



# End User Cybersecurity Training

November 5th, 2024  
Version 5.3



Jason Clause

**Host**

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



Stephen Hicks

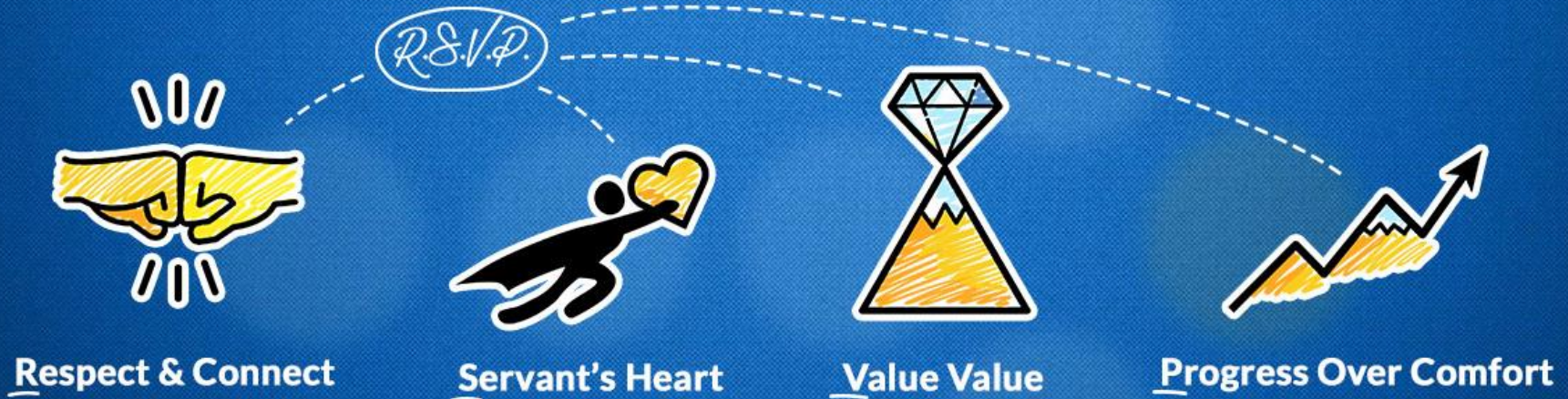
**Presenter**

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



Our purpose: **Help others thrive**

Our values:





SAN DIEGO BUSINESS JOURNAL  
**2024 TOP**  
TECHNOLOGY SOLUTION PROVIDERS



endsight

Exciting News

Some Proud Moments in 2024



Welcome and thank you!



## 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 2 registrants eligible for credit. If you're eligible and not on this list, please reach out to Aaron at [akreps@endsight.net](mailto:akreps@endsight.net) to ensure you get credit.

- Michael T (CLE)
- Briana W (CLE)
- Nick S (CLE)
- Nancy M (CLE)
- Nick S (CLE)
- Nora S (CLE)



## Agenda



Fundamentals overview



Cybersecurity hygiene



Q&A



Specific phishing attack examples



Recap & resources



 Why are you here?



## From Phish to \$2.5M Ransomware Attack

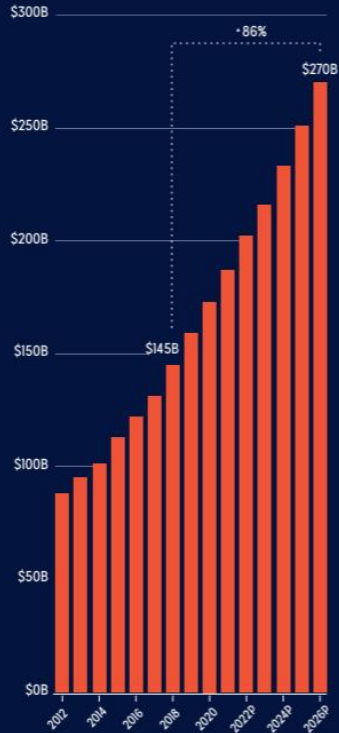
### START

An employee clicked a link in a phishing email. This enabled the attackers to get the access credentials for the Domain Admin.



## 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.



# Layered Cyber Security

(People, Process, Technology)



