



End User Cybersecurity Training

April 18, 2024
Version 5.3



Jason Clause

Host

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



Stephen Hicks

Presenter

Virtual CISO @ Endsight
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Our purpose: **Helping others thrive**

Our values:



Respect & Connect

R.S.V.P.



Servant's Heart



Value Value



Progress Over Comfort



Welcome and thank you!





Agenda



Fundamentals overview



Cybersecurity hygiene



Q&A



Specific phishing attack examples



Recap & resources



Why are you here?

From Phish to \$2.5M Ransomware Attack

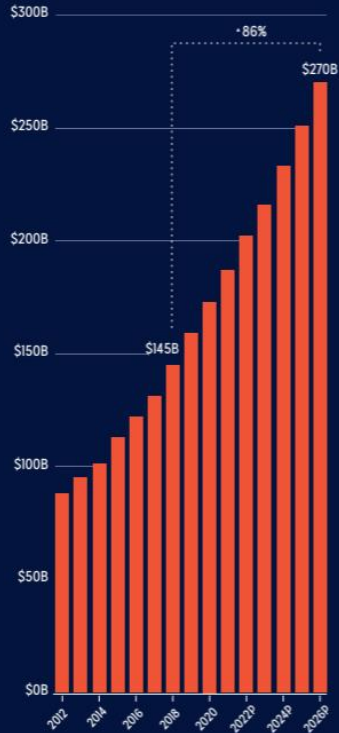
START

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.



SECURITY



Stephen Hicks
Presenter
Virtual CISO @ 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

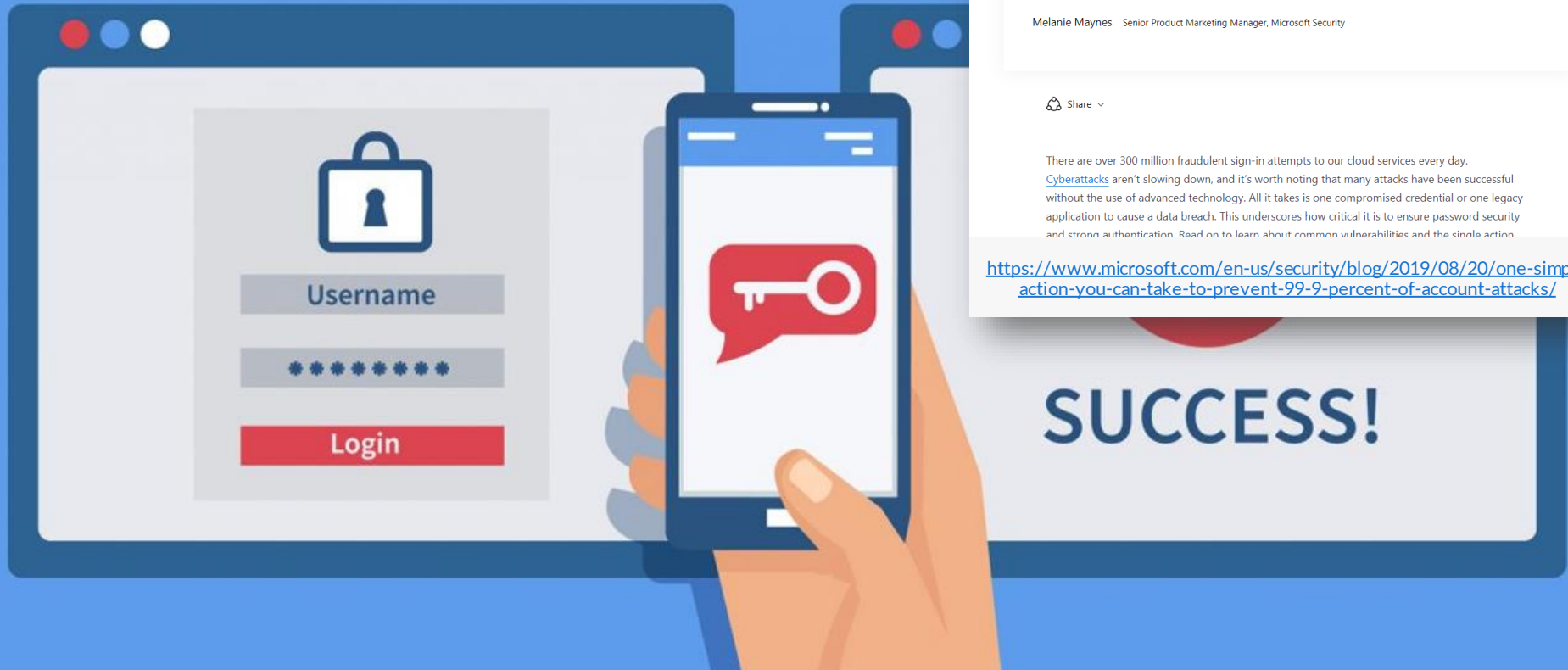
qualm

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/>

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.

