End User Cybersecurity Training

December 10th, 2024
Version 5.3

1144 Jordan Lane, Napa, CA 94559 | (833) ENDSIGHT • (833) 363-7444 | www.endsight.net

Jason Clause

Host

Director of Marketing @ Endsight

linkedin.com/in/jasonclause

Stephen Hicks

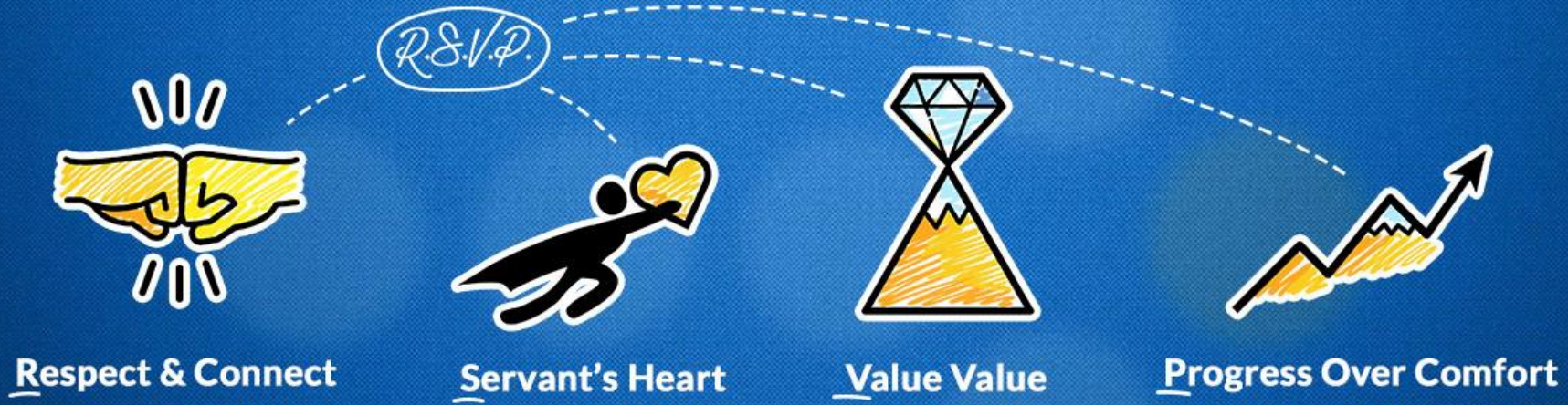
Presenter

Security Practice Manager @ Endsight

https://www.linkedin.com/in/shicks/

Our purpose: **Help others thrive**

Our values:



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Exciting News

Some Proud Moments in 2024

THE CHANNEL CO. CRN FAST GROWTH 150 2024

THE CHANNEL CO. CRN SOLUTION PROVIDER 500 2024

MSP 501 Channel Futures 2024

Gold: Best Computer Services 2024 - Best of Napa County

SAN DIEGO BUSINESS JOURNAL 2024 TOP TECHNOLOGY SOLUTION PROVIDERS

SAN FRANCISCO BUSINESS TIMES 2024 BEST PLACES TO WORK BPTW Endsight RANKED #24

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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 5 registrants eligible for credit. If you're eligible and not on this list, please reach out to Aaron at akreps@endsight.net to ensure you get credit.

- Michael C (California CLE)
- Maribel S (CLM)
- Alexander P (California CLE)
- Connor M (California CLE)
- Amale K (California CLE)

Are you traveling abroad this holiday season?

As a general reminder, Endsight Cloud Protection security products monitor for account access outside the US and will lock accounts automatically. If you are planning to travel outside the US this holiday season, please let us know so that we can make the necessary allowances for your travel. Give us a call at the Response Center at (833) 363-7444 or email us a request at support@endsight.net.

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Agenda

- Fundamentals overview
- Cybersecurity hygiene
- Q&A
- Specific phishing attack examples
- Recap & resources

Why are you here?

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From Phish to $2.5M Ransomware Attack

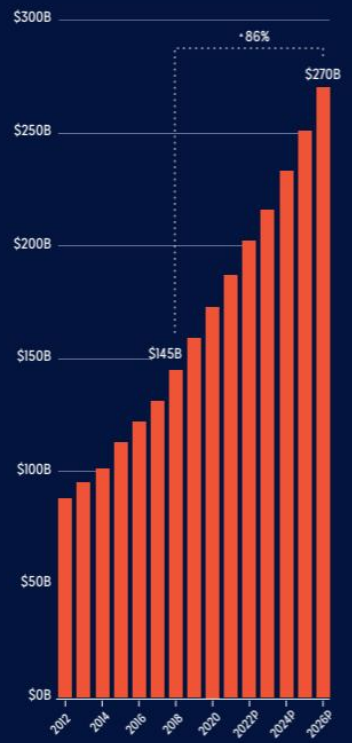
START

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

SOPHOS
Cybersecurity evolved.

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)

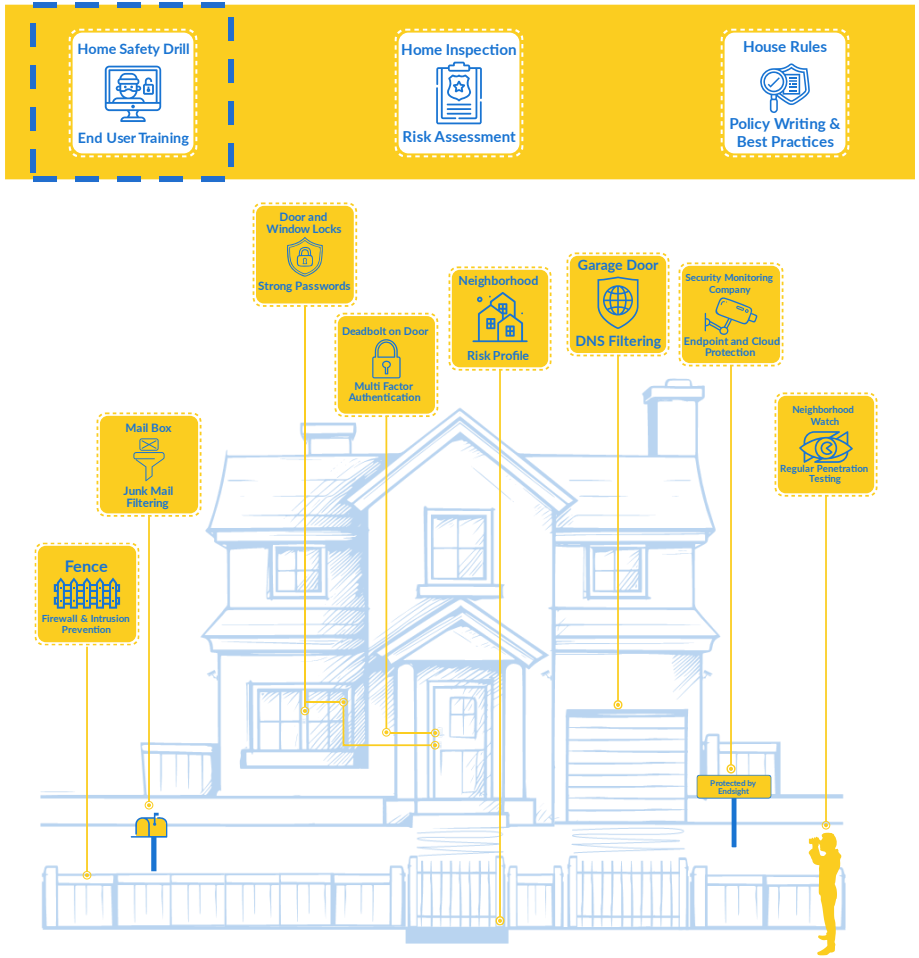
ANYONE CAN BE A VICTIM OF CYBER CRIME.