# SECURITY



Stephen Hicks  
Security Practice Manager  
End Sight

# Fundamentals Overview

## Dictionary

Search for a word



# sus·pi·cion

/sə'spiʃən/

*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

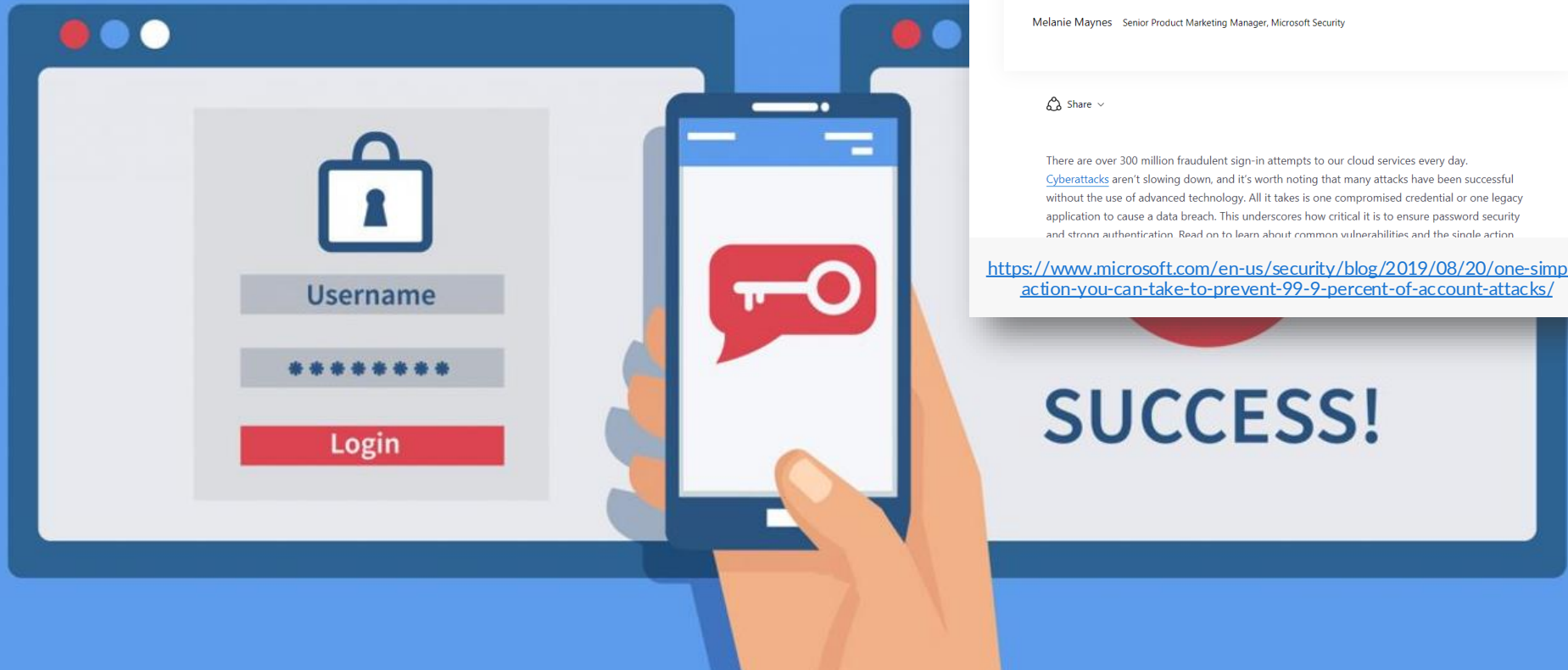
qualm

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

<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/>

# SUCCESS!

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 >](#)

Search results for "microsoft 365" on office.com

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](#)



R.S.V.P.



Just remember  
R.S.V.P.



endsight

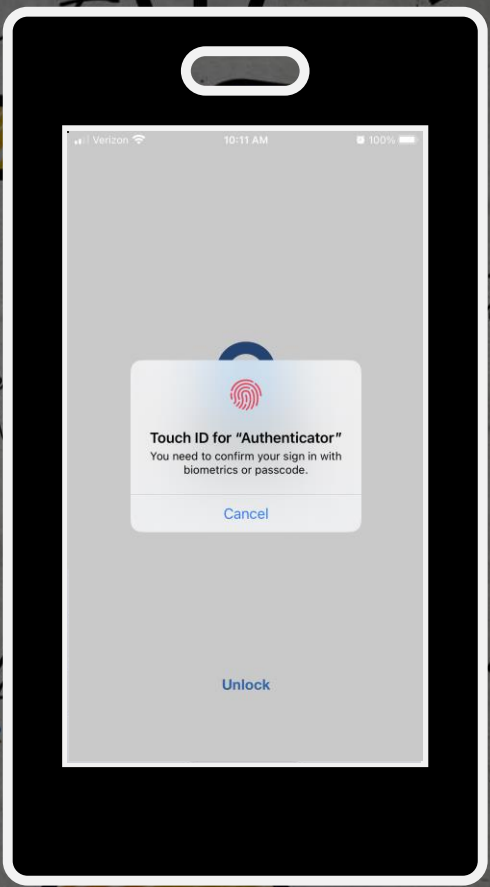
←

Enter 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.