The letters "R.S.V.P." are circled in blue ink.



endsight

←

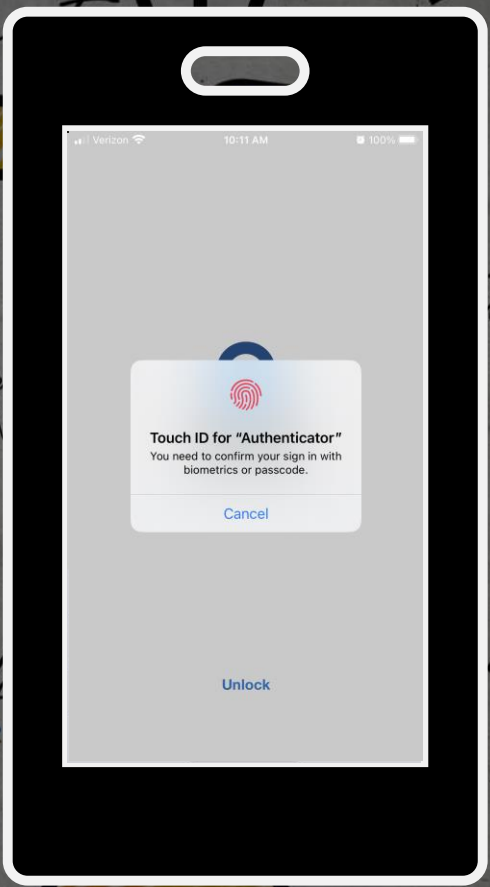
Enter password

[Forgot my password](#)

[Other ways to sign in](#)

[Sign in](#)

The form is a white box with a blue "endsight" logo at the top left. It contains a back arrow, a password input field, the text "Enter password", another password input field, a "Forgot my password" link, an "Other ways to sign in" link, and a blue "Sign in" button.



