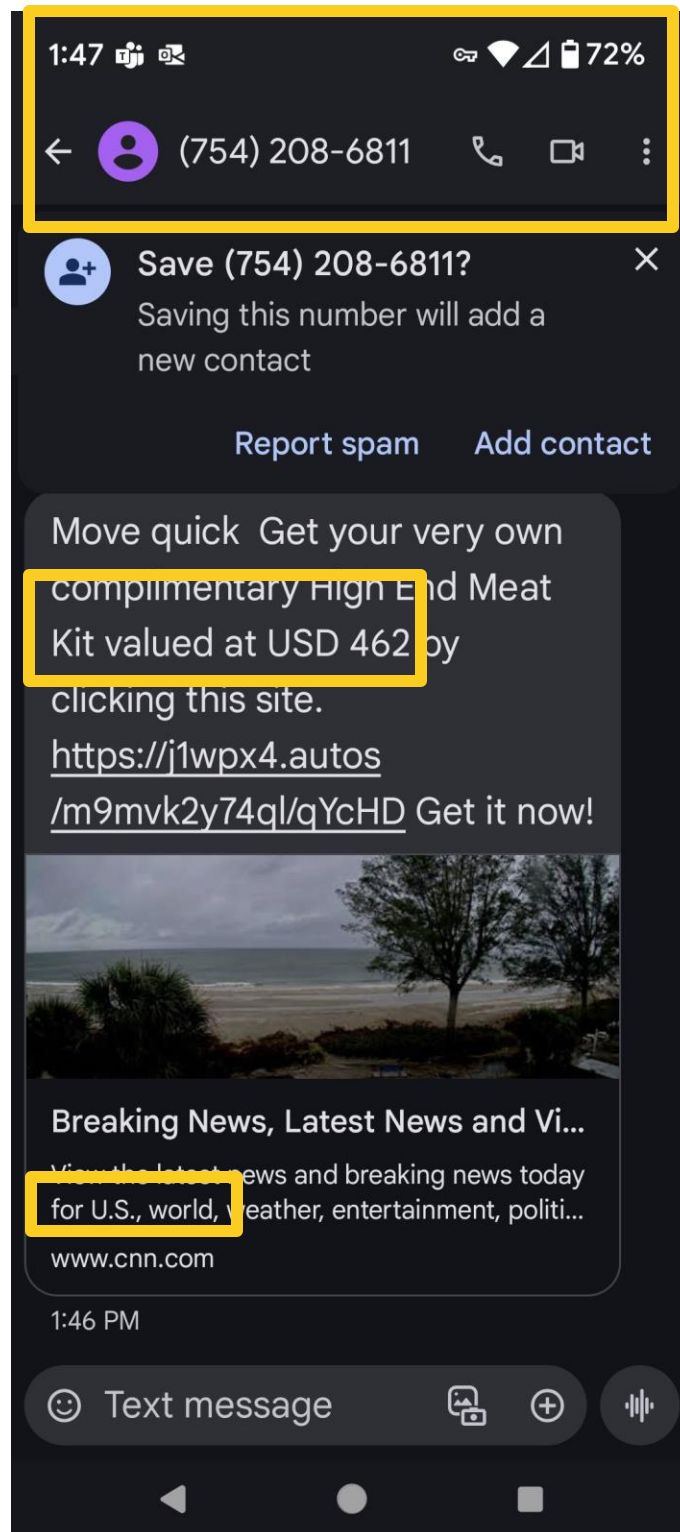




# EVIL EMAIL



# 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 ★



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

Junk

Phishing

Block



Video interview



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

SPAR

Hello Jas

Your One-

Grammarly



Share to Teams

Teams

Quick Steps

- Complete
- Tomorrow
- Next Week
- Today
- This Week
- Create and app...

Quick Steps

Move

- Move
- Rules
- OneNote

Move

Tags

- Assign Policy
- Unread/Read
- Follow Up
- Categorize

Tags

Groups

- New Group
- Browse Groups

Groups

Find

- Search People
- Address Book
- Filter Email

Find

Speech

- Read Aloud

Speech

Language

- Translate

Language

Add-ins

- Get Add-ins

Add-ins

Grammarly

- Reply with Grammarly

Grammarly

HubSpot

- Sales Tools

HubSpot

FindTime

- Reply with Meeting Poll

FindTime

Add-ins

- Close

Add-ins

Report Message

Report Message

Junk

Phishing

Not Junk

Options...