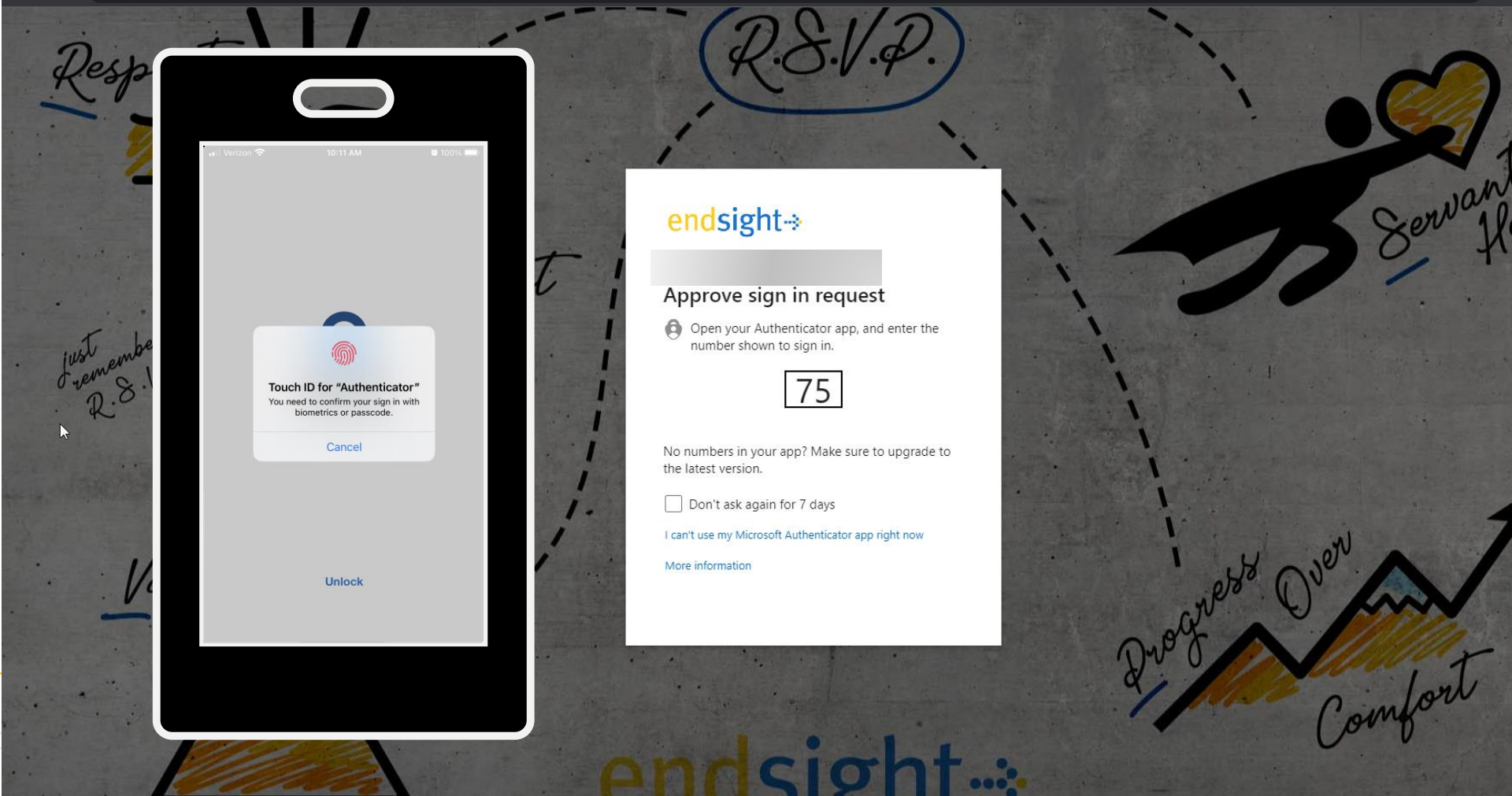
**75**

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

Microsoft 365

Search

# Welcome to Microsoft 365

## 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





## Sign in

Email, phone, or Skype

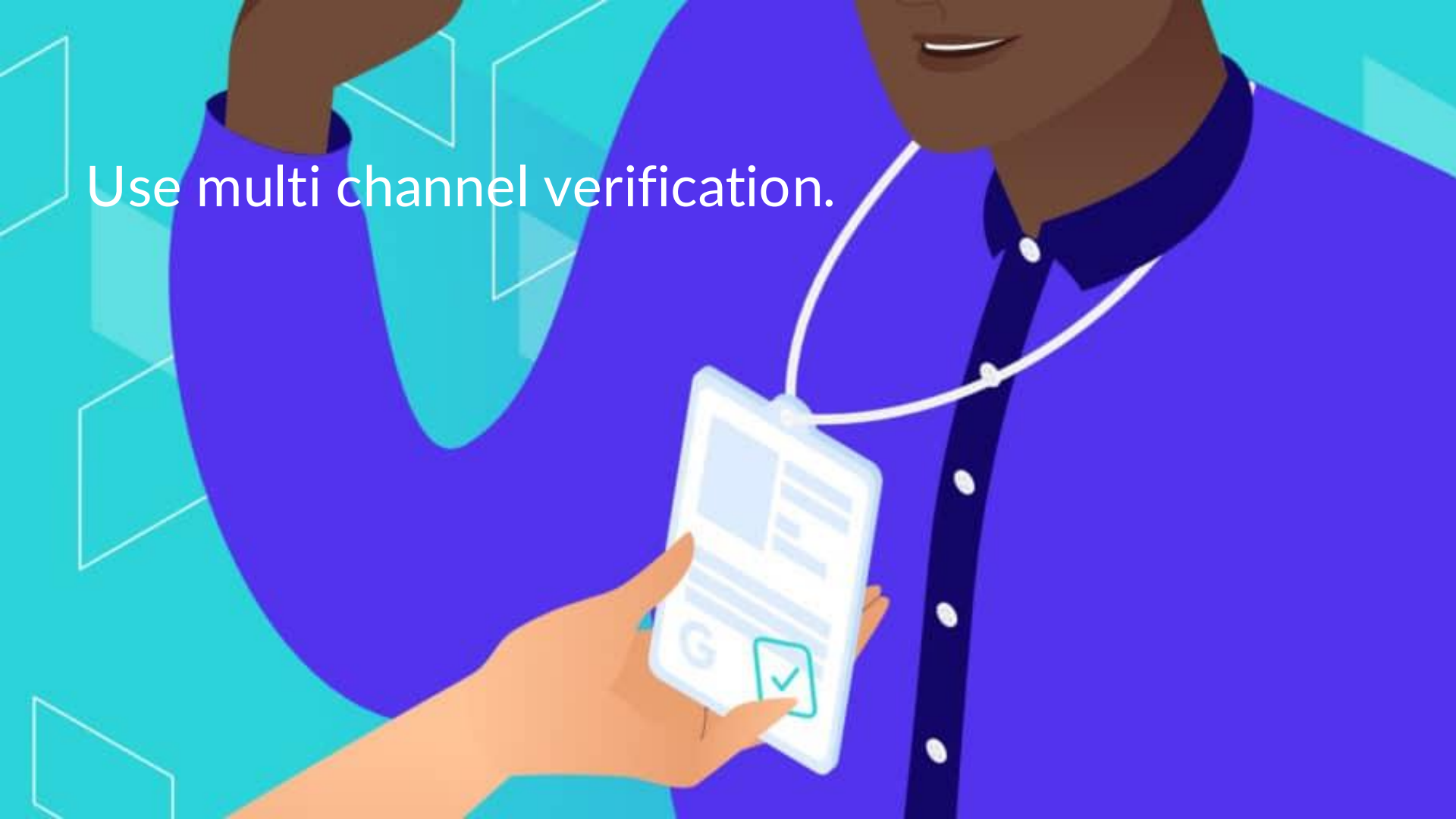
No account? [Create one!](#)