endsight

Approve sign in request

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

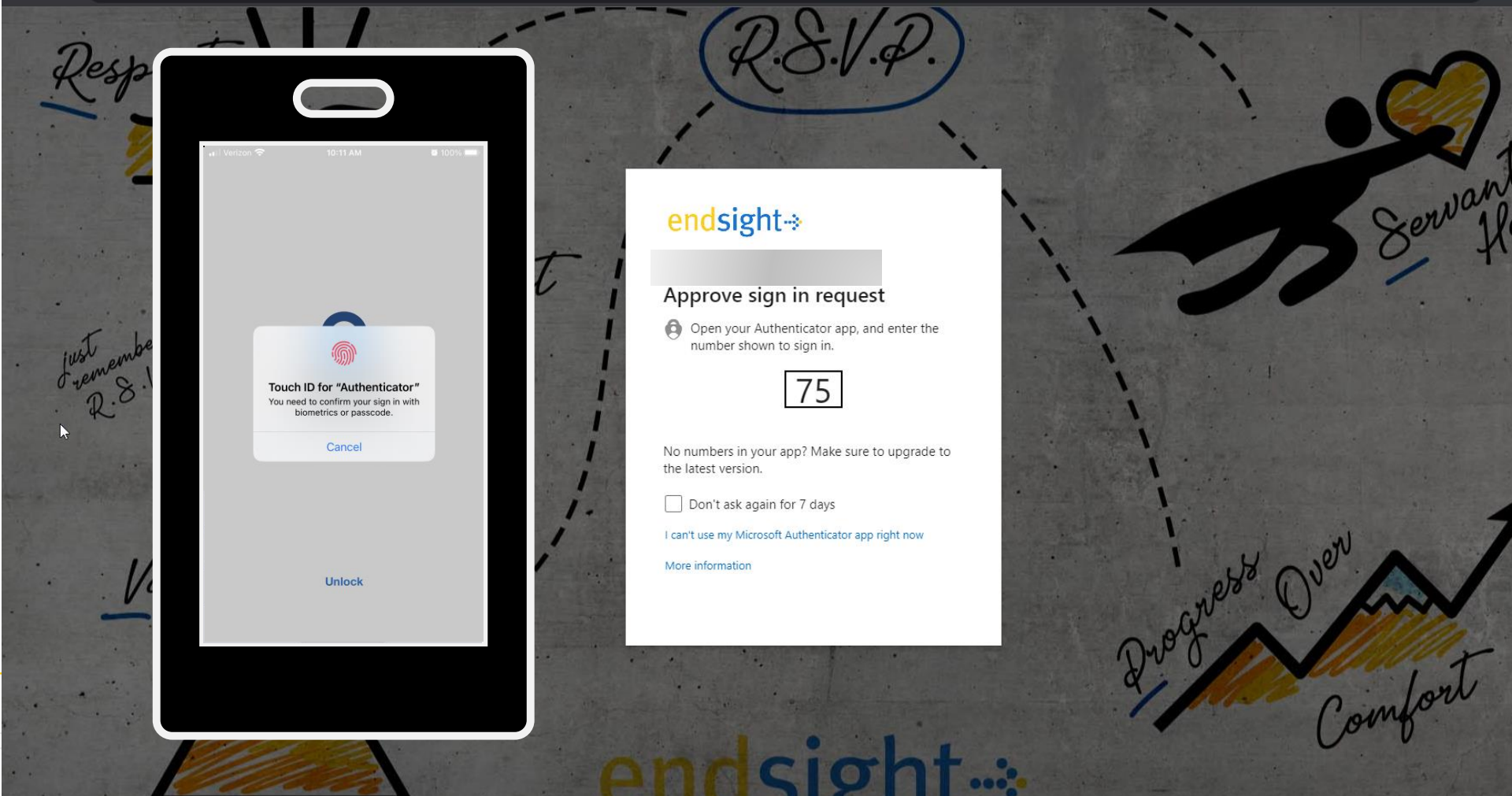
75

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

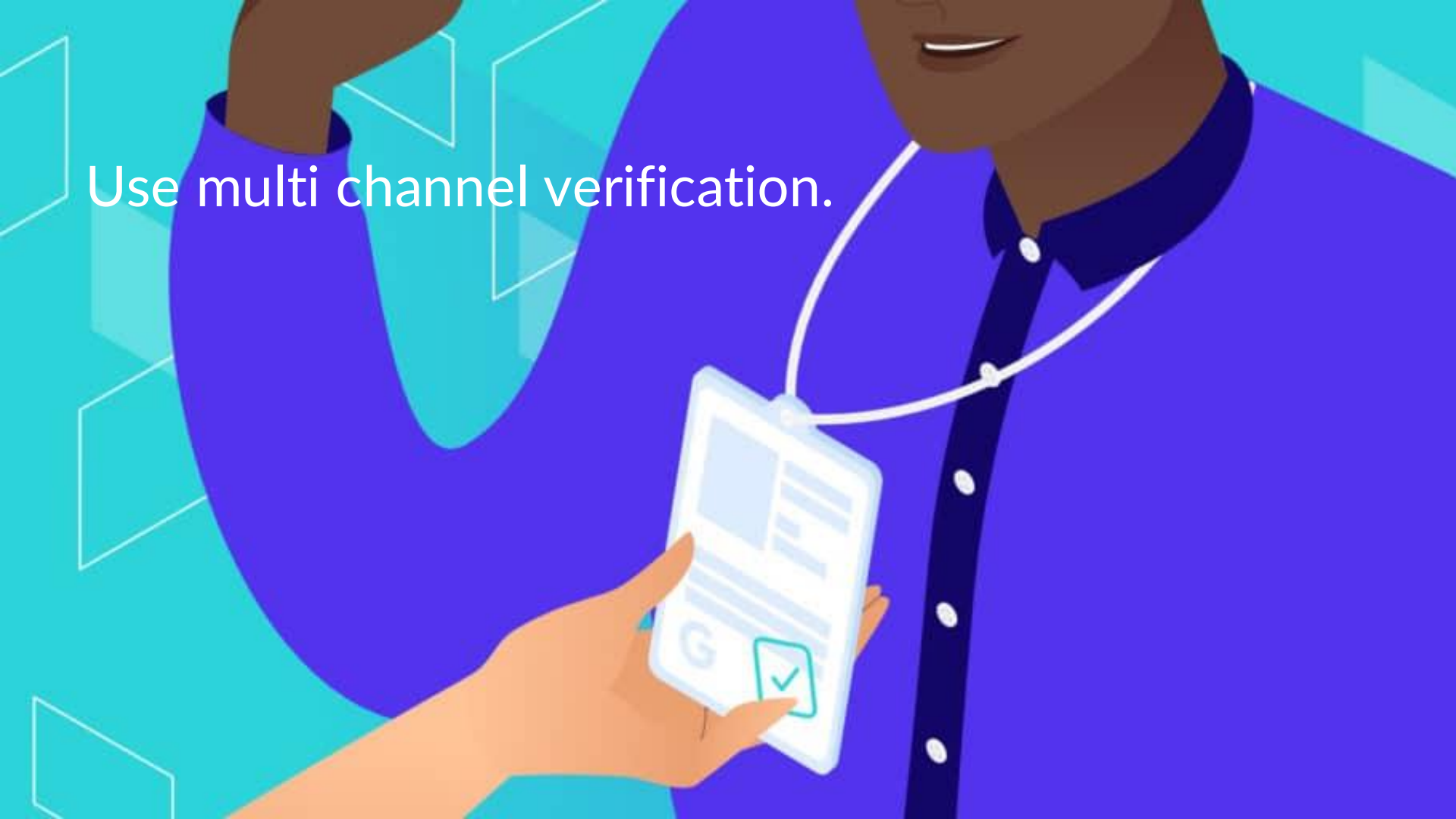
No account? [Create one!](#)