Help

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

SonicWall <hello@sonicwall.com>

To Jason Clause

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

Reply Reply All

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

Q & A

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# Pre submitted Questions

- 1) We utilize a cloud based document management system service - what can we do to protect ourselves from cyber attackers infiltrating our client files through that cloud based program? Are there any questions you recommend we ask the company we use for those services to ensure they are protecting us from such actions?
- 2) With so many options to auto-save log-in details and passwords for all accounts online, like through iPhone or Chrome on google, a feature that automatically pops up offering to save log in details which makes things so easy and therefore very enticing, how does that leave me and my firm vulnerable if utilized and if that is a big "no no", what do you recommend we use instead as a similar service but that may be safer?





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# endsight



???



Everyone and everything online is a  
stranger.

Always be suspicious of strangers!

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# What do these brands have in common?



**amazon**



**3 Most Spoofed Brands in Phishing Attacks**

**endsight** 

# PERSONAL HABITS (I.T. life hacks)



- 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 ☆ ↶ ▾

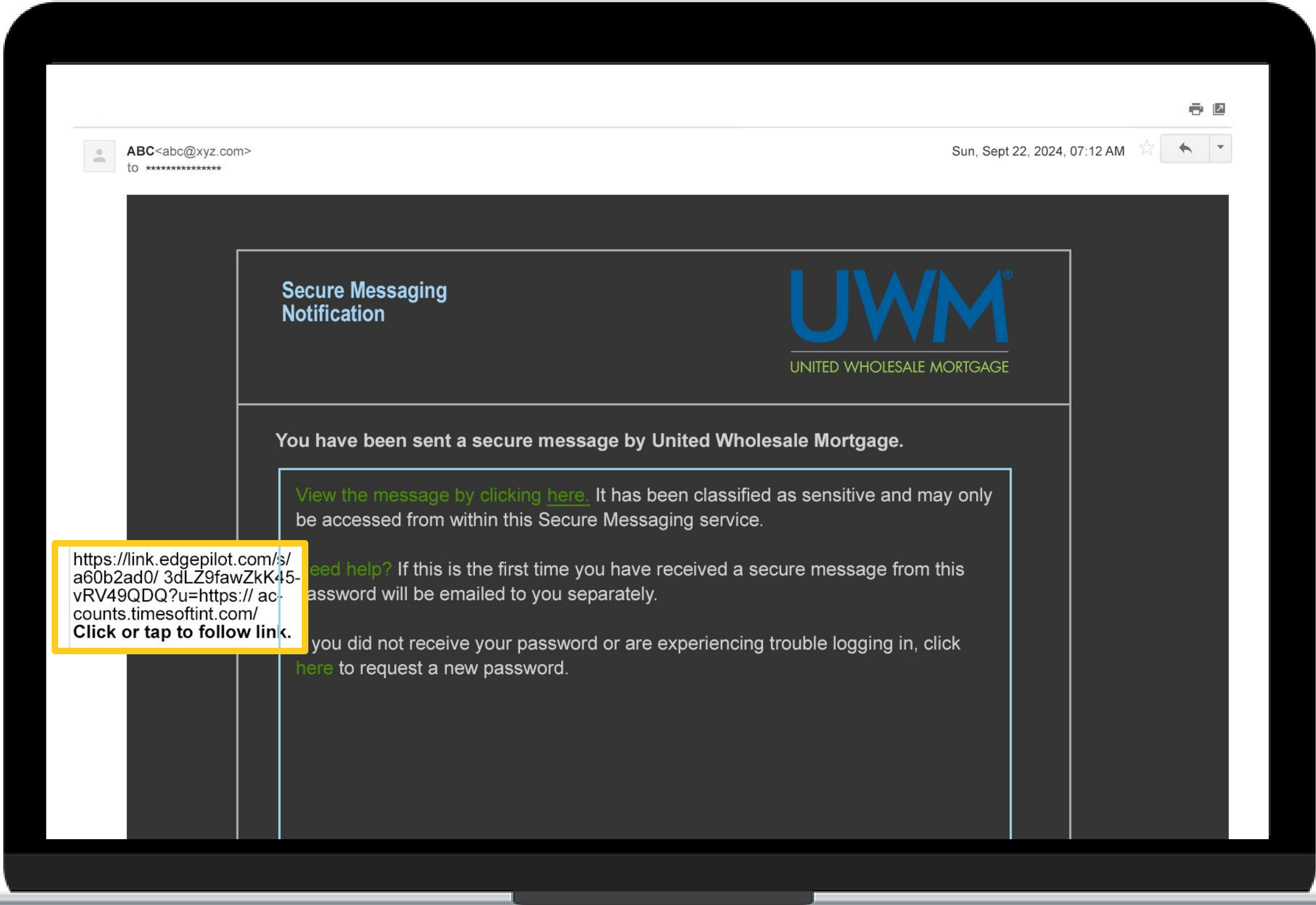
Hello AP,  
Attached is the outstanding invoice #0021312. \*\*\*\*\* asked me to send it to you. Please see the conversation below for more details. Could you let us know when we can expect the \*\*\*\*\* payment for this invoice? We appreciate your prompt attention to avoid any service interruptions.