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

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

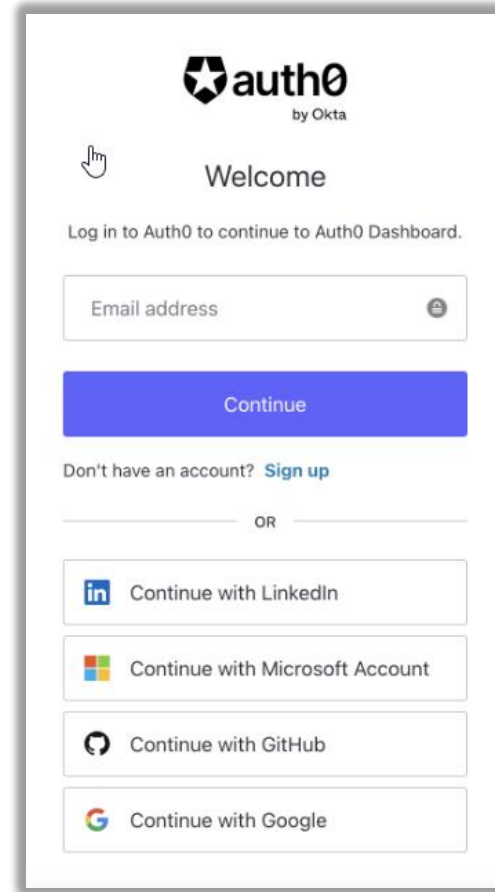
 [Sign-in options](#)

Use multi channel verification.



## Identity management

- Less access to personal information
- Be careful how much permission/access you allow







5311 8000 1234 5678  
TTCs  
J. SMITH

Buy Now

Tapping isn't just easy.....

# Cybersecurity Hygiene



## NETWORKS

- 01 Make sure you have a good password on your home network
- 02 Change that password once a year
- 03 If you don't live here, you don't get the WiFi password
- 04 Don't forget about your smart devices!!!

# Good Passwords

- ❖ Good passwords are long
- ❖ Good passwords are random
- ❖ Humans are bad at randomness
- ❖ Password generators matter

**Top Panel:**

UNCOMMON (NON-GIBBERISH) BASE WORD: Tr0ub4dor&3

ORDER UNKNOWN: 3

DIFFICULTY TO GUESS: EASY

DIFFICULTY TO REMEMBER: HARD

**Bottom Panel:**

correct horse battery staple

FOUR RANDOM COMMON WORDS

DIFFICULTY TO GUESS: HARD

DIFFICULTY TO REMEMBER: YOU'VE ALREADY MEMORIZED IT

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

01

If you leave it, LOCK it!

02

Never share your password with anyone!

03

Use you work devices for work, your home devices for home

04

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.





