

# BGSU CyberGuardian Phishing and Social Engineering

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# Web Activities

- Why do we browse Internet?

- email



- searching on



- social networking



- e-commerce



- driving directions



- reading



- watching



# Security-sensitive Web Activities

# Online shopping



# E-banking



# Managing confidential emails

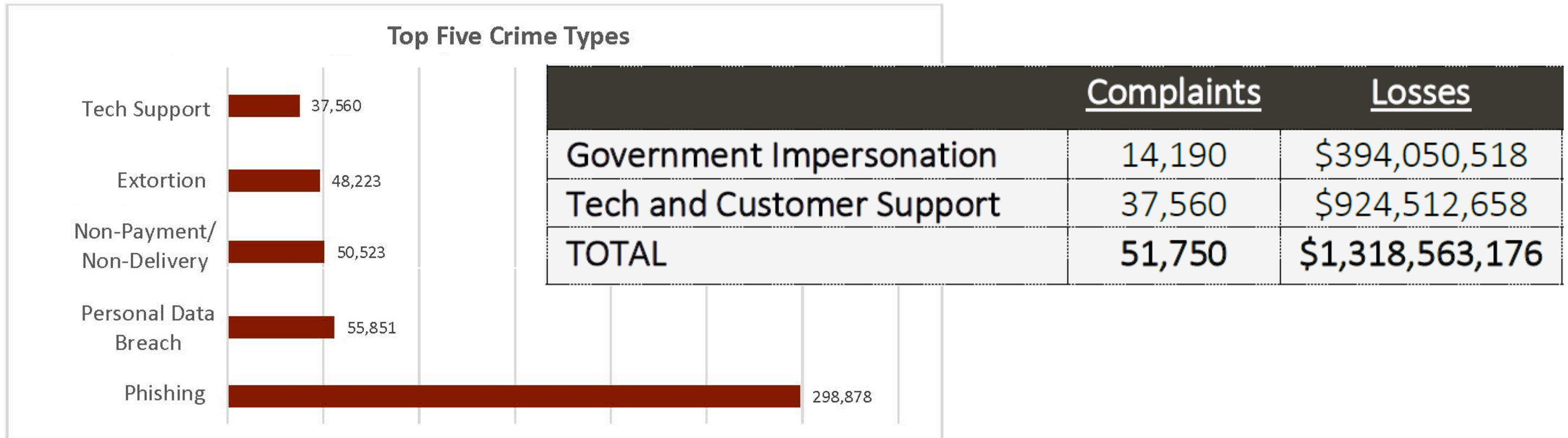


# Common Risks



# Cyber-attacks and Social Engineering

- Cyber-attacks are happening every second of every minute of every hour of every day. No one will ever be immune to them.
- According to the FBI Internet Crime Report available at [ic3.gov](https://ic3.gov), Americans lost \$12.5 billion to cybercrime in 2023. That is \$40 per American.