Best regards,  
Alex Rhodes  
Accounting  
\*\*\*\*\* Technologies LLC

--Forwarded message--

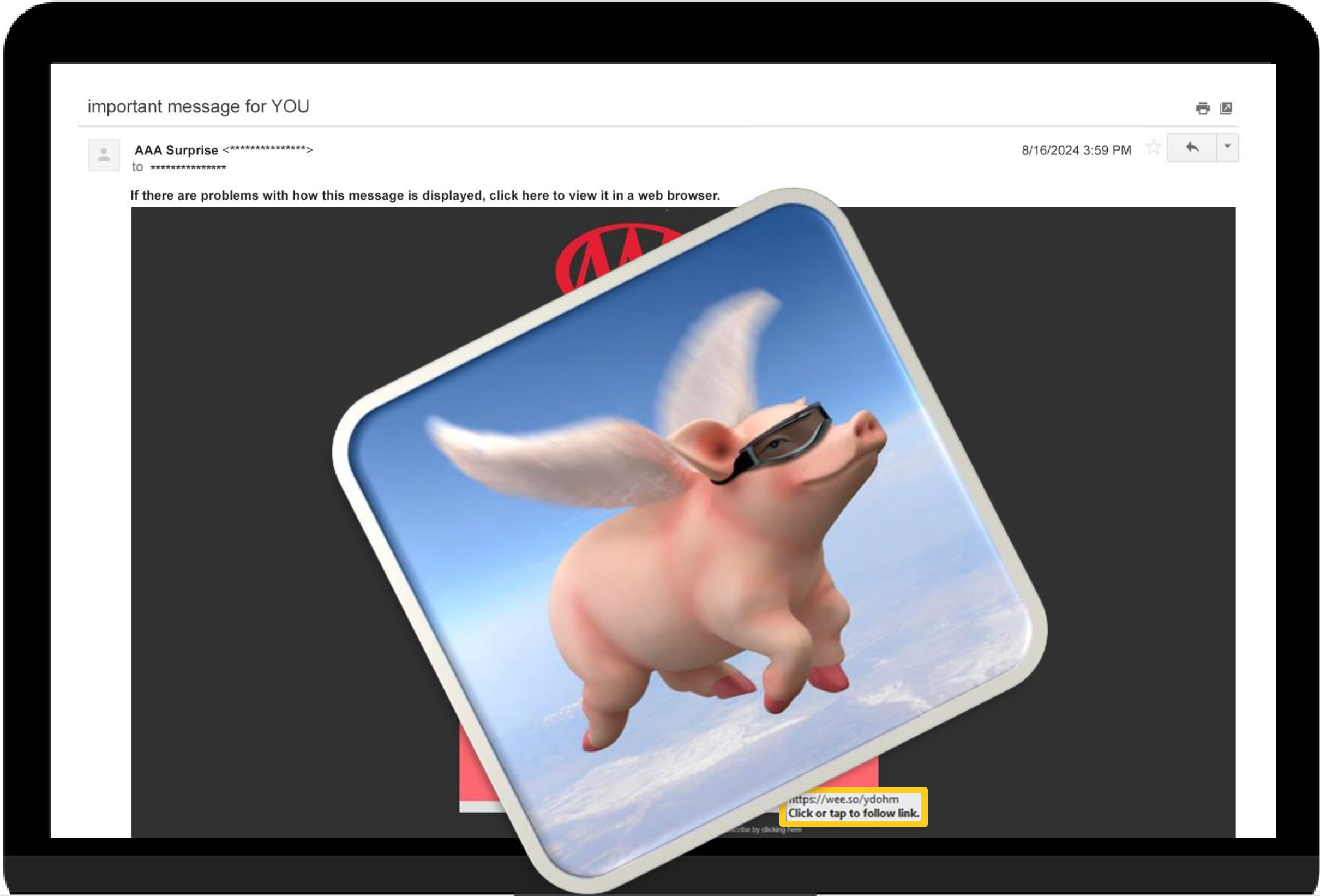
From: \*\*\*\*\*  
Date: Sun, Sept 22, 2024, 07:12 AM  
Subject: Re: Your Account is in Good Standing, but Invoice INV 0021312 Needs Attention  
To: \*\*\*\*\* (\*\*\*\*\* ) Cc: \*\*\*\*\*