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

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

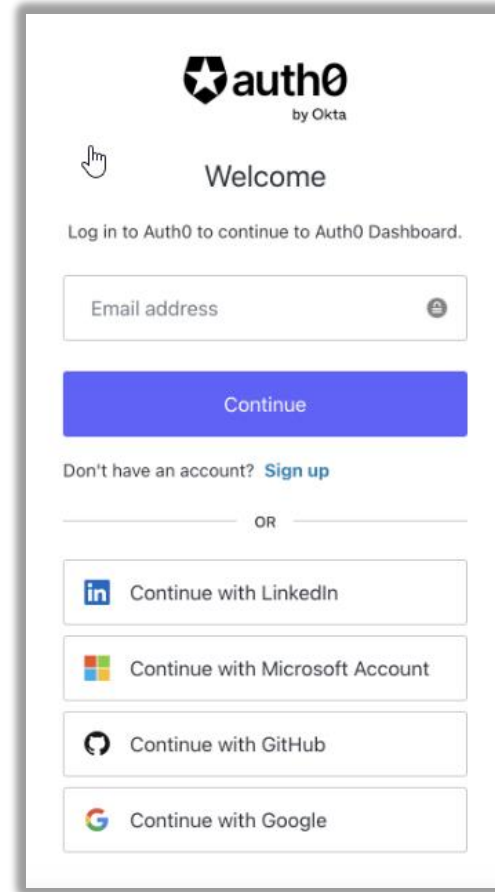
 [Sign-in options](#)

Use multi channel verification.



Identity management

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



auth0
by Okta

Welcome


Log in to Auth0 to continue to Auth0 Dashboard.


Email address


Continue


Don't have an account? [Sign up](#)

OR

 Continue with LinkedIn

 Continue with Microsoft Account

 Continue with GitHub

 Continue with Google



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

~28 BITS OF ENTROPY
UNCOMMON (NON-GIBBERISH) BASE WORD
ORDER UNKNOWN
Tr0ub4dor&3
CAPS? COMMON SUBSTITUTIONS NUMERAL PUNCTUATION
(YOU CAN ADD A FEW MORE BITS TO ACCOUNT FOR THE FACT THAT THIS IS ONLY ONE OF A FEW COMMON FORMATS)
 $2^{28} = 3 \text{ DAYS AT } 1000 \text{ GUESSES/SEC}$
(PLAUSIBLE ATTACK ON A WEAK REMOTE WEB SERVICE: YES, CRACKING A STOLEN MATHS IS FASTER, BUT IT'S NOT WHAT THE AVERAGE USER SHOULD WORRY ABOUT.)
DIFFICULTY TO GUESS: **EASY**
DIFFICULTY TO REMEMBER: **HARD**

~44 BITS OF ENTROPY
correct horse battery staple
FOUR RANDOM COMMON WORDS
 $2^{44} = 530 \text{ YEARS AT } 1000 \text{ GUESSES/SEC}$
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