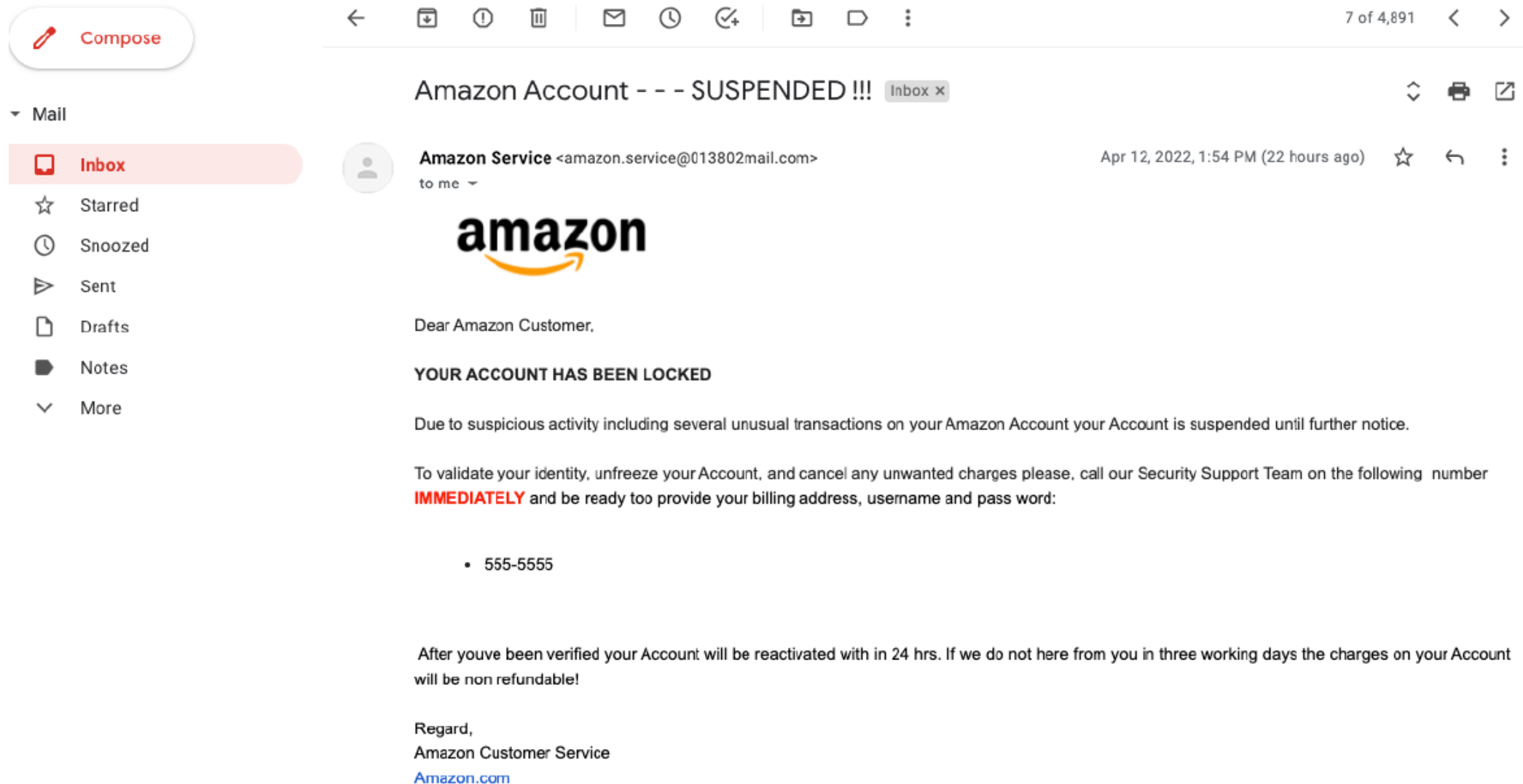
- Over 90% of Cyber-attacks begin with Social Engineering

# How to Stop 90% Cyber-Attacks?

- Over 90% of Cyber-attacks begin with **Phishing**
  - <https://youtu.be/Y7zNlEMDml4>
- The Best Approach is to educate our people.
- Creating awareness of Cybersecurity, particularly Social Engineering, can stop 90% of Cyber-attacks.
- Can save 90% of losses due to Cyber-attacks.

# Most Common Attack: Phishing

- The following video clip demonstrates Phishing:
  - <https://youtu.be/Y7zNIEMDmI4>



# Most Common Attack: Phishing

**From:** Raymond Craig <racraig.bgsu@gmail.com>

**Sent:** Thursday, February 21, 2019 4:33:00 PM

**To:** Ruinian Li

**Subject:** Urgency

Are you available?

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Dr. Raymond Craig  
Dean,  
College Of Art & Science  
Bowling Green State University  
Bowling Green, Ohio  
43403-0001

**From:** Jong Kwan Lee <leej.bgsu.edu@gmail.com>

**Sent:** Wednesday, March 20, 2019 10:23 AM

**To:** Robert Charles Green

**Subject:** Good morning

Are you available? I will be in a meeting soon with a limited phone calls, give me your cell phone number to quickly text you.

Thank you.