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

Endsight

Fundamentals Overview

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Dictionary

Search for a word

sus·pi·cion

/səˈspiSHən/

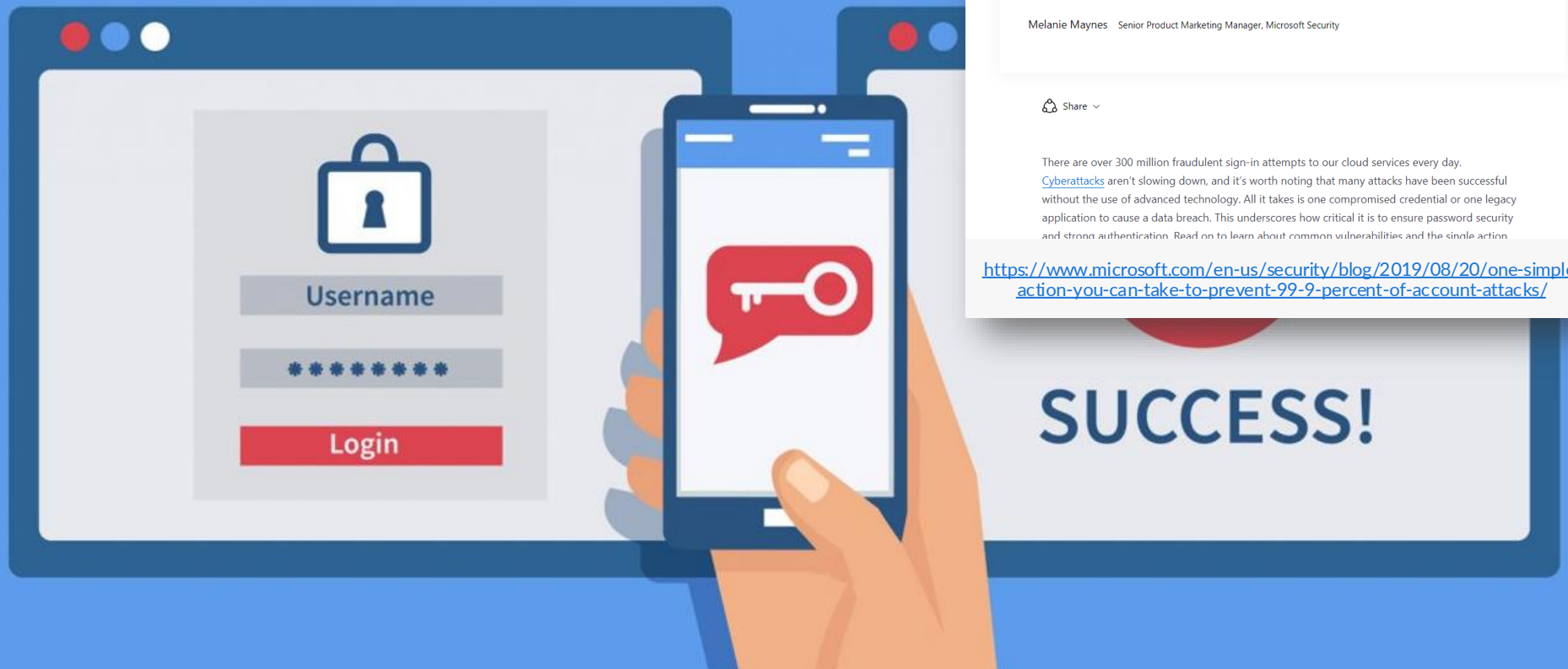
noun

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

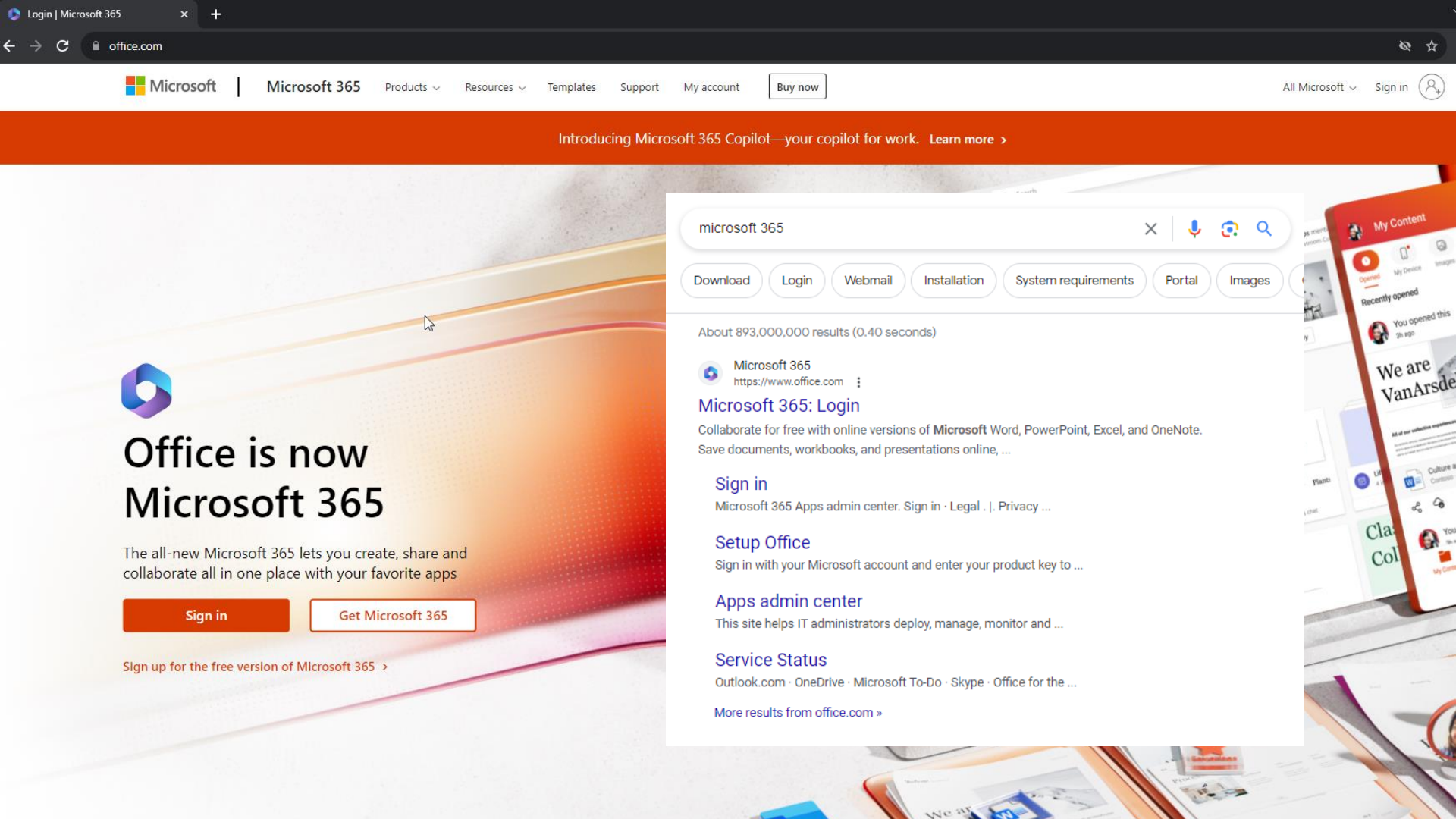
One simple action you can take to prevent 99.9 percent of attacks on your accounts