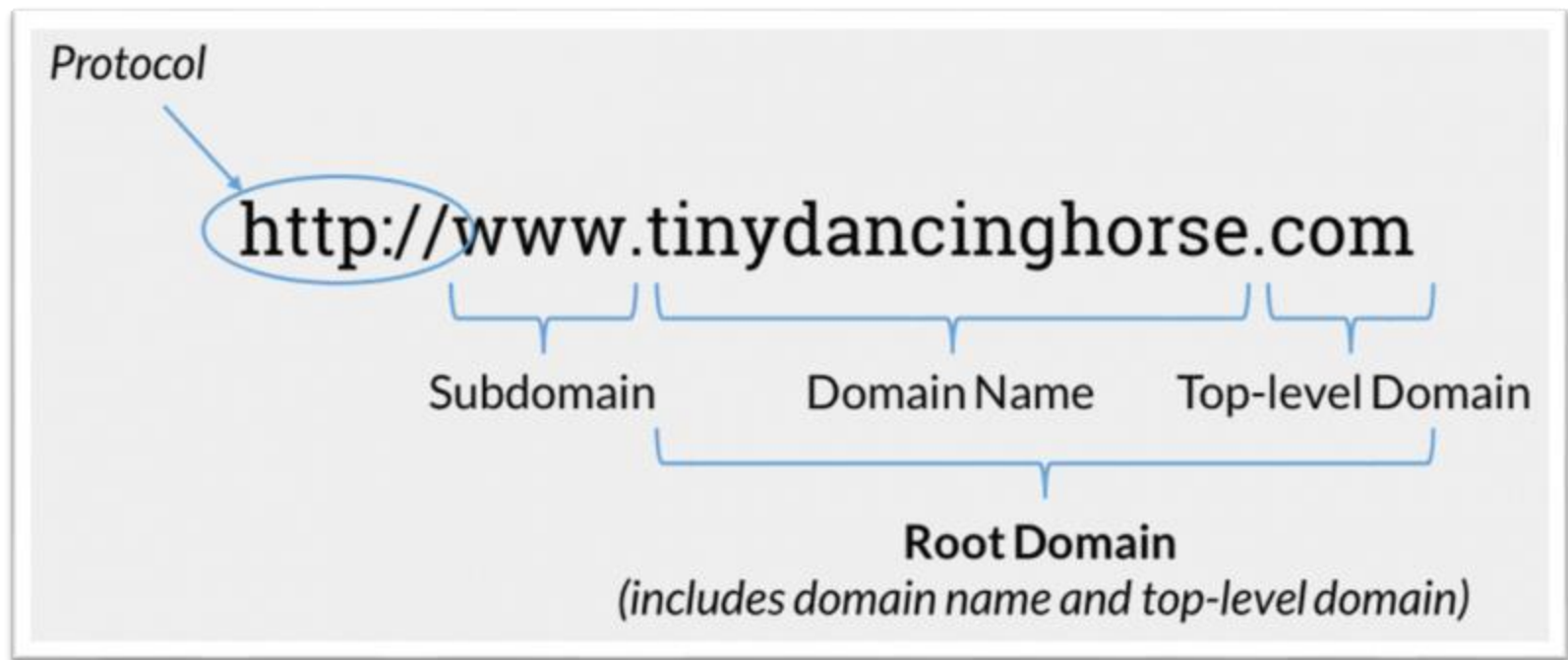
passwords

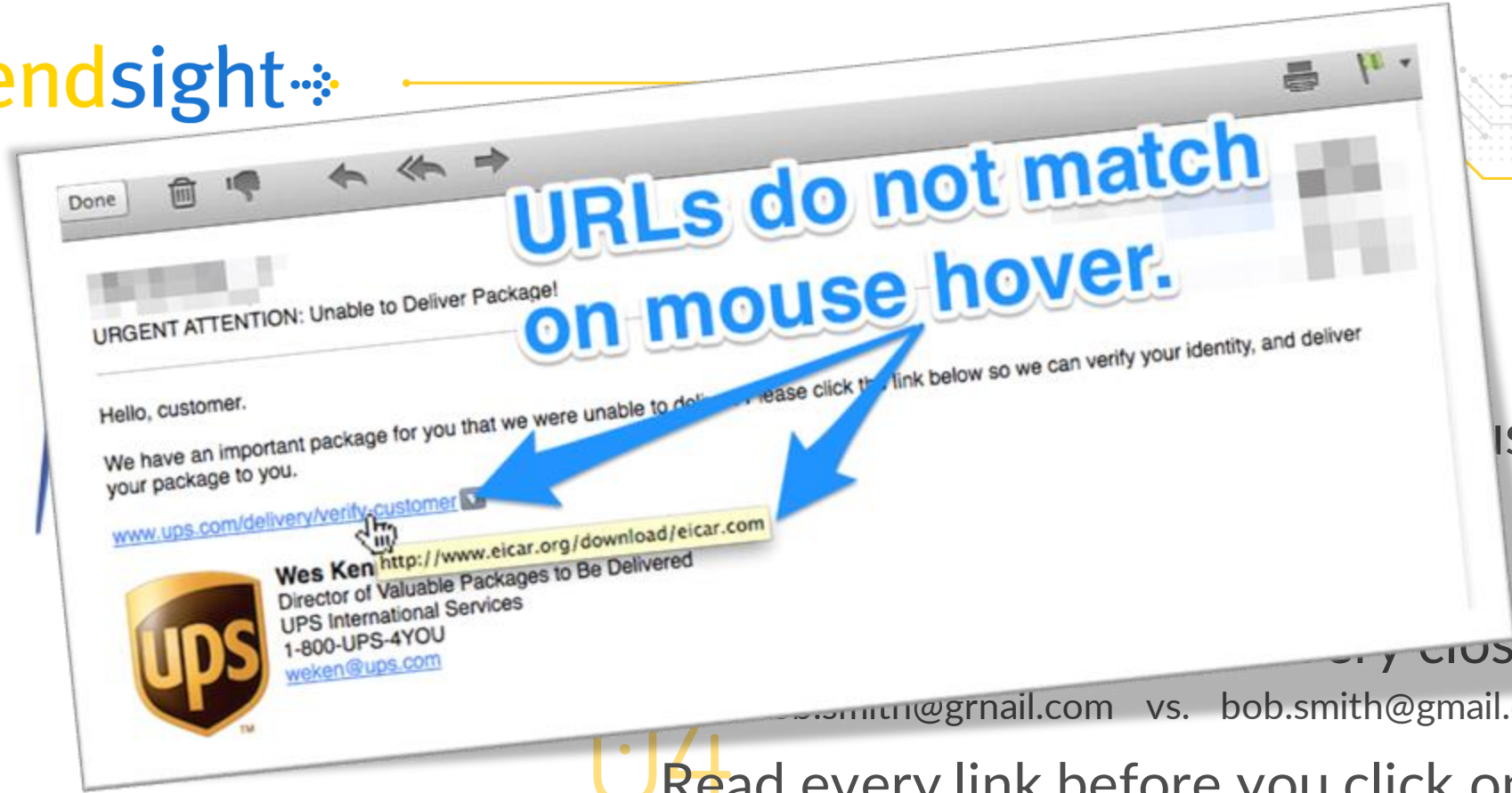
04

Look for the lock before you enter any personal information



Fake Page





Read every link before you click on it

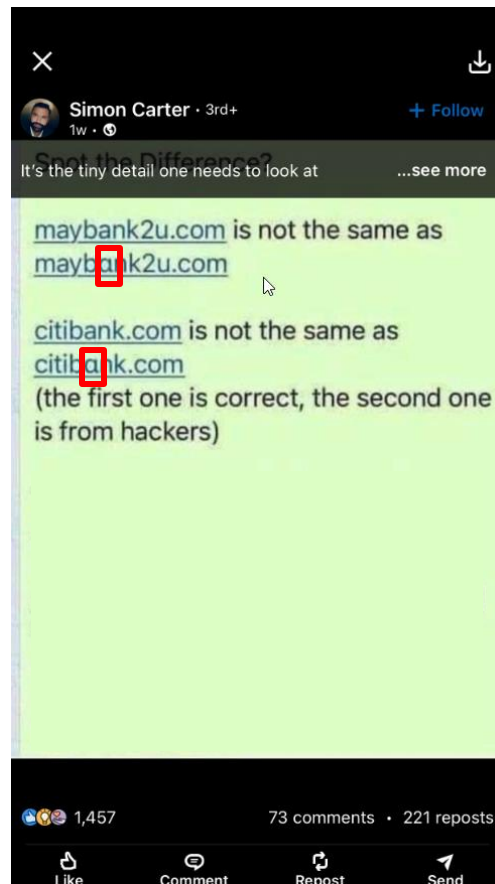
(hover over it with your mouse)

IS,

very closely

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

Look Closely





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

Teams

Quick Steps

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

Quick Steps



Move

Move



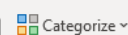
Rules

OneNote

Assign
PolicyAssign
PolicyUnread/
ReadUnread/
Read

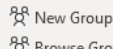
Follow Up

Follow Up



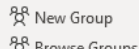
Categorize

Categorize



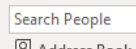
New Group

New Group



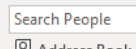
Browse Groups

Browse Groups



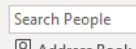
Search People

Search People



Address Book

Address Book



Filter Email

Filter Email

Read
AloudRead
Aloud

Translate

Translate

Get
Add-insGet
Add-insReply with
GrammarlyReply with
GrammarlySales
ToolsSales
ToolsReply with
Meeting PollReply with
Meeting Poll

FindTime

FindTime



Add-ins

Add-ins

Report
MessageReport
Message

Junk



Phishing



Not Junk



Options...



Help

Product 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)

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



???



Everyone and everything online is a stranger.

Always be suspicious of strangers!



What do these brands have in common?



amazon



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



Thu 1/18/2024 7:50 AM



To [Redacted]

You don't often get email from [Redacted] [Learn why this is important](#)

CAUTION: This email is from outside of [Redacted]. Do not click links or open attachments unless you recognize the sender. DO NOT provide your username or password. If the email looks like it originated from an employee within our company, it is probably fake and an attempt at phishing you. Please contact the sender via phone or Endsight to verify the email validity.

Hi, I am trying to get in touch with [Redacted] at [Redacted] but the email I sent didn't go through. Can you please forward this email so we can connect? My email is [Redacted]
Regards [Redacted]

UPS Failed Delivery Attempt Inbox x



UPS eNotification <amazon@update-nt.com>
to me ▾

5:42 PM (0 minutes ago)



Dear ,

We have attempted to deliver your item!

The delivery attempt failed because nobody was present at the shipping address, so this notification has been automatically sent. You may arrange re-delivery by visiting the nearest **UPS office** with the printed shipping invoice mentioned below.

If the package is not scheduled for delivery or picked up within 48 hours, it will be returned to the sender.