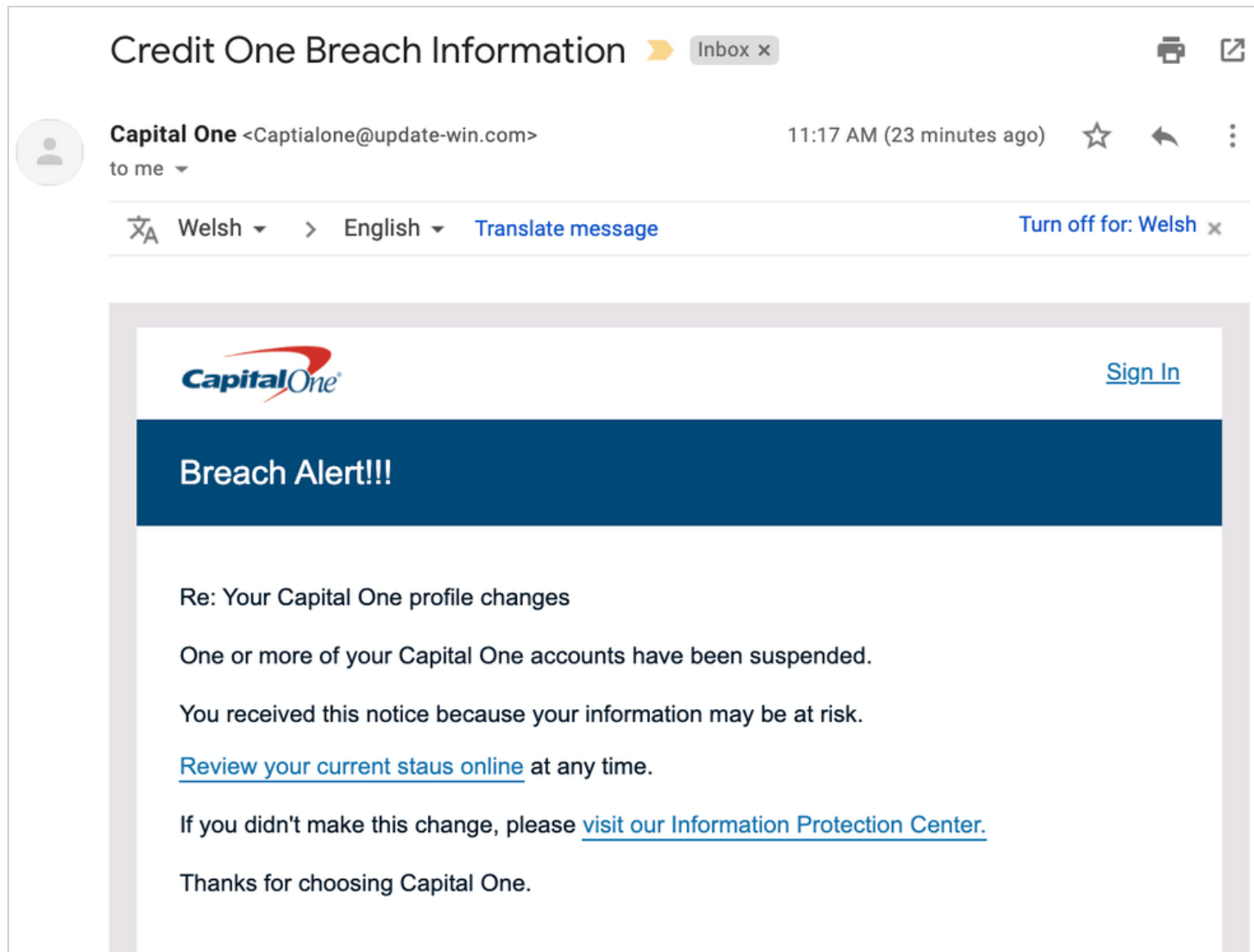
Jong Kwan "Jake" Lee, Ph.D.  
Position: Associate Professor, Acting Chair  
Bowling Green State University  
Bowling Green, OH  
43403-0001  
Phone: 419-372-2407  
Email: [leej@bgsu.edu](mailto:leej@bgsu.edu)  
Address: Hayes 223

# Determining Phishing Messages

- You will see a series of screenshots in the following slides related to phishing
- For each one, decide whether you think it is a phishing email or not
- If you think it is a phishing email, explain why it might be a phishing email



# Message #1



Answer: Phishing (Suspicious email address)

# Message #2

## Chase Online Alert



Rackspace Support <217376@inha.ac.kr>  
To me

Dear Customer,

At rackspace, we're committed to providing the tools you need to help you monitor your account(s).