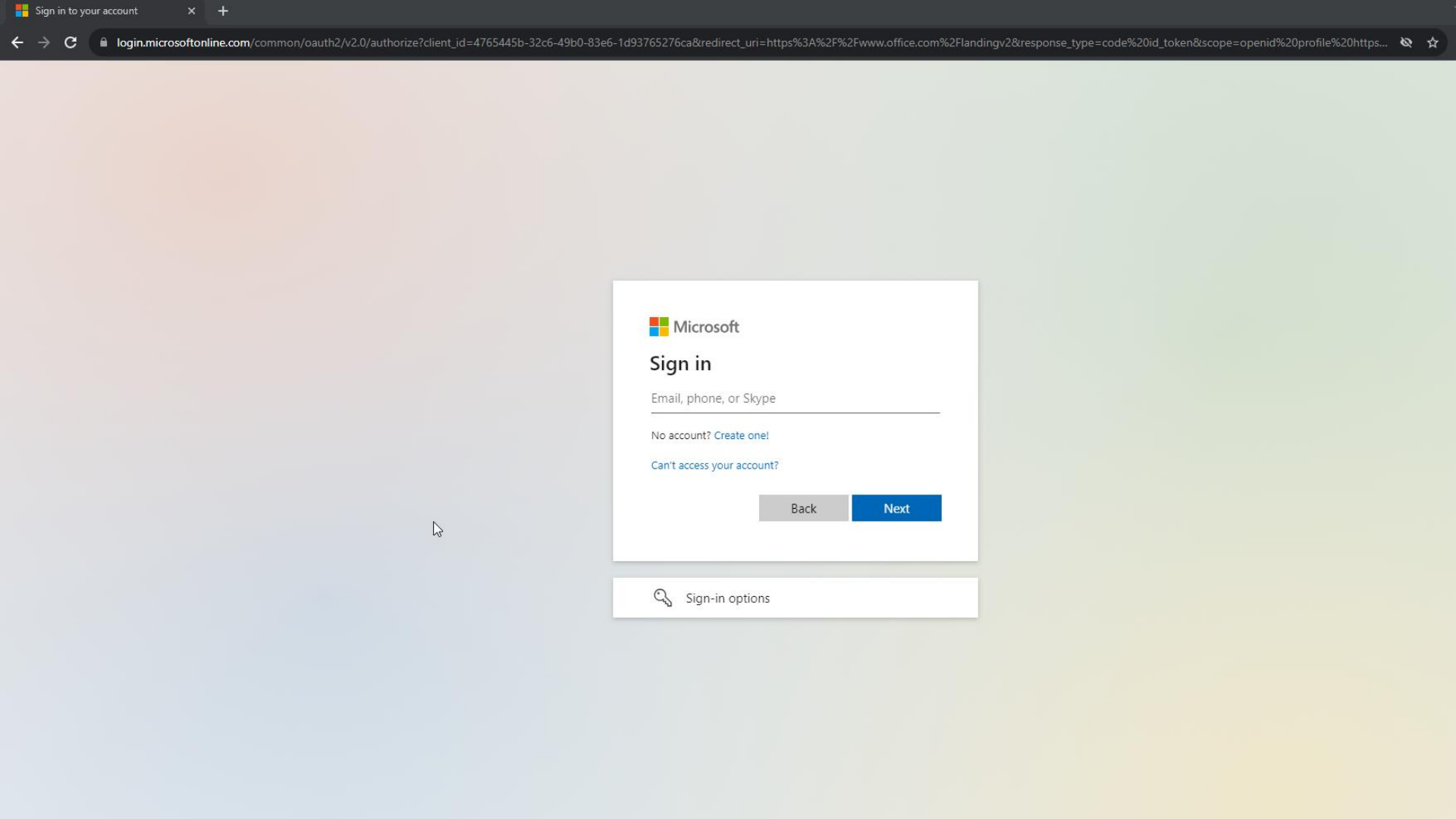
Melanie Maynes Senior Product Marketing Manager, Microsoft Security

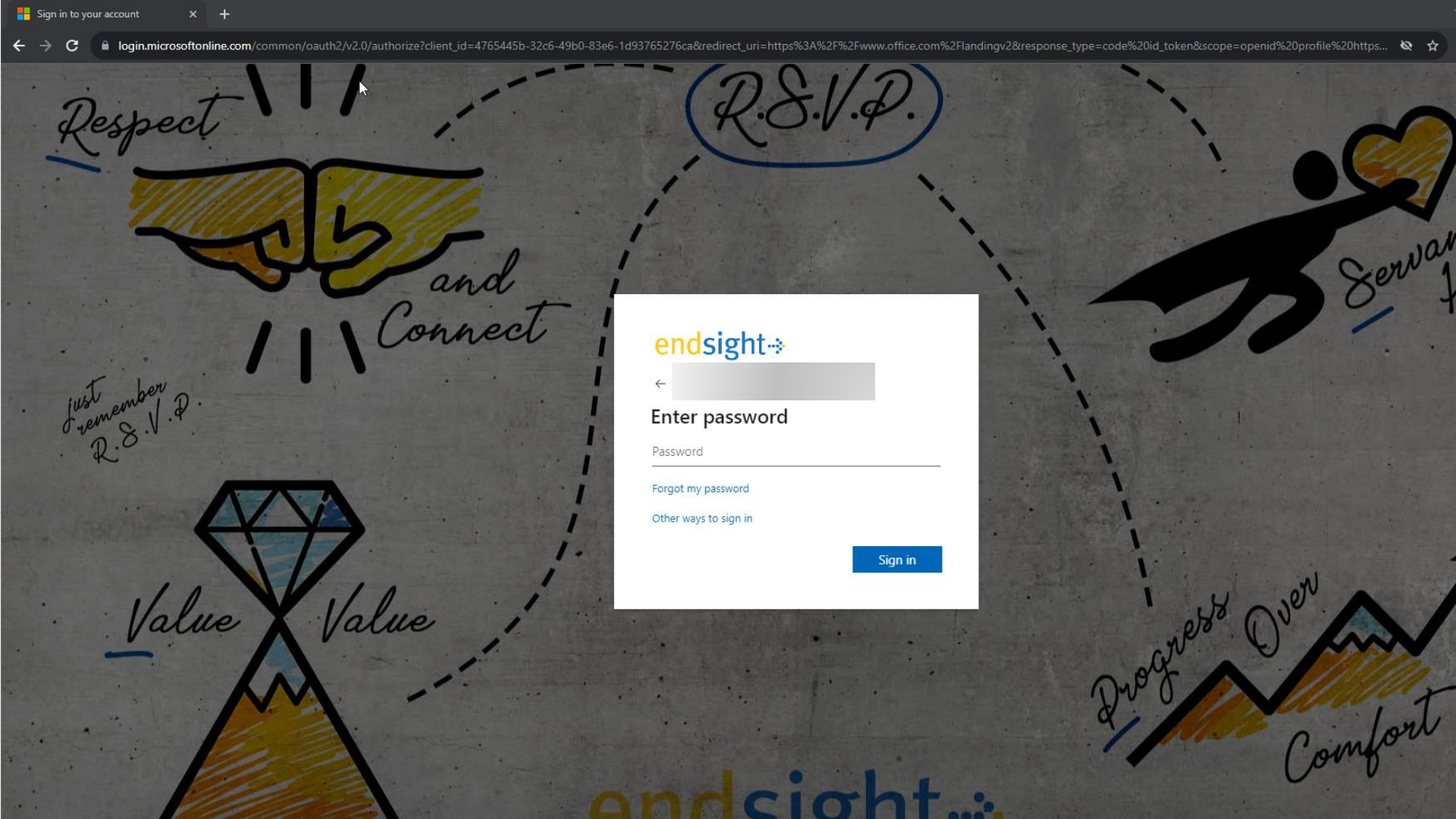
Share

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

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/

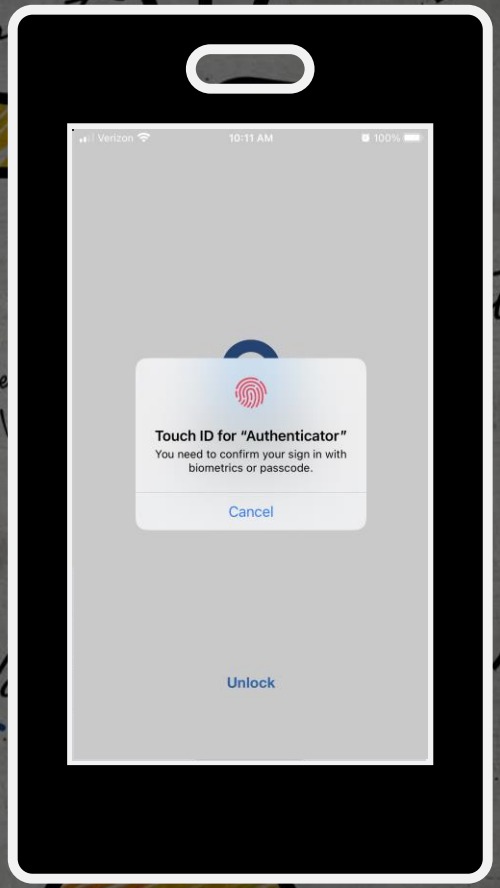

Login | Microsoft 365
office.com
Microsoft
Microsoft 365
Products
Resources
Templates
Support
My account
Buy now
All Microsoft
Sign in
Introducing Microsoft 365 Copilot—your copilot for work. Learn more ›
Office is now
Microsoft 365
The all-new Microsoft 365 lets you create, share and collaborate all 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 »
My Content
Recently opened


Sign in to your account
login.microsoftonline.com/common/oauth2/v2.0/authorize?client_id=4765445b-32c6-49b0-83e6-1d93765276ca&redirect_uri=https%3A%2F%2Fwww.office.com%2Flandingv2&response_type=code%20id_token&scope=openid%20profile%20https...
Microsoft
Sign in
Email, phone, or Skype
No account? Create one!
Can't access your account?
Back
Next
Sign-in options


Sign in to your account
login.microsoftonline.com/common/oauth2/v2.0/authorize?client_id=4765445b-32c6-49b0-83e6-1d93765276ca&redirect_uri=https%3A%2F%2Fwww.office.com%2Flandingv2&response_type=code%20id_token&scope=openid%20profile%20https...
Respect
and
Connect
R.S.V.P.
Just remember R.S.V.P.
Value
Value
endsight
Enter password
Password
Forgot my password
Other ways to sign in
Sign in
Progress
Over
Comfort
endsight