m safe

you should

y with your

WILD, WI

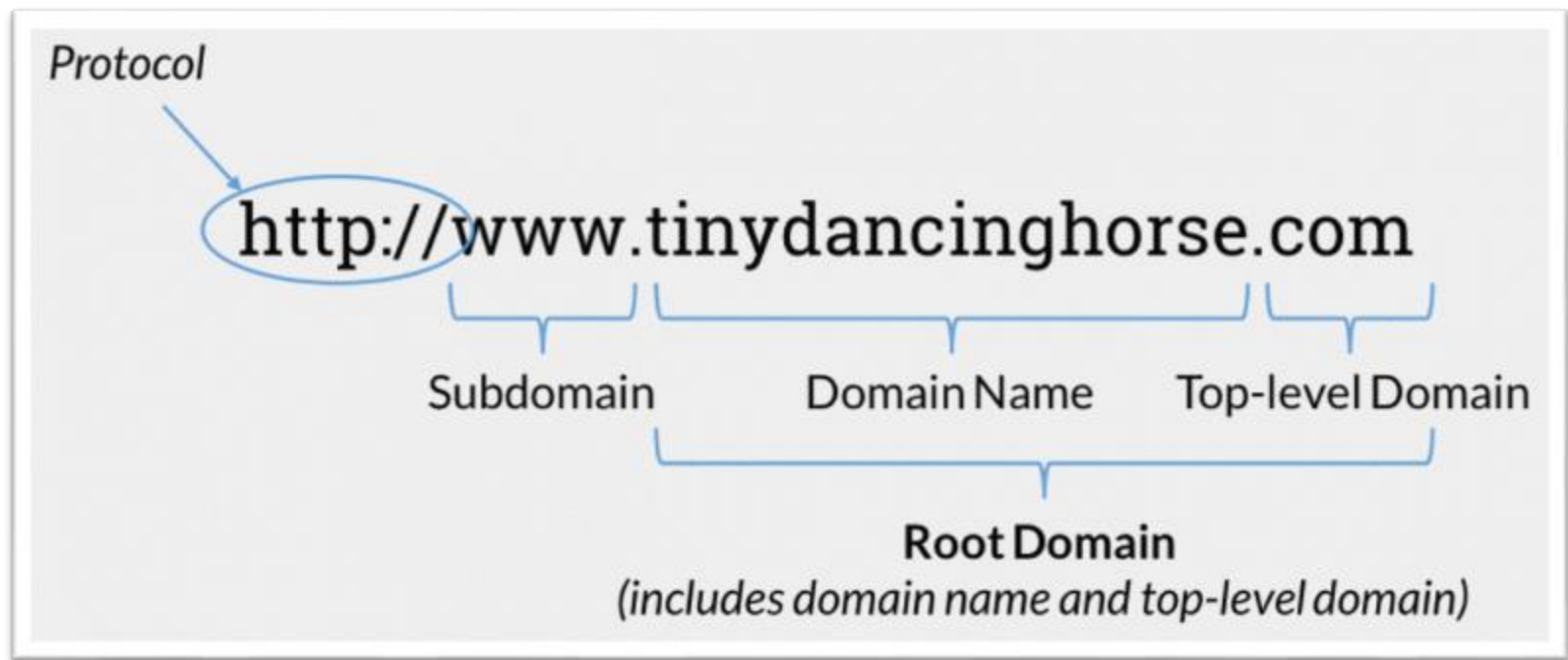
passwords

04

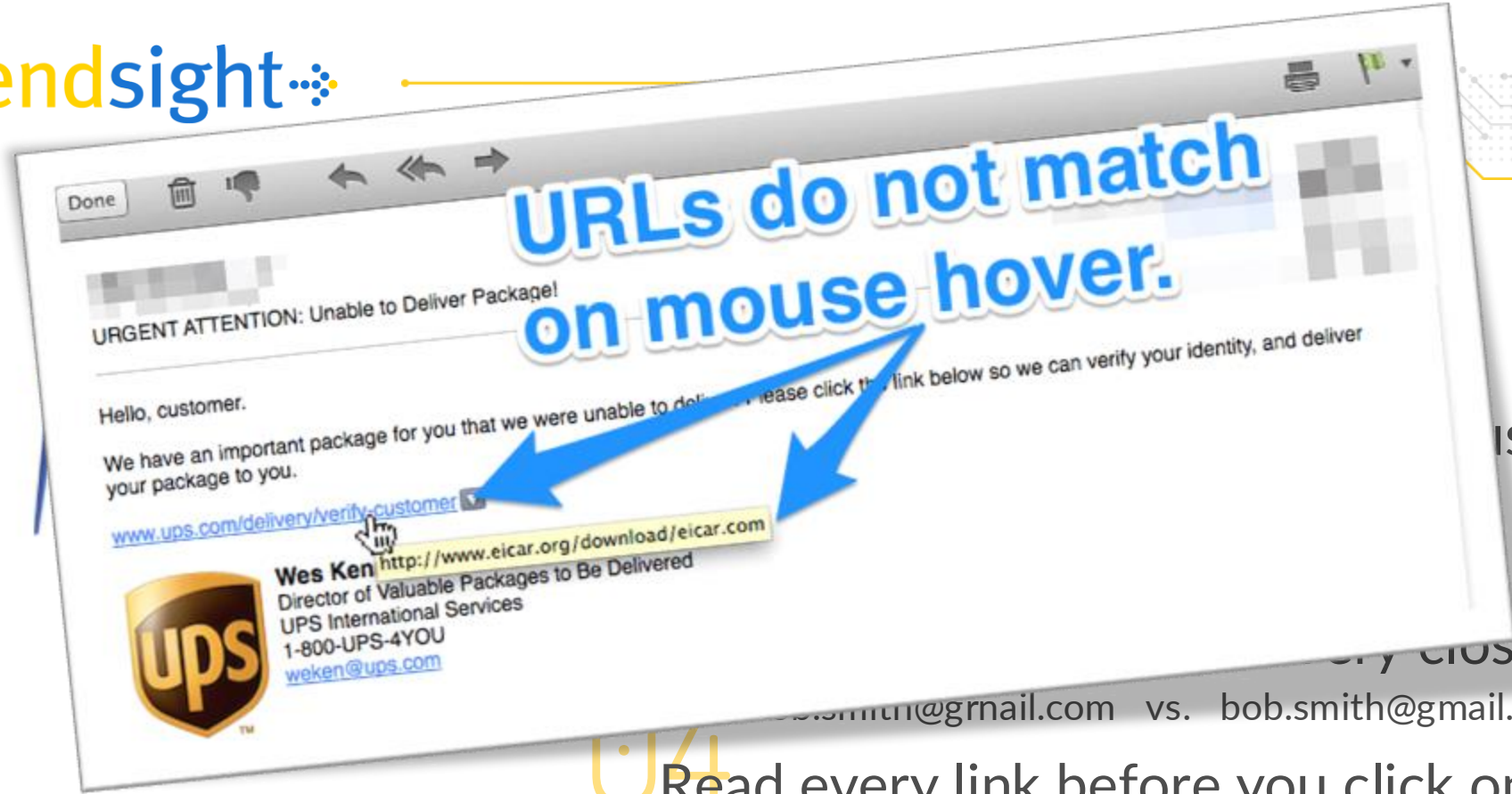
Look for the lock before you enter any personal information



**Fake Page**







Read every link before you click on it

(hover over it with your mouse)

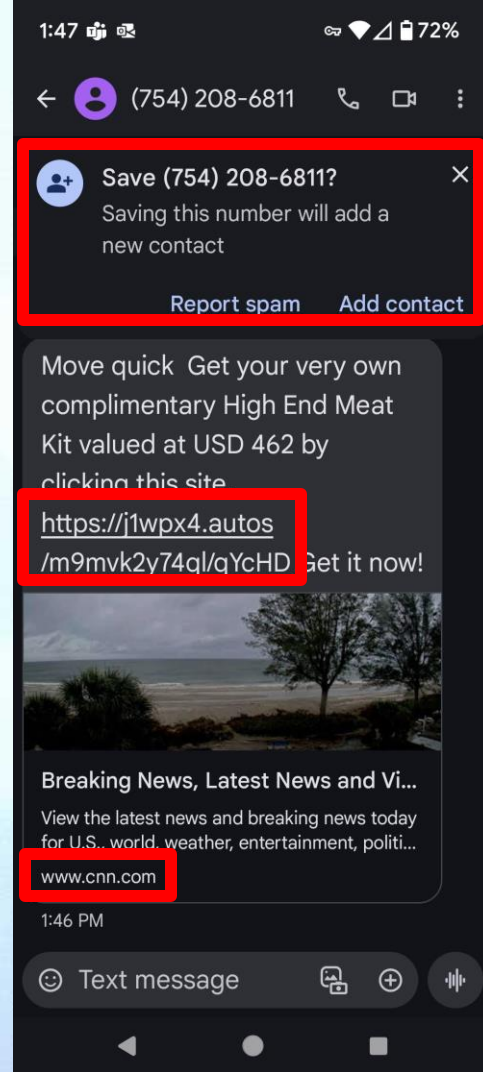
IS,

ery closely

smith@gmail.com vs. bob.smith@gmail.com

# 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 Intervi...



Matt Isola

Video interview



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



Hello Ja

Your One-

Share to  
Teams

Complete  
Tomorrow  
Next Week

Today  
This Week  
Create and app...