\*A review of your recent activities regarding multiple login attempt has raised some concern.

For your safety we have suspend your login access. Some or all of your emails may have been deleted.

Use the link below to remove restriction on you

<https://www.thefitdollar.com/gabbyr/ftimer.html>  
Click or tap to follow link.

<https://app.rackspace.com/remove/restriction/access>

Please do not reply to this Automatic Alert.

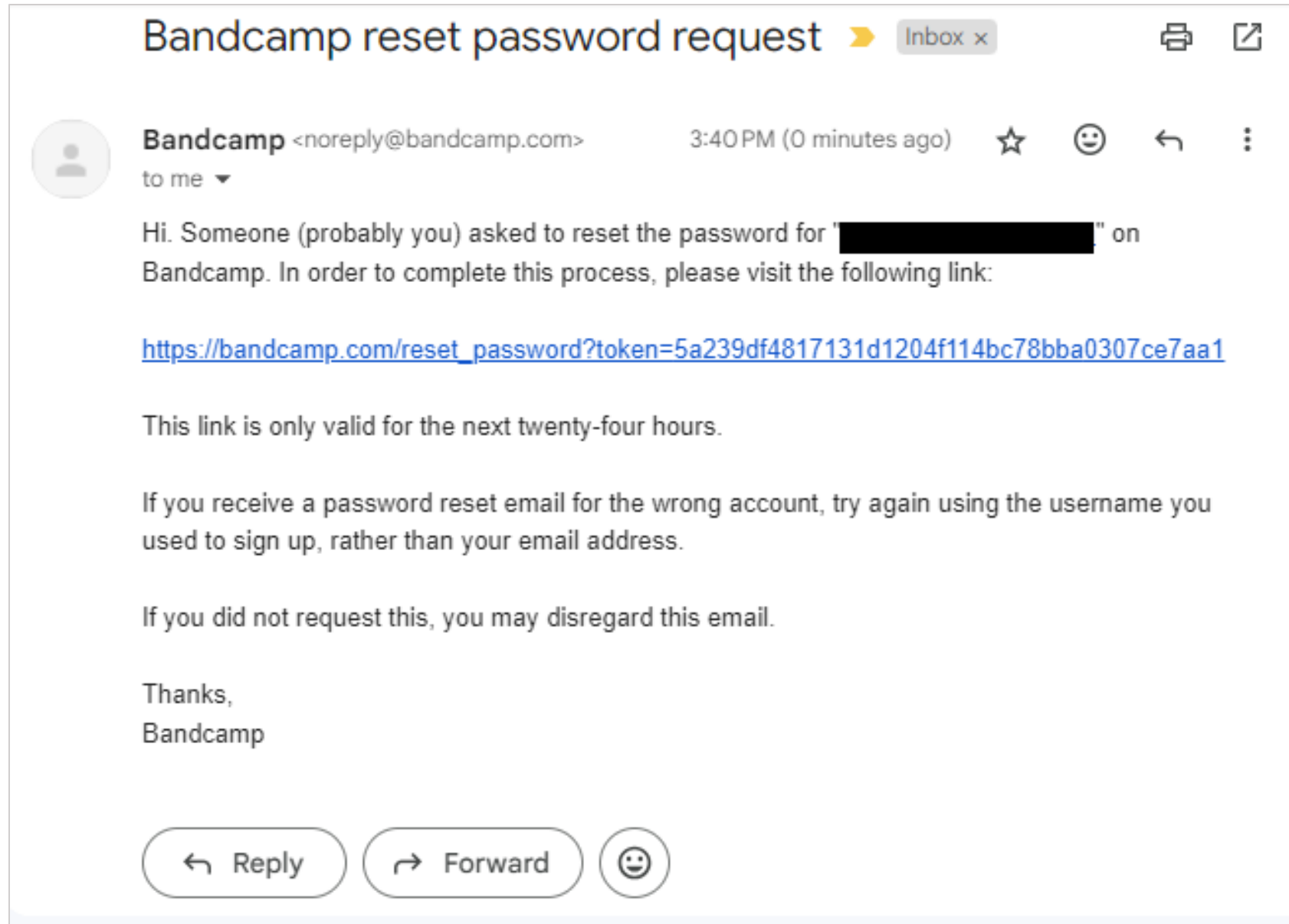
We appreciate your business.