Sign in to your account

login.microsoftonline.com/common/login



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[redacted]

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

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Home | Microsoft 365

office.com/?auth=2

Microsoft 365

Search

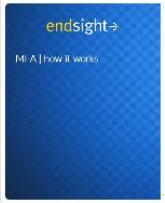
Home
Create
My Content
Feed
Apps
Outlook
Teams
Word
Excel
PowerPoint

Welcome to Microsoft 365

Install a

Recommended

You edited this
25m ago
Cyber Security Fundementals 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 Fundementals 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

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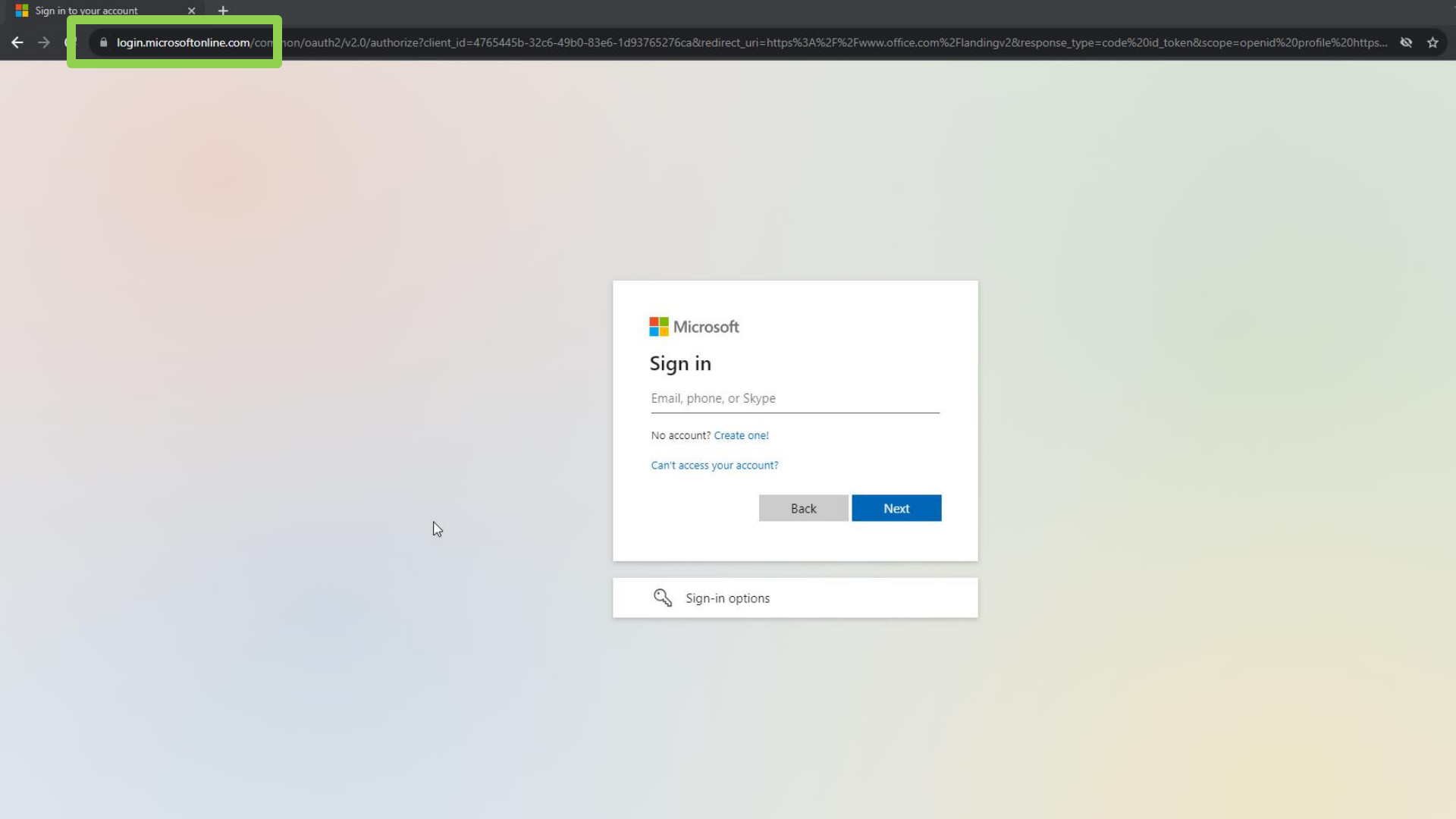
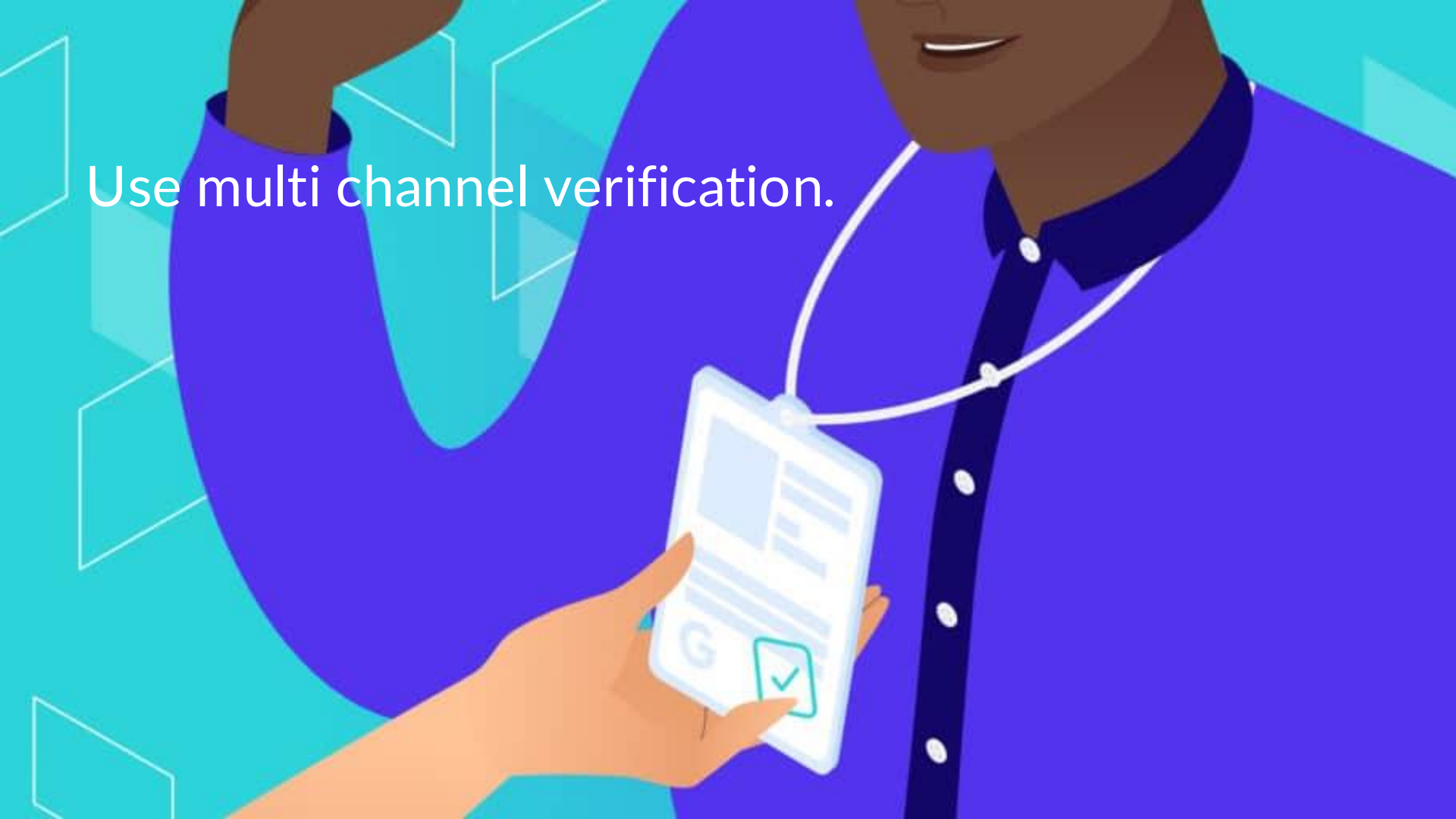
MFA Bypass