Quick Steps



Move

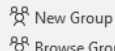
Rules

OneNote

Assign  
PolicyUnread/  
Read

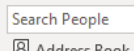
Follow Up

Categorize



New Group

Browse Groups



Search People

Address Book

Filter Email

Read  
Aloud

Speech



Translate

Language

Get  
Add-ins

Add-ins

Reply with  
Grammarly

Grammarly

Sales  
Tools

HubSpot

Reply with  
Meeting Poll

FindTime



Close

Report  
Message

Junk

Phishing

Not Junk

Options...

Help

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

SonicWall &lt;hello@sonicwall.com&gt;

To Jason Clause

[Are there 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)

01

Always use a lock screen/password on your smartphone

02

Only give out personal or sensitive data on phone calls you've initiated

03

Invest in Identity Theft protection of some kind

04

Invest in a password manager

Q & A

## Submitted Questions

- How secure are the new keychain apps we are seeing? Like what Apple has.







Coca-Cola

355 ml



???



Everyone and everything online is a stranger.

Always be suspicious of strangers!

What do these brands have in common?



**amazon**



**Microsoft**

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!



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



Don't send this email on to anyone else as it contains sensitive information!

09/04/2017

## Your quarantined email summary

The following emails have arrived in your quarantine area since yesterday. Simply click the manage quarantine button to access your quarantine web app.

You have received **17** more contact emails

[Manage quarantine email a.user@uga.edu](#)



Smishing = SMS Phishing



Vishing = Voice Phishing

# Phishing Examples



## INV 0021312 Needs Attention



usverw-altung@mg.familyfraternal.com

To

Hello AP,

Attached is the outstanding invoice #0021312. [REDACTED] 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 ACH payment for this invoice?

We appreciate your prompt attention to avoid any service interruptions.

Best regards,

[REDACTED]

Zoominfo Technologies LLC

--- Forwarded message ---

From: [REDACTED]

Date: Sun, Sept 22, 2024, 07:12 AM

Subject: Re: Your Account is in Good Standing, but Invoice INV 0021312 Needs Attention

To: [REDACTED] Cc: [REDACTED]

Hello [REDACTED]

As discussed during my Zoominfo onboarding, please send any outstanding invoices directly to [REDACTED]

We apologize for the oversight.

Kindly forward the invoice to [REDACTED] and we'll process it today.

Thank you,  
[REDACTED]

**Secure Messaging Notification**

**UWM**  
UNITED WHOLESALE MORTGAGE

You have been sent a secure message by United Wholesale Mortgage.

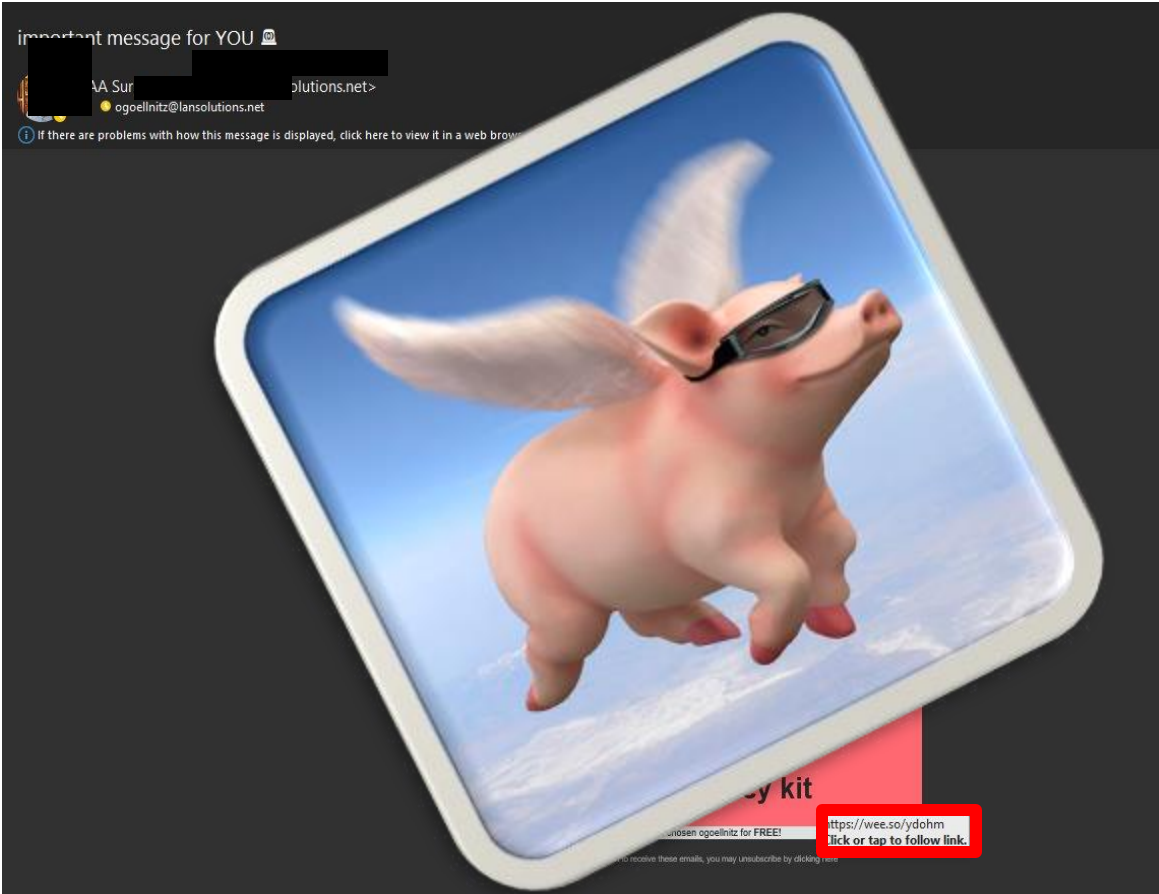
View the message by clicking [here](#). It has been classified as sensitive and may only be accessed from within this Secure Messaging service.