Sincerely,

Online Email Team

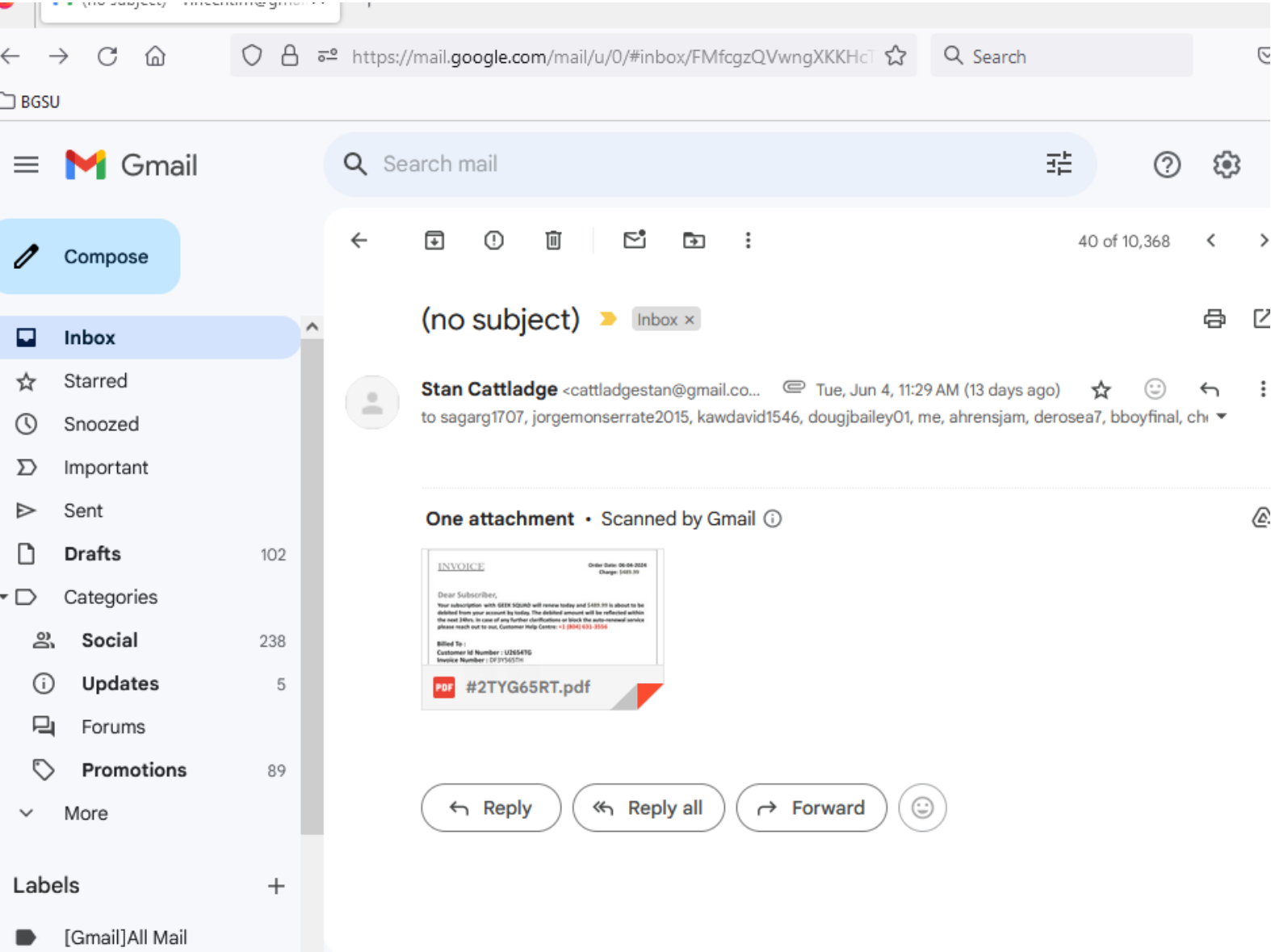
Answer: Phishing (Suspicious email address and link)