Sign in to your account
login.microsoftonline.com/com
hon/oauth2/v2.0/authorize?client_id=4765445b-32c6-49b0-83e6-1d93765276ca&redirect_uri=https%3A%2F%2Fwww.office.com%2Flandingv2&response_type=code%20id_token&scope=openid%20profile%20https...
Microsoft
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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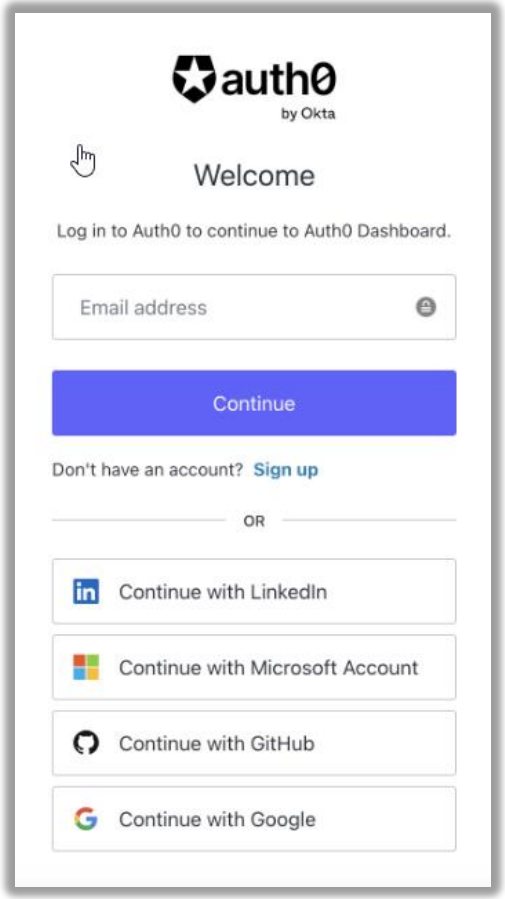
Identity management

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



Tapping isn't just easy.....

Cybersecurity Hygiene

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NETWORKS

01 Make sure you have a good password on your home network

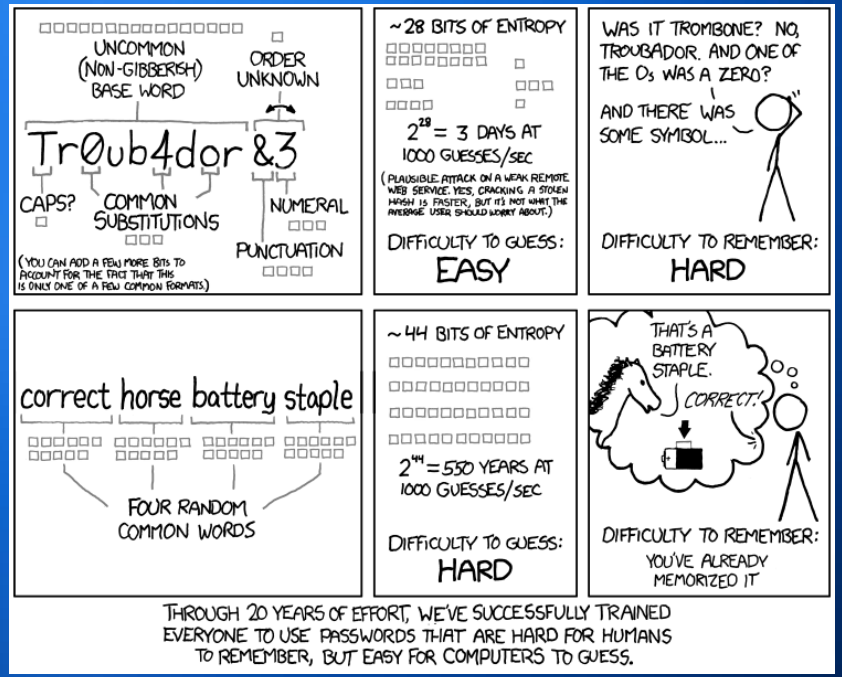
02 Change that password once a year

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



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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

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Do you know your acceptable use policy?

Every company should have one and you should understand it.

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m safe

you should

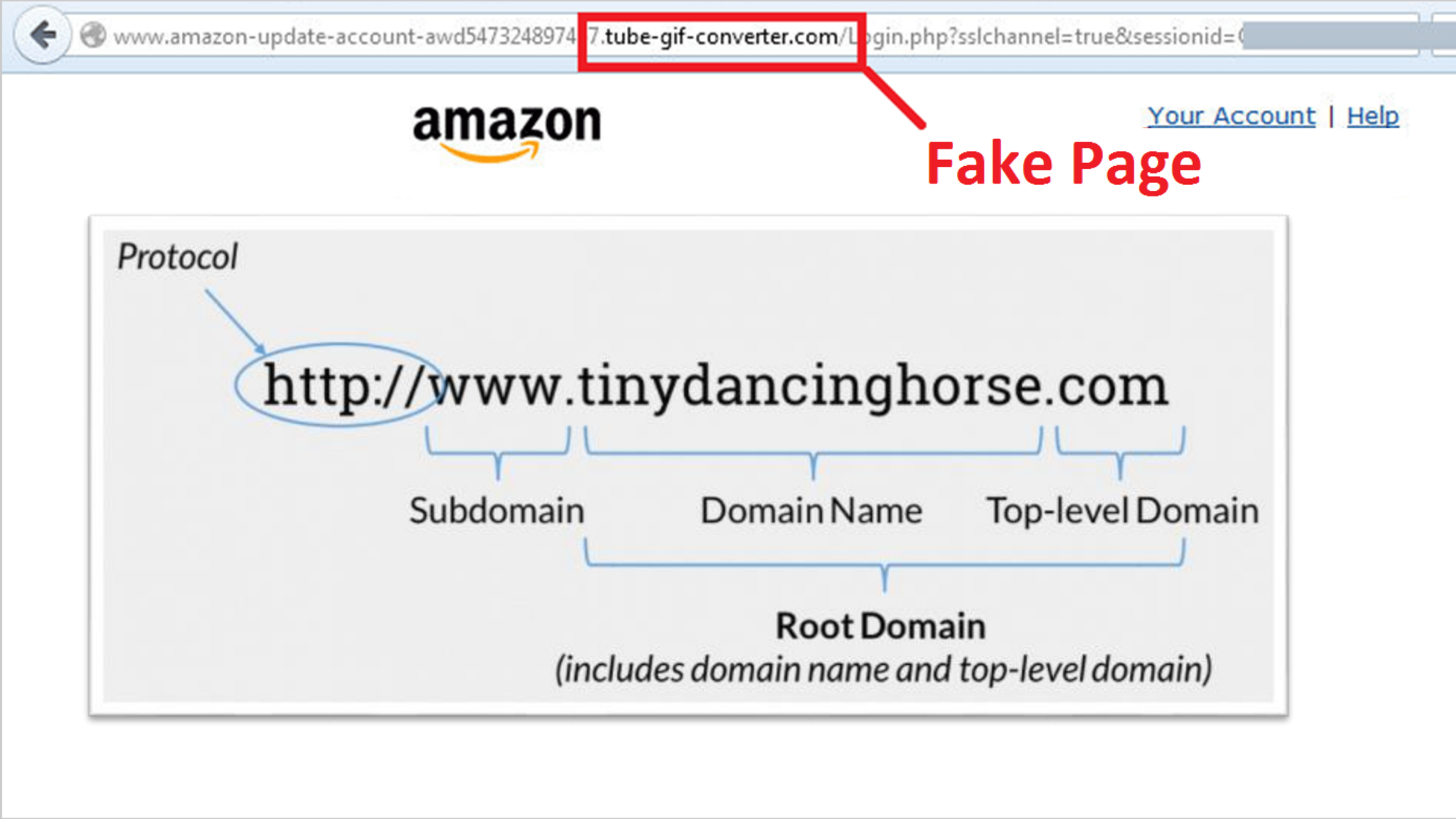
y with your

WILD, WI

passwords

04

Look for the lock before you enter any personal information


www.amazon-update-account-awd5473248974 7.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)