**Need help?** If this is the first time you have received a secure message from this service, your password will be emailed to you separately.

If you did not receive your password or are experiencing trouble logging in, click [here](#) to request a new password.

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

Powered by **mimecast**





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

From: Mike Chaput <info@taqoresuites.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**

8/16/2024 3:59 PM

Hello,

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 i7-1355U -.

Thanks,

-

Lance Hurlburt  
V-President  
Delv Construction INC.  
[I.hurlburt@delvconstruction.com](mailto:I.hurlburt@delvconstruction.com)  
(573)859-0351



DARK WEB ACTIVITY

Joseph, we detected information that belongs to you on the dark web.

This email is from Member Services. [Review more](#)

[Review this activity](#)

[Review this activity](#)

We'll continue to monitor the dark web for activity. If we detect anything else, we'll send you further communication.

Have questions about this alert? Learn more at [norton.com/darkweb](https://norton.com/darkweb).

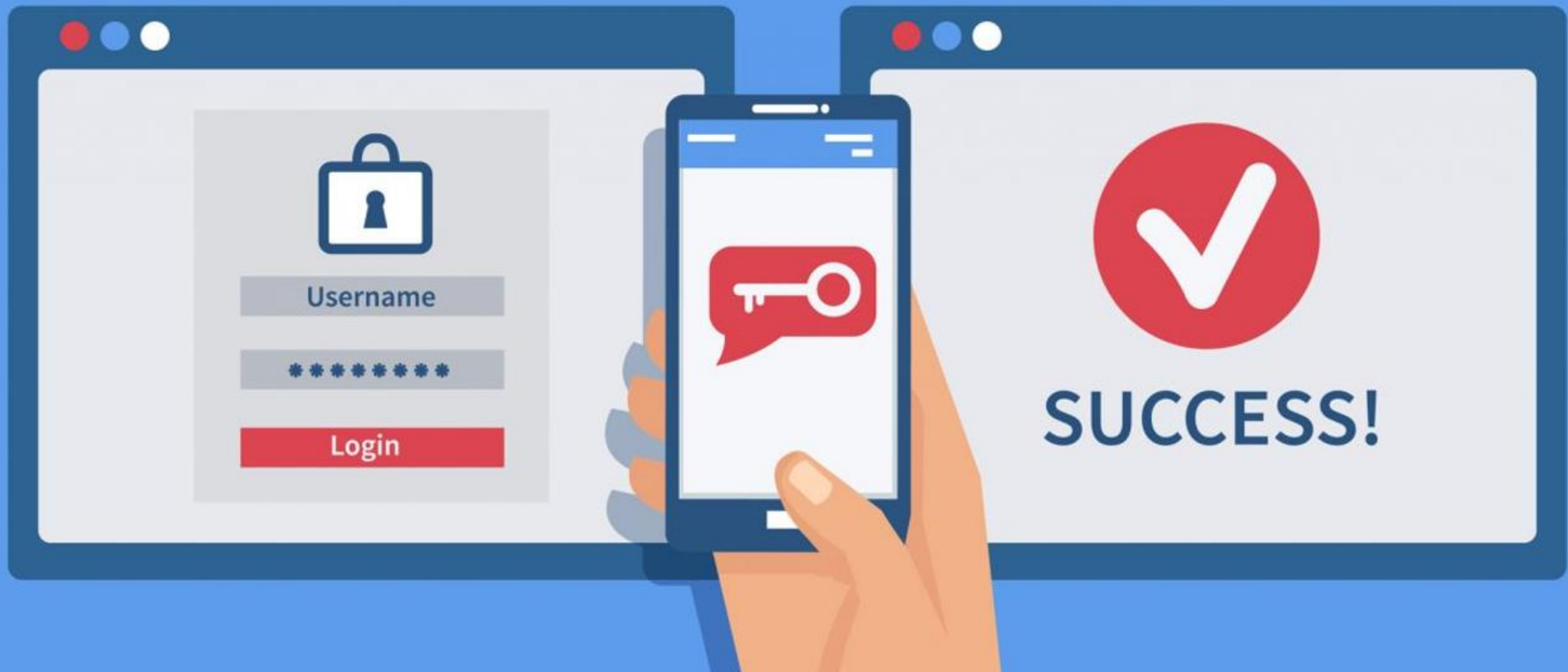
Identity Protection at your fingertips. Download the LifeLock Identity mobile app.



Original URL:

https%3a%2f%2furl8018.lifelock.com%2f%2fclick%3fupn%3du001.2styni9cmtch8anrl-2f7dvpoeapqh4iwhv7-2b06kremc4msepab7uzeu7l22ch6dmtjgs6zgh-2bkizmhavrfjpdvbnis8q-2f7vgzau9-2bboc77yx7lyihm8dic8mrqev42jxdee93g0icfvzpu0wi4fb-2bpyngoeihftkwdcdhkvacxmbz6l4ez21z-2bvmvwn2nsacvh60e9kbw7sfvq39l2vdq4zvc3qjk2salxa1ujlochqz3rpmomir7oytvls3k1wamjiegylpzwxi9k2emivxb6cxjrywccgljwcdfoxd0kqz3v19rml0lfm8ud2t81ybntynlunrthnjnshcqqje1jcgip7-2frdxry3p0bf2zr2gio77ao8ov1bsgbbjuxtjlwh-2ffki1kueermjotrbylseixrivzkhxv036pgm1pfnha-3d-3dmg6e\_-2bgmuasvnugx1g0sws0q4h5pp2qqgq7g-2b8qj5lyhbzeocb5et5bra5nahwgwnf1mdbbmrfox2za93zznwbr-2fhvwxanfm3xospkskreuxrc-2fstyof4y9eeyemtsjmmmy80y3eqdeyxpgalnaqt-2bji5ibpd-2fdbfp-2bcka7kuwyflhjtbedsd-2fdsh7hxxcvg4c3fvrlxqilvrubeg64-2bfd-2bc8eypxptsyf97ffxiz4aogr80ictyiqplue9kjkth1ruegsexualrtfdjojsowzdrbedesdhqz5gsz8ey6vbhdxq5sby08vc9zfvu1dj4hq-2f3vthdxcsdhgp7nyhjk3iy93lykyorkwiogvvg8ta-2f45bbicznhtaykyg0suazv3korusp0lxh6d-2fouxeadvp7sabm3jm-2be-2beovzs-2bcjrnnuqbae04te-2buh-2fib82-2fy5v5jy0xtuyt7cze9s3pglzvycbi5ftqjaromufonk4mutaopl4qo3-2bog3zsetrmehoi4bpbcl1lyfz1izijzkhnmxk1mgehazyrxw8ideyog3flddwwidj8gp6w2uihculs5nay-2fcsxr8nnh-2bjdczabd63-2blabgugjgwa0-2fpechgtkjcotubhkr6zhkca1glqjzcg3y4vt-2bzb2utt-2flvnnqfo-2fw6iqlc2byeo-2b7b1albotnrj5f2l6u4hdoqnwrxxhaqodx5n-2fgah8sv-2bqrvsq-2ftjanpuvd9tqkshstav4flddnbcbsy1pewenw4h0twzefihmnmwxxv9znbwc8beaxu0zoqwc1gvpsk9odegu6u091p5ykd8imzufenkzpedobnvyk-2b-2bj5q90zya-2fx1nhkhq80x0guwghp0hpxywd-2bm3oywysgpmiofxna2vduxypw5jp-2fshk5irivwfb40qfrbbjsytkoycssrwxecy9lcnmrnbqrel0l8c4i0swg0wd0ccla1-2bjhvkw0gruqj68eix2m8exog04pqga3cbuveatpml9kyheleyevn4xxy5fldrrkqvy-2bfa05a-2b3tzvgdwws88wnfdmsyllivgt645-2blo8zphmfshnkstzcuibzyxlzas5utuuywtjqwqal-2frtwgdenlmpfo8pfe-2bbiivufm3cqns4tgniaydr-2f-2f74ta-2b8vq3klvdqsfn4i3kehk37s7kocy8teyx0cxbnagqeu1777wmnjckn-2fn08qe9hdw1oc7ld73vvcaggofrlxnhx8rh-2fz-2bszubzmtsufe4adprfbvu3bvur5kqhq9thzlbchd18-2b7w-2fijb18-2fxkzbnyytct94but9mlap6aphr-2fijlghow0msgsdvzv0lfhzo6ga-3d-3d

# Recap & Resources



Username

\*\*\*\*\*

Login



**SUCCESS!**



## Dictionary

Search for a word



# sus·pi·cion

/sə'spiʃən/

*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:

## 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)



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](#)

## Introducing Cyber Security Shorts



endsight



CYBERSECURITY

### Security Tips for Traveling

Embark safely on every journey, from local destinations to international expeditions, and friendly to adversarial territories, with our cybersecurity-focused video.



CYBERSECURITY

### Staying Safe on Public Wi-Fi

Most of us have found ourselves relying on public Wi-Fi at some point. But do you know how to distinguish a secure connection from a risky one? Check out this quick video to learn how to spot safe Wi-Fi options and uncover the best practices for using public Wi-Fi networks safely and confidently!



CYBERSECURITY

### Digital Safety Through Solid Password Strategies

Dive into the essentials of digital safety with our specialized video on creating secure passwords to safeguard your personal and organizational data from cyber threats.



# Lightning Fast, Worry-Free IT Support

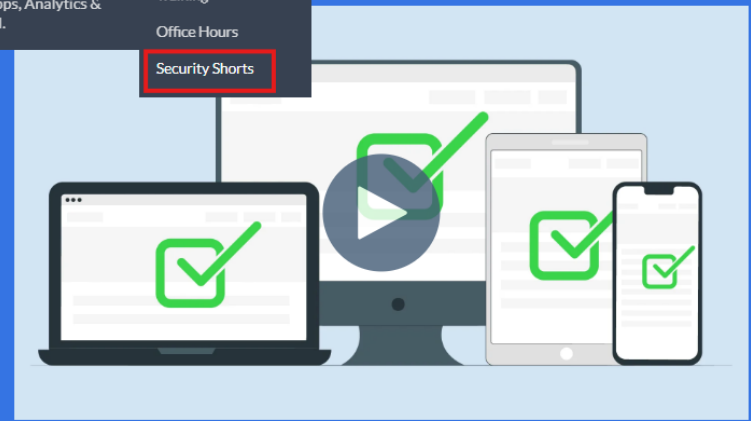
Break free from broken & frustrating, technology

- ⚠ 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
- MSSP
- Apps, Analytics & A.I.
- Training
- Office Hours
- Security Shorts



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

CONTACT SUPPORT NOW! ↻

## Endsight Security Office Hours

11/21 @ 1 PM

- ❖ Only happens once a quarter
- ❖ Register by:
  - ❖ <https://get.endsight.net/cybersecurity/office/hours>
  - ❖ QR Code
  - ❖ Send an email to [akreps@endsight.net](mailto:akreps@endsight.net) asking to register.
  - ❖ Reply to our follow up email we will send by EOD.



## Cybersecurity and the Wild Wild Web

11/7 @ 10:30 AM

- In collaboration with the Bay Area BBB
- Stephen Hicks and Mike Chaput
- Register by: <https://bit.ly/3XOX5NB>
  - ❖ QR Code
  - ❖ Send an email to [akreps@endsight.net](mailto:akreps@endsight.net) asking to register.
  - ❖ Reply to our follow up email we will send by EOD.





Thank you!