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,  
\*\*\*\*\*



https://link.edgepilot.com/s/a60b2ad0/3dLZ9fawZkK45-vRV49QDQ?u=https://accounts.timesoftint.com/ Click or tap to follow link.







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

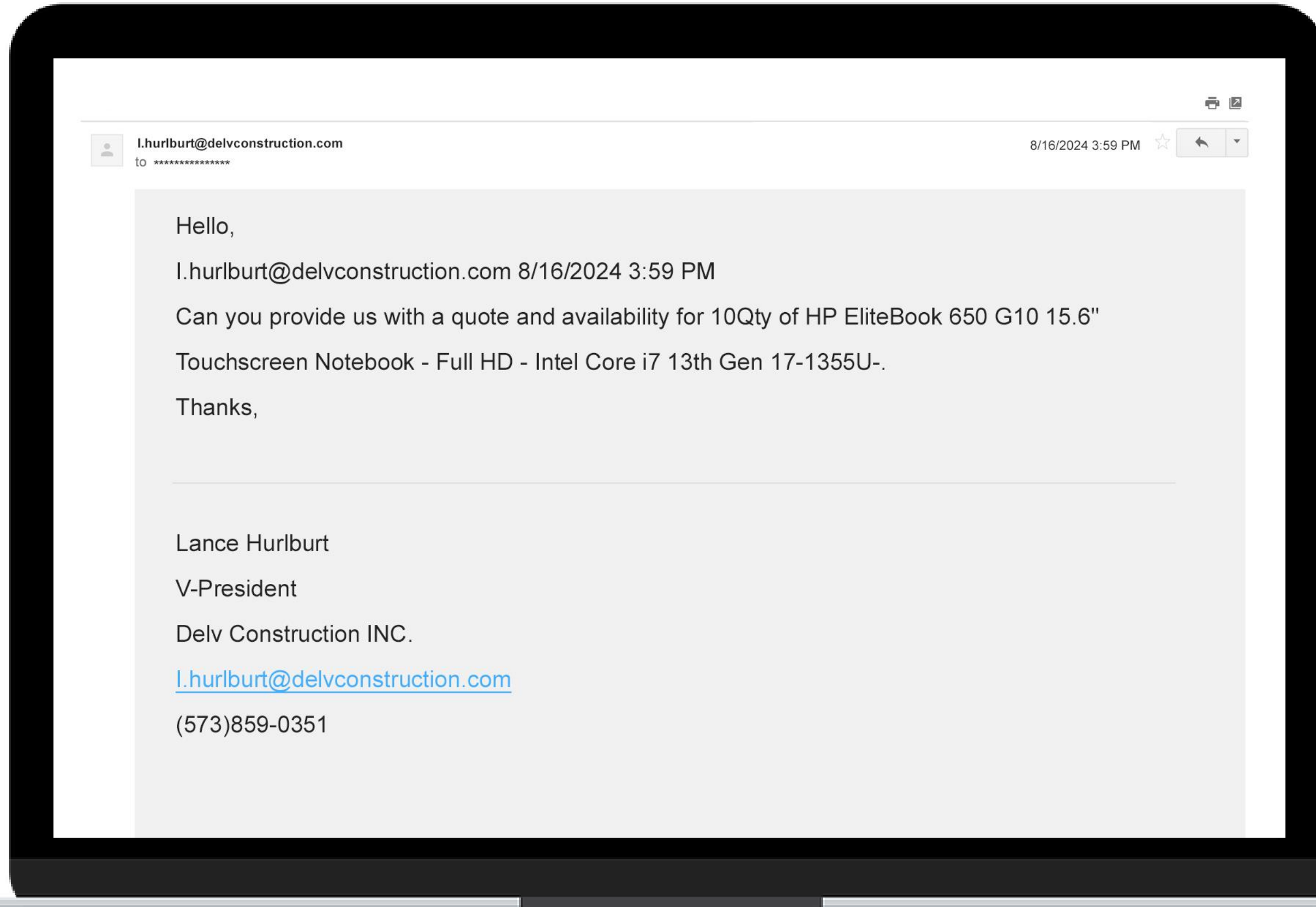
This message was sent from outside the company by someone with a display name matching a user in your organization. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe.