# Message #3



Answer: Non-Phishing

# Message #4



## INVOICE

Order Date: 06-04-2024  
Charge: \$489.99

Dear Subscriber,

Your subscription with GEEK SQUAD will renew today and \$489.99 is about to be debited from your account by today. The debited amount will be reflected within the next 24hrs. In case of any further clarifications or block the auto-renewal service please reach out to our, Customer Help Centre: **+1 (804) 631-3556**

Billed To :

Customer Id Number : U2654TG  
Invoice Number : DF3Y565TH  
Renewal Date : June 04, 2024

Product Name	Product Amount	Product Code	Order ID
Security Services	\$489.99	52483-XCYGH	GUJ566T65

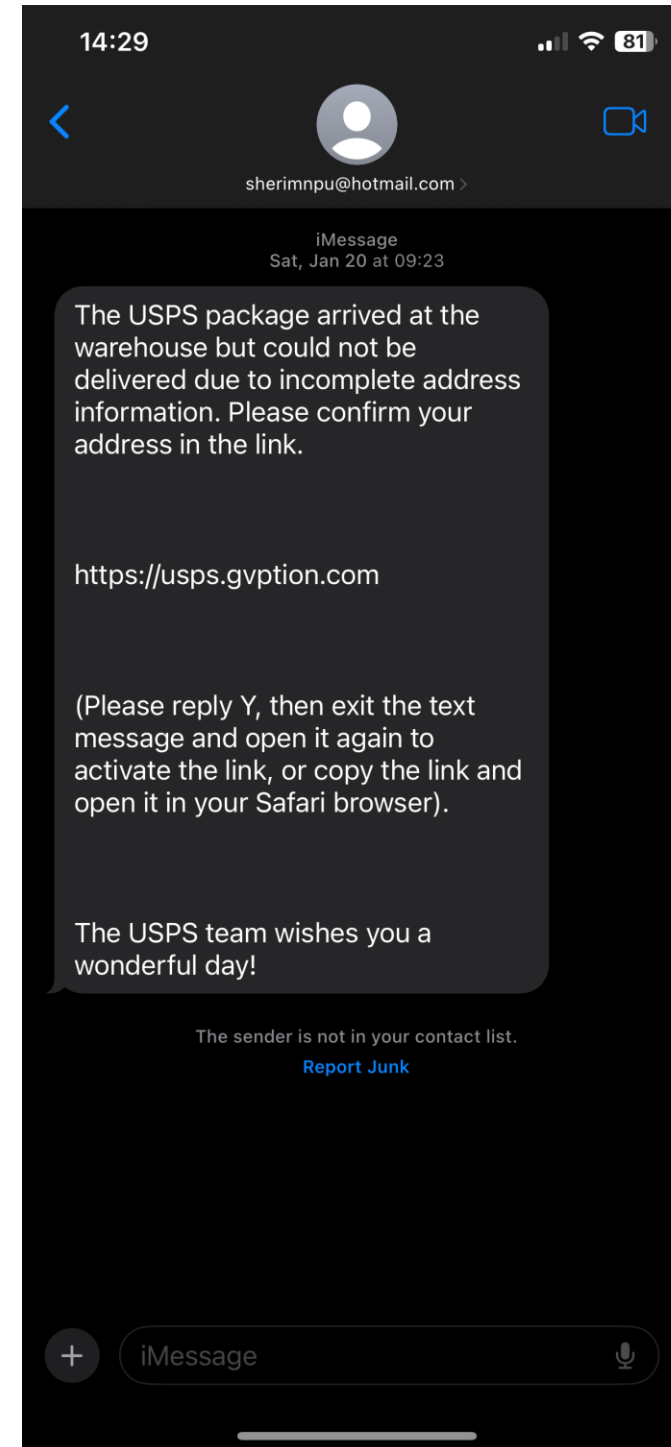
If you didn't authorize this charge, You have 24 Hrs. To cancel & get an instant refund of your annual membership, Please contact our customer care: **+1 (804) 631-3556**

Please do not reply to this email. This mailbox is not monitored, And you will not receive a response.