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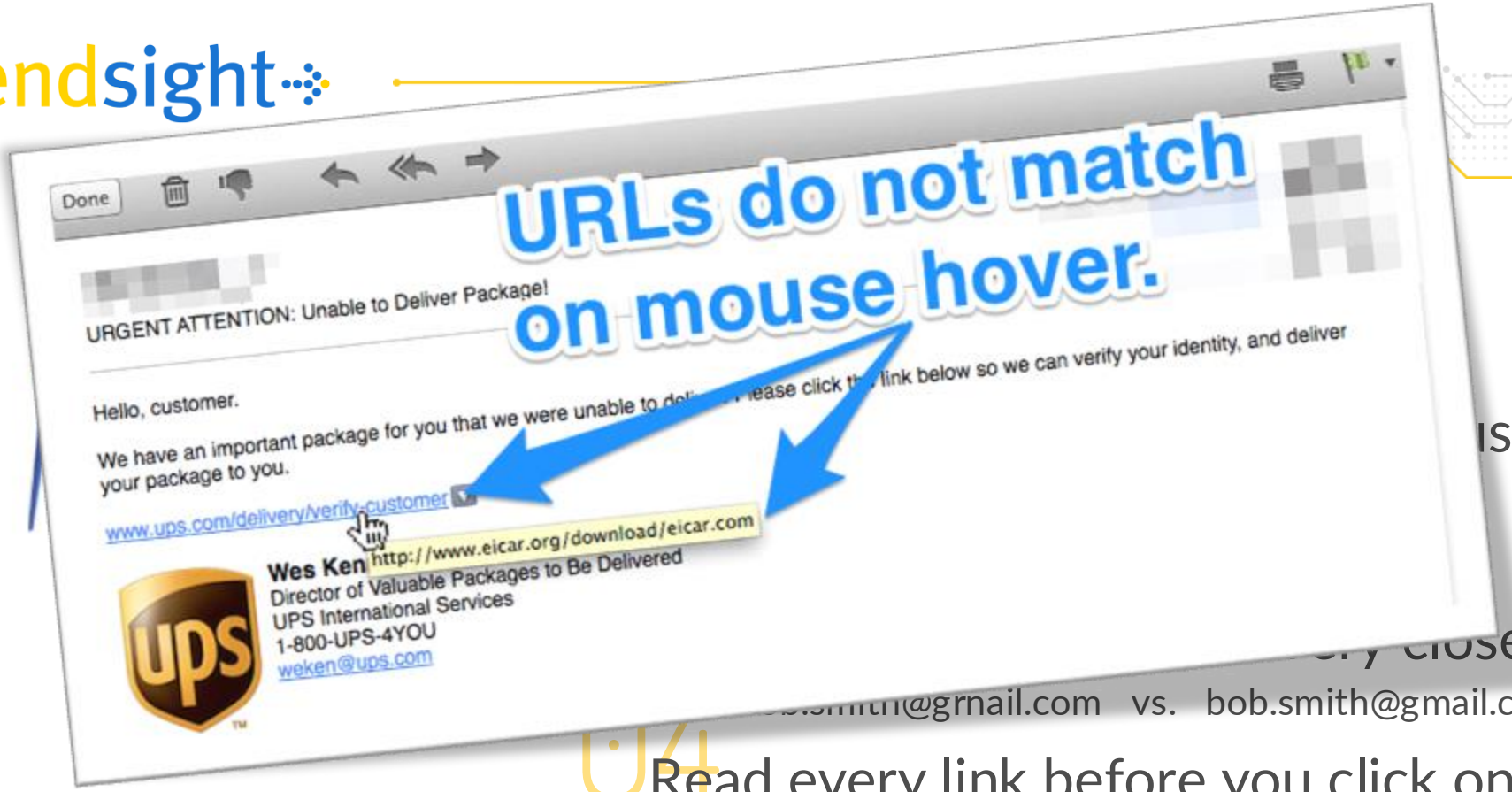


is,

ry closely

b.smith@grnail.com vs. bob.smith@gmail.com

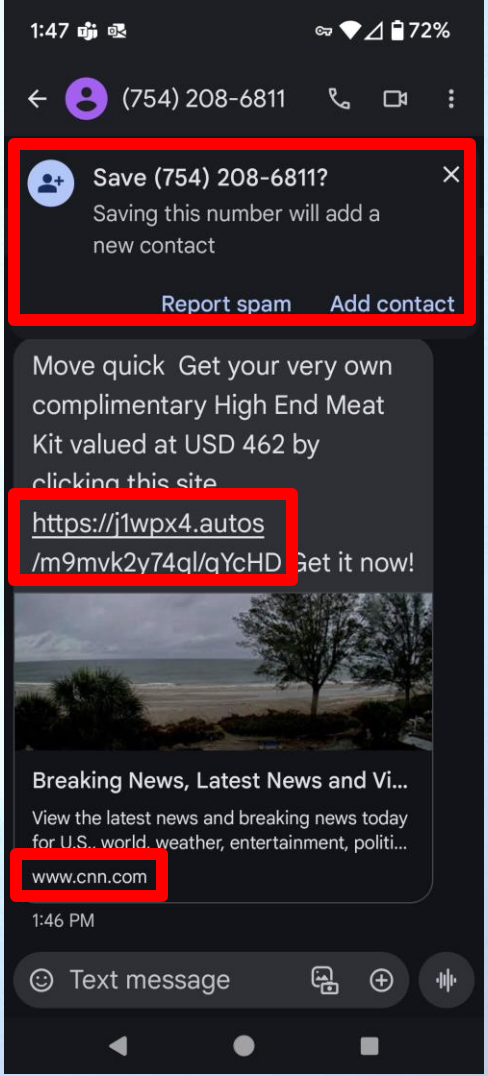
04

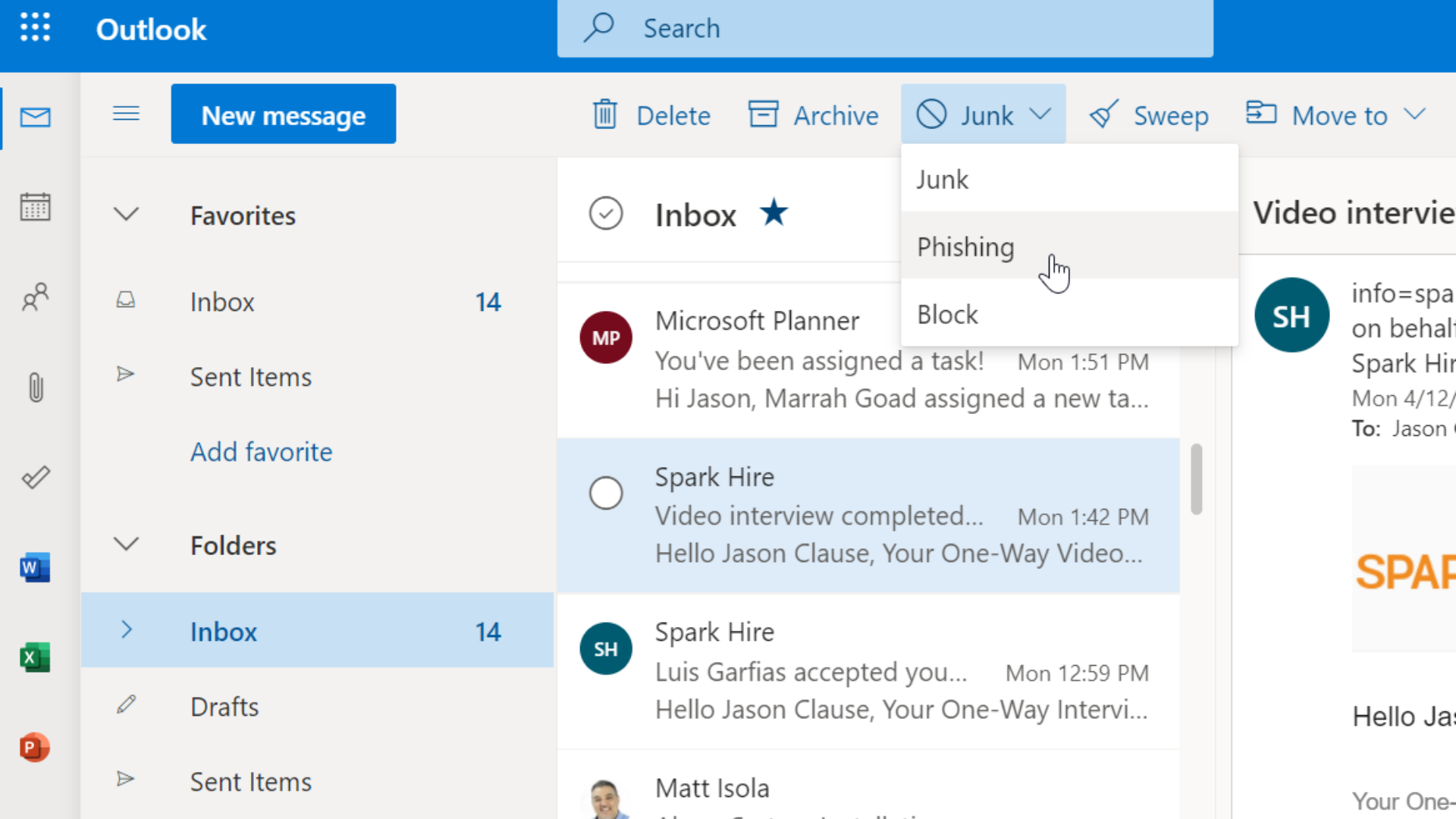
Read every link before you click on it

(hover over it with your mouse)

Look Closely

- What's wrong with this text message?