Hi

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

Let me know what is required.

Mike



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

8/16/2024 3:59 PM   

Hello,

l.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,

---

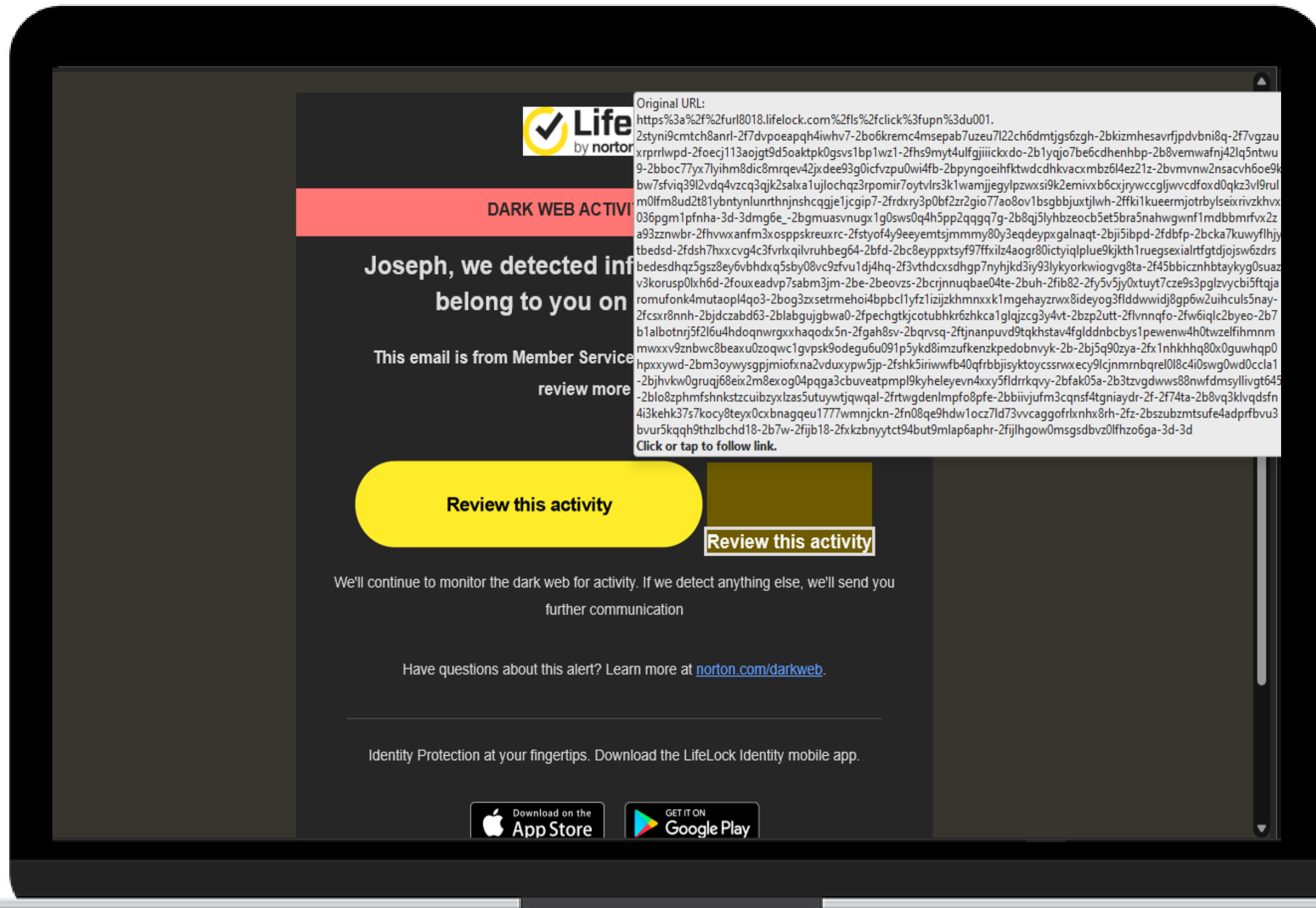
Lance Hurlburt

V-President

Delv Construction INC.