Digitally yours ,  
Best Buy & Geek Squad,  
Customer support : **+1 (804) 631-3556**

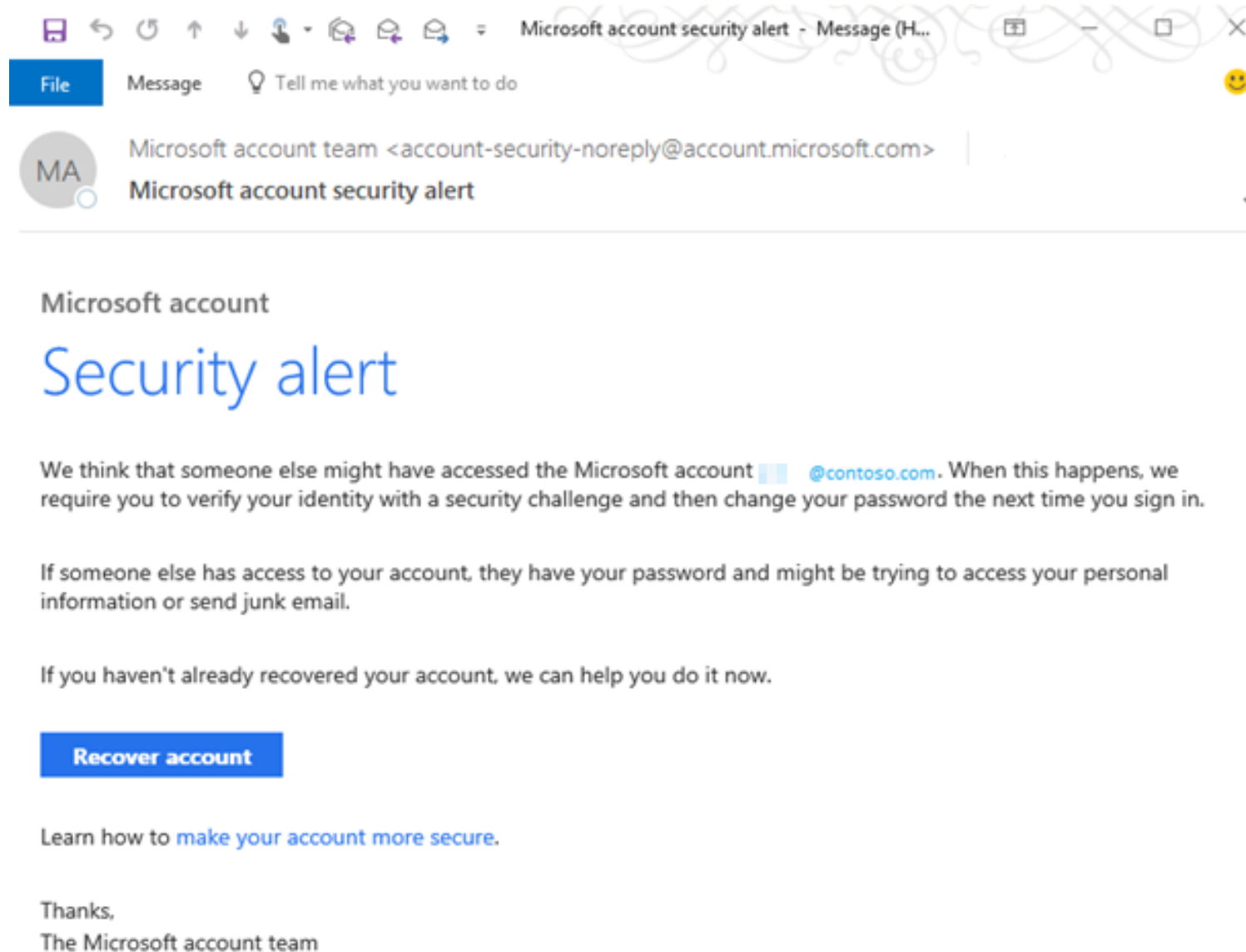
Answer: Phishing (Suspicious email address and attachment content) 12

# Message #5



Answer: Phishing (Suspicious email address and link)

# Message #6



Answer: Non-Phishing

# A Phishing Demo

- Watch a live demo of a phishing attack

# Discussion

- Do you think two-factor authentication (phone verification for example) prevents attackers from logging into your account if you enter your credentials on a phishing website?
- What actions would you take after realizing that you entered your credentials on a phishing website?