Outlook
Search
New message
Delete
Archive
Junk
Sweep
Move to
Junk
Phishing
Block
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 Intervi...
Matt Isola
Video intervie
SH
info=spa
on behalf
Spark Hir
Mon 4/12/
To: Jason
SPAR
Hello Jas
Your One-

rammarly

Share to 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

Report Message
Junk
Phishing
Not Junk
Options...
Help

t Notice: Update Required for SonicWall CMS for SMA 1000 Series

SonicWall <hello@sonicwall.com>
To Jason Clause

Reply
Reply All

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

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.

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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

355 ml

355 ml

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???

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Everyone and everything online is a stranger.

Always be suspicious of strangers!

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!

Reply Reply All Forward

A. User <a.user@ksu.edu> A. User

Mon 9/4

Mails On Hold - a.user

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

Office 365

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

09/04/2017

Your quarantined email summary

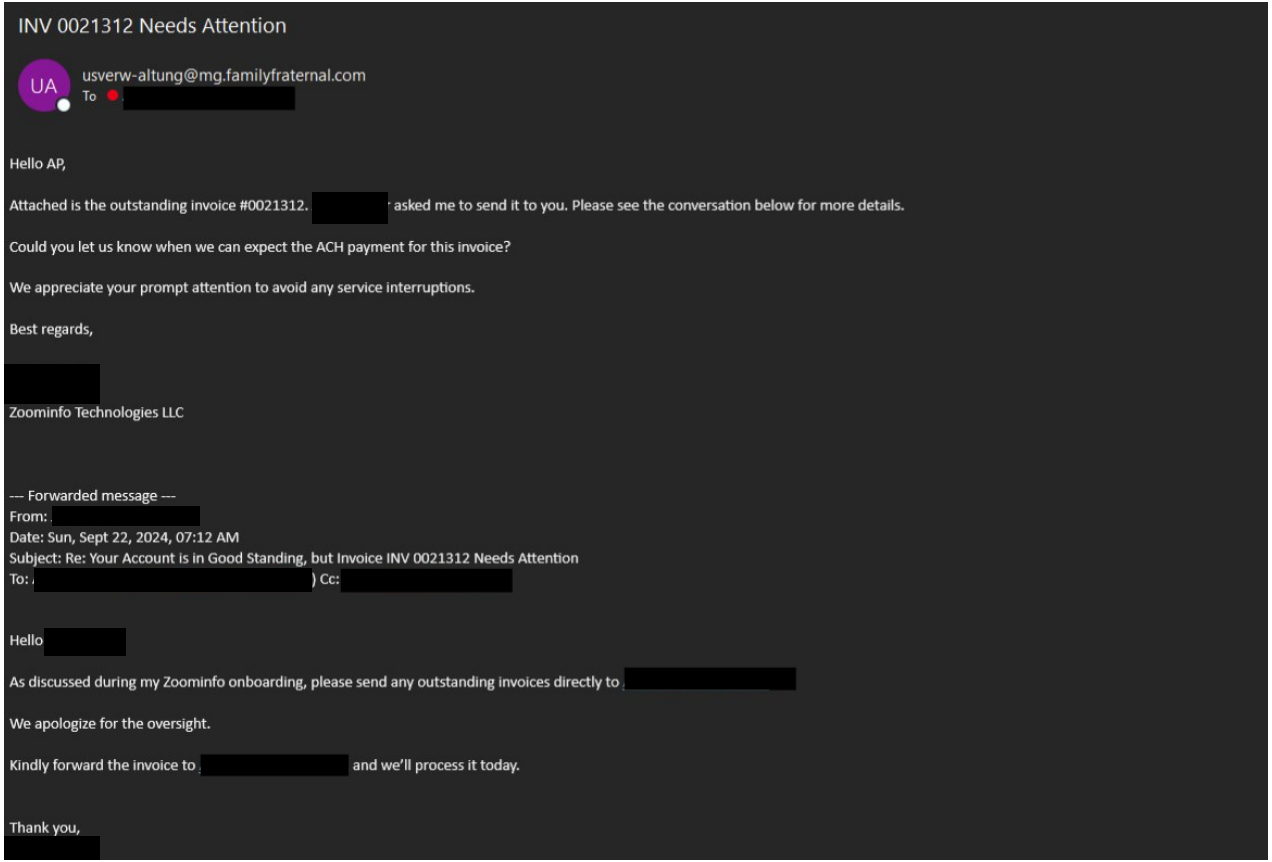
The following emails have arrived in your quarantine area since yesterday. Simply click the **manage quarantine button** to access your quarantine web app.

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

UA usverw-altung@mg.familyfraternal.com
To [redacted]

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]

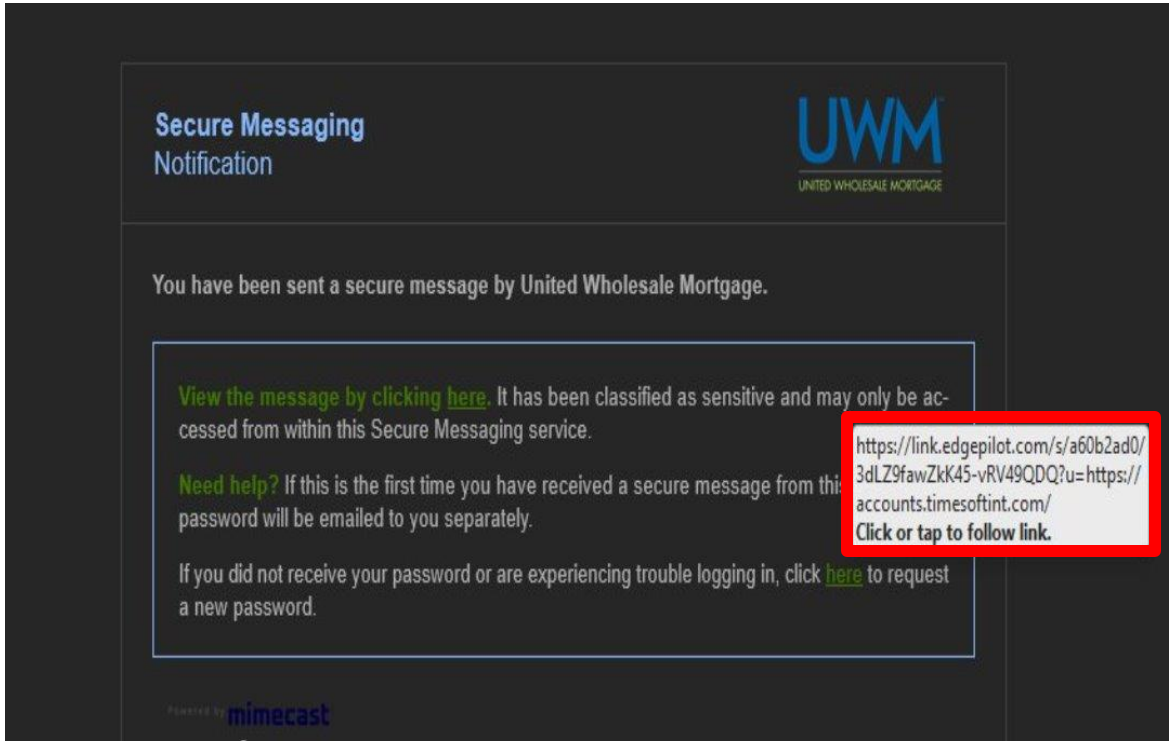
Hello [redacted]