TRACKING NUMBER: [2W FOWPZX 5587729907](#)

Expected Deliver Date: 11/24/2020

Class: Package services

Service(s): Delivery Confirmation



BEST BUY <support@shipment-status.com>
to me ▾

11:00 AM (0 minutes ago) ☆ ↶ ⋮

The carrier has delivered your items.

[View: Web](#)

Free Shipping*
on orders \$35 and up



[Weekly Deals >](#) [Clearance >](#)

[TVs](#)

[Computers](#)

[Cell Phones](#)

[Appliances](#)

Good news, Demo. Your items have been delivered.

Order Date: 01/22/2021

ORDER #
ABY01-833355002459

[View Order Status](#)

This e-mail is to confirm your item(s) have been delivered on 01/22/2021.

Item(s) from your order may ship in multiple packages.

For more information please see the **What You Need to Know** section below.

We hope you enjoy your purchase, and thank you again for shopping at Best Buy®.

Sincerely,

Your Customer Care Team



Ship to Home Items

WD My Passport 2TB
External USB 30 Portable
Hard Drive Blue
Model: WDBYFT0020BBL-
WESN
SKU: 5605512

QTY
1

DELIVERED ON:

THU 12/02

Demo

Your Mailchimp Account Inbox x



Mailchimp <Mailchimp@employeecenter.net>
to me

4:08 PM (27 minutes ago) ☆ ↶ ⋮



Suspicious Login Detected Action Required.

[Reactivate Account](#)

(Just confirming you're you, unclaimed accounts deleted in 1 hour)

[Contact Us](#) [Terms of Use](#) [Privacy Policy](#)