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

(573)859-0351



# TAKE OUR PHISH TESTING QUIZ!



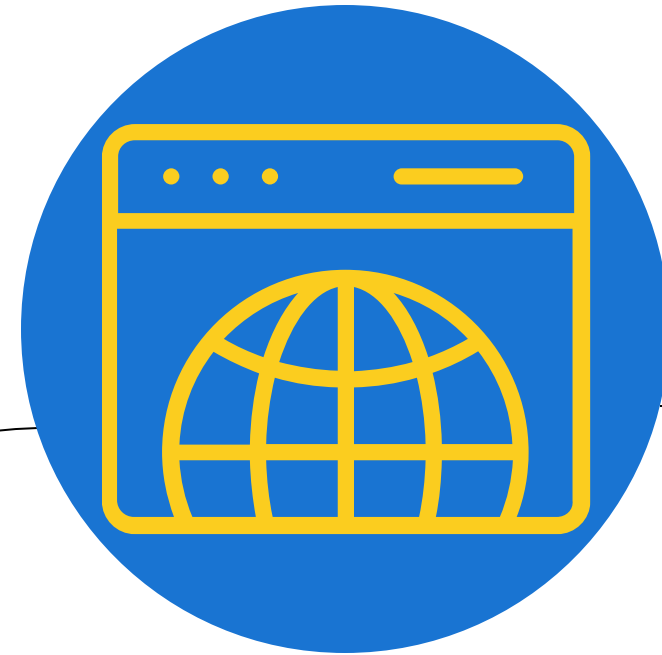
**LINK:**  
**GET.ENDSIGHT.NET/PHISH-DETECTIVE**



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

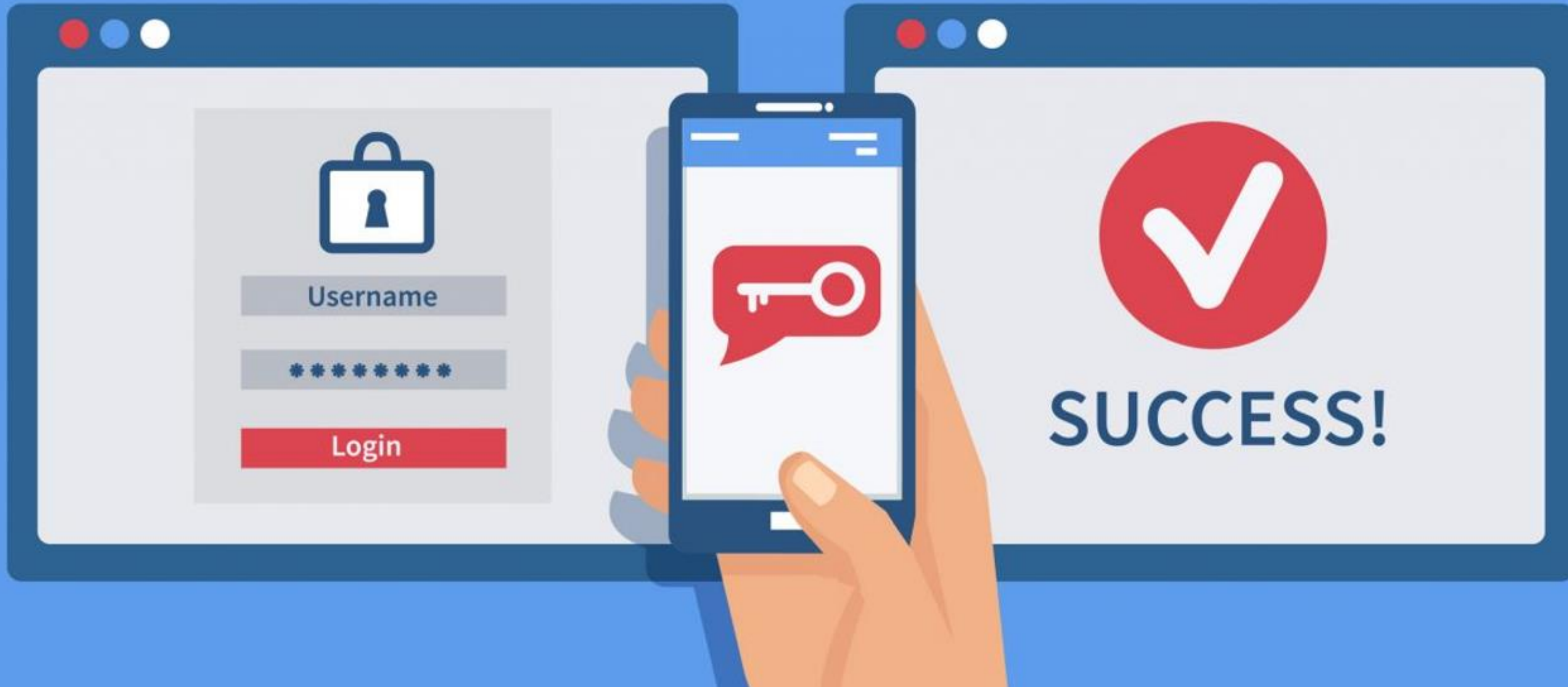
[www.endsight.net/phish-test-video](http://www.endsight.net/phish-test-video)



**endsight** 

# Recap & Resources

# endsight





## Dictionary

Search for a word



### sus·pi·cion

/sə'piʃHən/

*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:

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impression

inkling

surmise

guess



2. cautious distrust.

"her activities were regarded with suspicion by the headmistress"

Similar:

misgiving

doubt

qualm

wariness

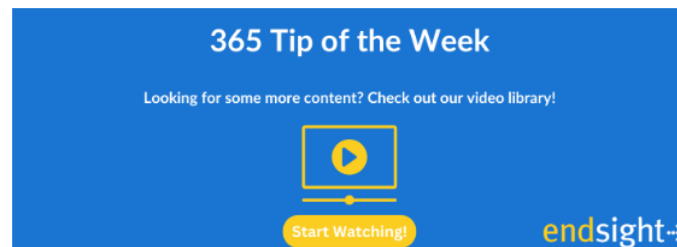
chariness

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

Scan Here!



## 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..

# For everyone



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

The illustration shows a laptop, a desktop monitor, a tablet, and a smartphone, each displaying a green checkmark icon. A dark grey menu is overlaid on the top left of the illustration, listing various IT services. Two items, 'Cyber Security Services' and 'Security Shorts', are highlighted with red rectangular boxes.

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

CONTACT SUPPORT NOW!

# Office Hours

---

- February 13th @ 1 PM PST.
- This may be the day before Valentines Day, but the topic (and presenter) isn't lovely.....
  - Top Threats Endsight saw in 2024 with Stephen Hicks.
    - There is no better way to spend Valentines Day Eve!
  - To register:
    - Scan the barcode
    - Go to: <https://get.endsight.net/cybersecurity/office/hours>
    - Email [akreps@endsight.net](mailto:akreps@endsight.net) to register



**Thank you!**

**endsight** 