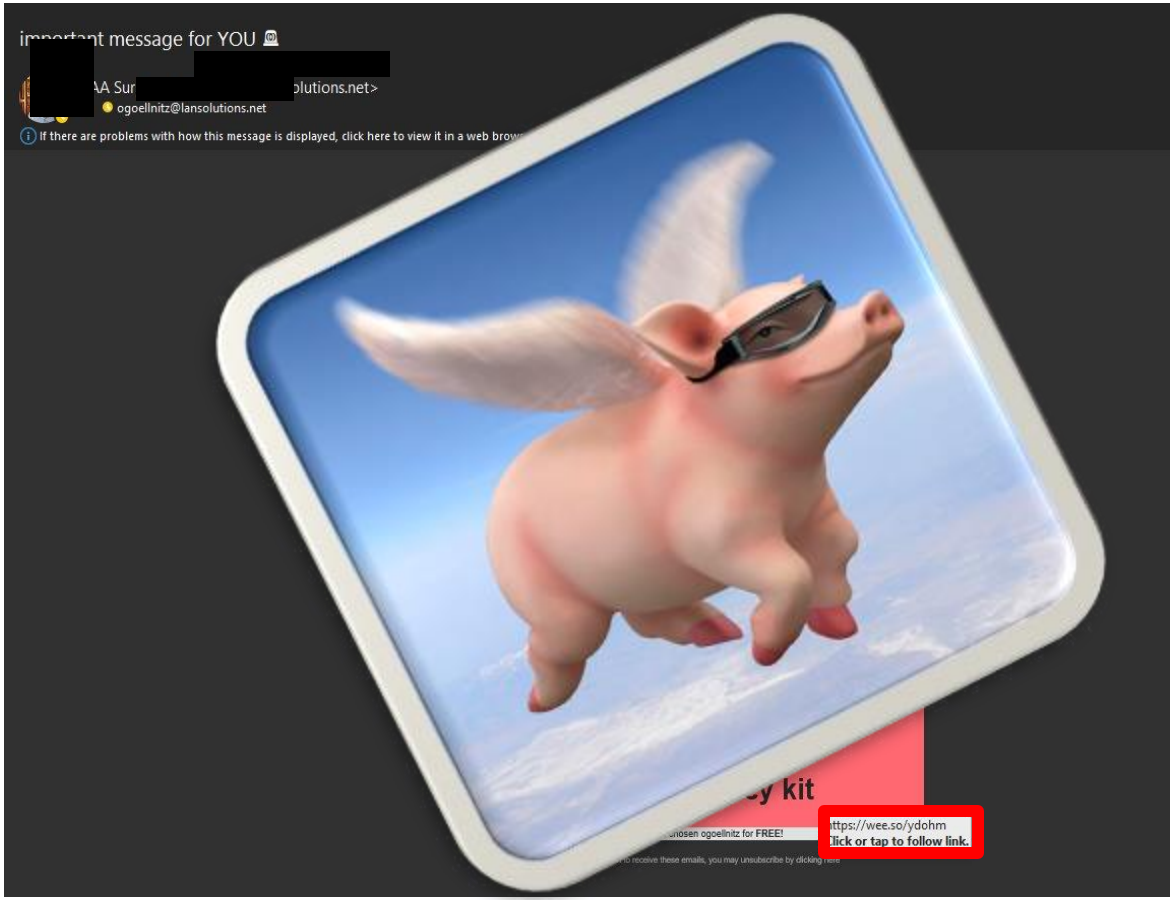
As discussed during my Zoominfo onboarding, please send any outstanding invoices directly to [redacted]

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
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.
mimecast


important message for YOU
[redacted] AA Sur [redacted] olutions.net>
ogoellnitz@lansolutions.net
If there are problems with how this message is displayed, click here to view it in a web brow
y kit
hosen ogoellnitz for FREE!
https://wee.so/ydohm
Click or tap to follow link.
To receive these emails, you may unsubscribe by clicking here

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-----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

endsight

l.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.
l.hurlburt@delvconstruction.com
(573)859-0351

Original URL:
https%3a%2f%2furl8018.lifelock.com%2fls%2fclick%3fupn%3du001.
2styni9cmtch8anrl-2f7dvpoeapqh4iwhv7-2bo6kremc4msepab7uzeu7l22ch6dmtjgs6zgh-2bkizmhesavrfjpdvbni8q-2f7vgzau
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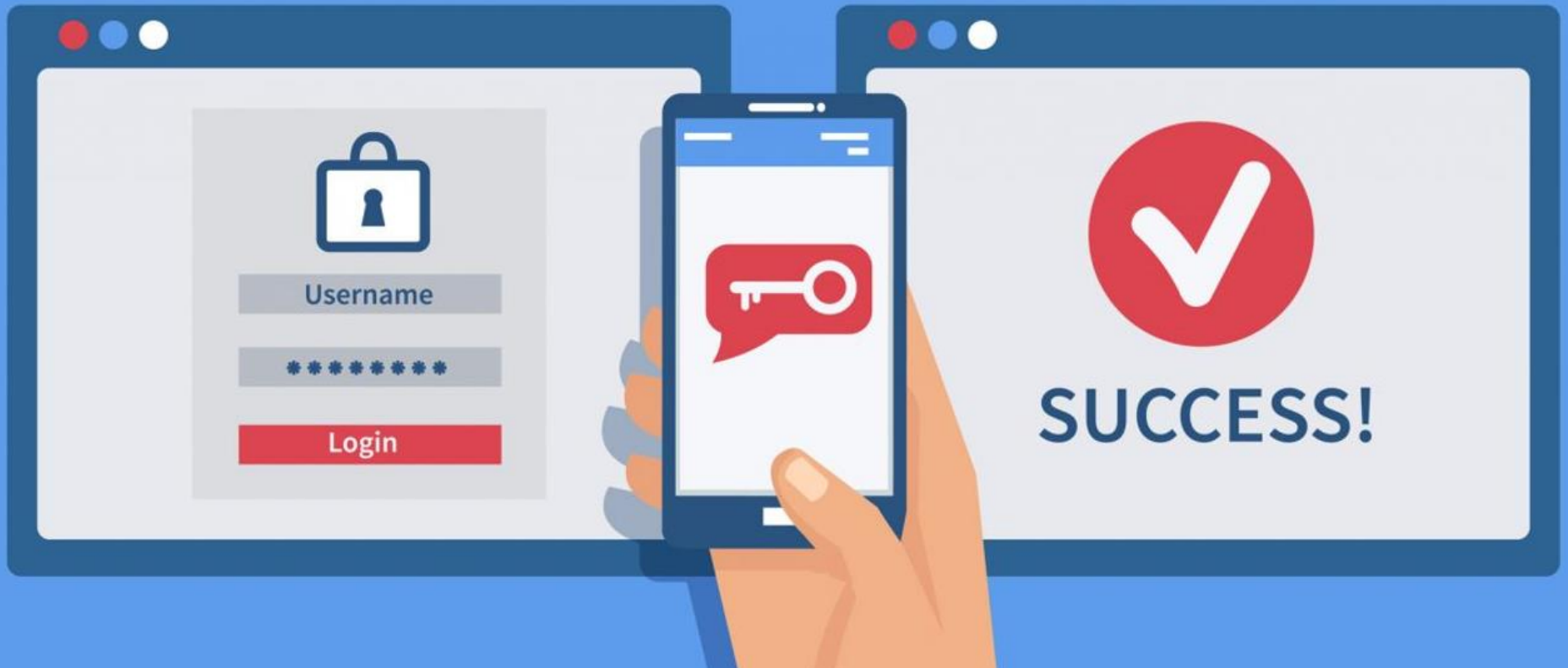
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Dictionary

Search for a word

sus·pi·cion

/səˈspiSHən/

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

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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.

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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

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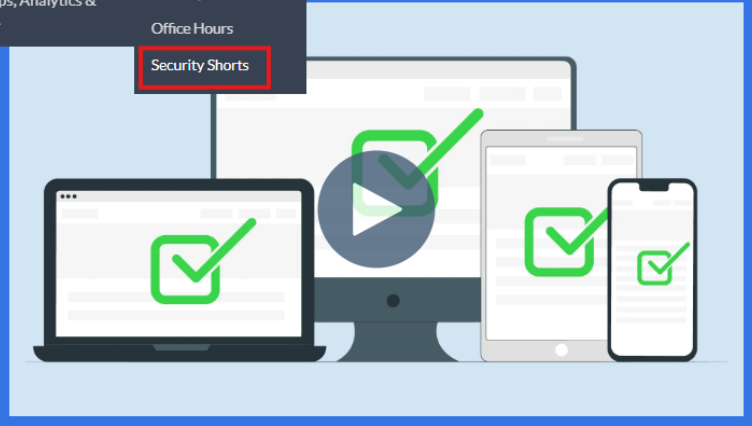

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