From CONGRATULATIONS-

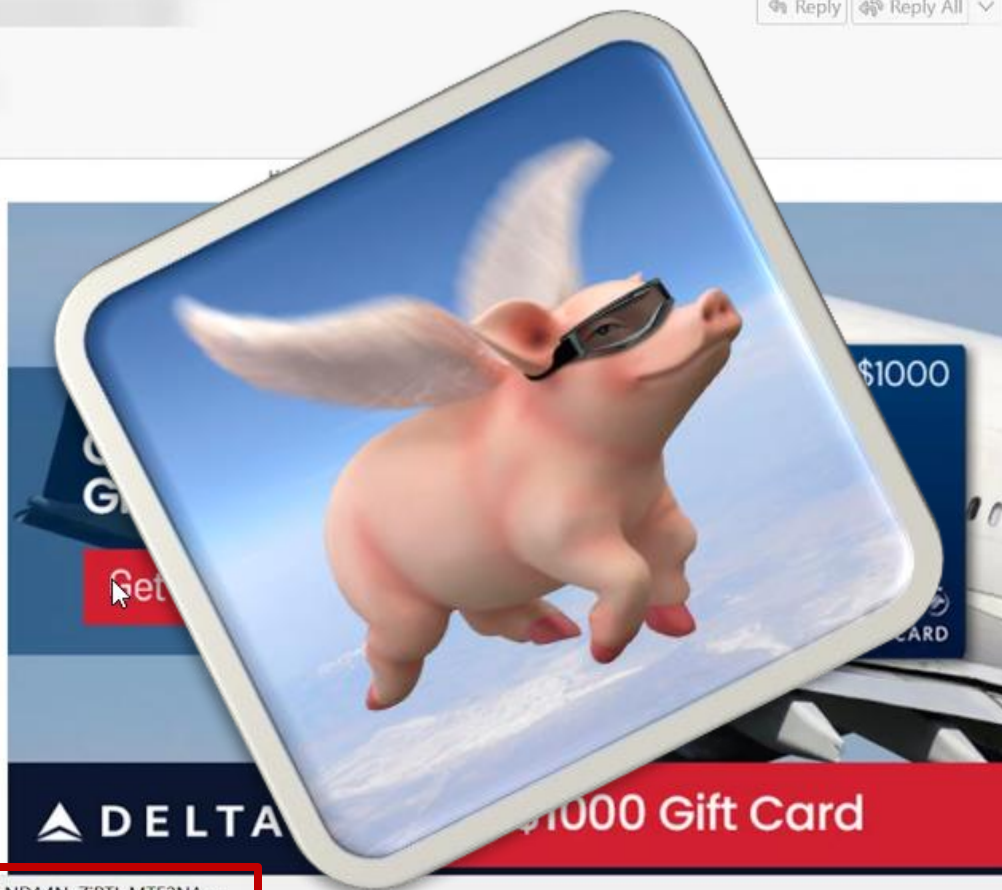
To i

Reply to r

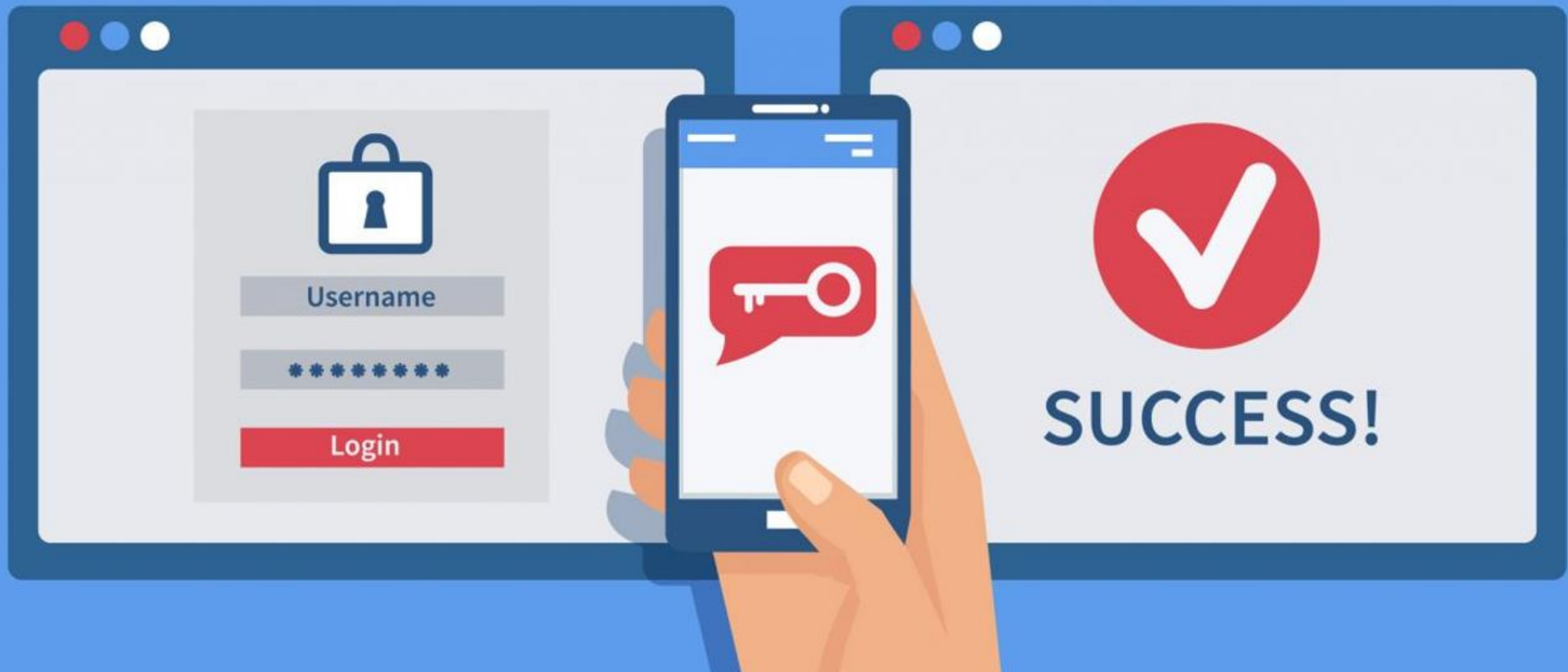
Subject **Fw: delta gift card**

Reply Reply All Forward Archive Junk Delete

21-May-23



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



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.



Managed IT Services

IT SECURITY • CLOUD MANAGEMENT • TECHNICAL SUPPORT

Work with an award-winning provider serving California businesses since 2004!

GET STARTED TODAY

Cybersecurity Resources

Get support

Quick Tips video tutorials

Request information

Security Office Hours

User Awareness Training

User guides

Upcoming Online Events:

 Cybersecurity Fundamentals Training

Tuesday, December 12th @ 10:00 AM PST - Computer security is constantly evolving.

Endsight Security Office Hours

5/16 @ 10 AM

- ❖ Only happens once a quarter
- ❖ Register by:
 - ❖ <https://get.endsight.net/cybersecurity/office/hours>
 - ❖ QR Code
 - ❖ Send an email to akreps@endsight.net asking to register.
 - ❖ Reply to our follow up email we will send by EOD.
- Title: **Common Attacks and Identity Concerns in 365**
 - Interactive discussion + Q&A



Development/MS 365 Webinar

5/30 @ 1 PM

- ❖ We're bringing back our dev webinars!
- ❖ Register by:
 - ❖ <https://get.endsight.net/development-webinar>
 - ❖ QR Code
 - ❖ Send an email to akreps@endsight.net asking to register.
 - ❖ Reply to our follow up email we will send by EOD.
- Title: **The Future of Work: AI-Driven Efficiency with Copilot**
 - AI to increase productivity and ease your daily task
 - Interactive discussion + Q&A
 - Brief overview of security risk with co-pilot and implementing AI tools





Thank you!