

## I've Been Phished! (Teacher Version)

### Corresponding Material

Digital Citizenship and Cyber Hygiene: Privacy and Security

### Discussion

Phishing is a fraudulent attempt, usually made through email, to steal your personal information. The goal is to trick the email recipient into believing that the message is something they want or need so that they will click a link or download an attachment.

Phishing is a play on the word "fishing", as it is a way of "throwing out bait" to see who bites. The best way to protect yourself from phishing is to learn how to recognize it.

### How to identify phishing scams:

1. **Generic greeting** - Phishing emails are sent in large quantities in hopes that a percentage of recipients will not realize it is fraudulent. Do a quick check of how the sender addressed you!
2. **Generic body** - Phishing emails normally tend to have a generic body in the email. By keeping the information nonspecific, the internet criminals hope that the user believes that at least some of the information applies to them. Take a quick moment to assess whether the information is actually about you!
3. **Incorrect Company Information** - Many phishing emails do not send the email from an email address with the correct domain (i.e. from the correct company). Some sender emails will try to trick you by having the correct subdomain, but not the correct domain (i.e. @am.amazon.com instead of @amazon.com)
4. **Request for personal information** - Companies do not request personal information over email since it email is insecure. If an email is asking for personal information, it is most likely a phishing email.
5. **Sense of urgency** - Internet criminals want to get your personal information now so they can move on to another victim. To do this, phishing emails normally make you think that something needs to happen fast to fix the situation. If an email is asking you to act fast, don't! Slow down and assess the situation.
6. **Poor grammar** - Internet criminals are not dumb. They prey on the uneducated because they are easier targets. An email from a legitimate organization should be well written. Any email with poor grammar should be enough to cause you to pause and evaluate the email.
7. **Still can't tell?** Call the company and ask!

### I've been phished! Now what?

- Do not click on any links or open attachments.
- Do not reply to the sender.
- Report the scam (forward the email to the FTC - spam@uce.gov)
- If you do legitimate business with the spoofed company, you may inform the company of the phishing email in circulation.
- Delete the email.

## Uh oh. I fell for a phish! What now?

- Don't panic!
- Change passwords to any website you have logged into since the phish.
- Scan your computer for viruses.
- Contact the company who has been spoofed so they can alert other people!
- If this happened on a school computer, let an administrator know as soon as possible.

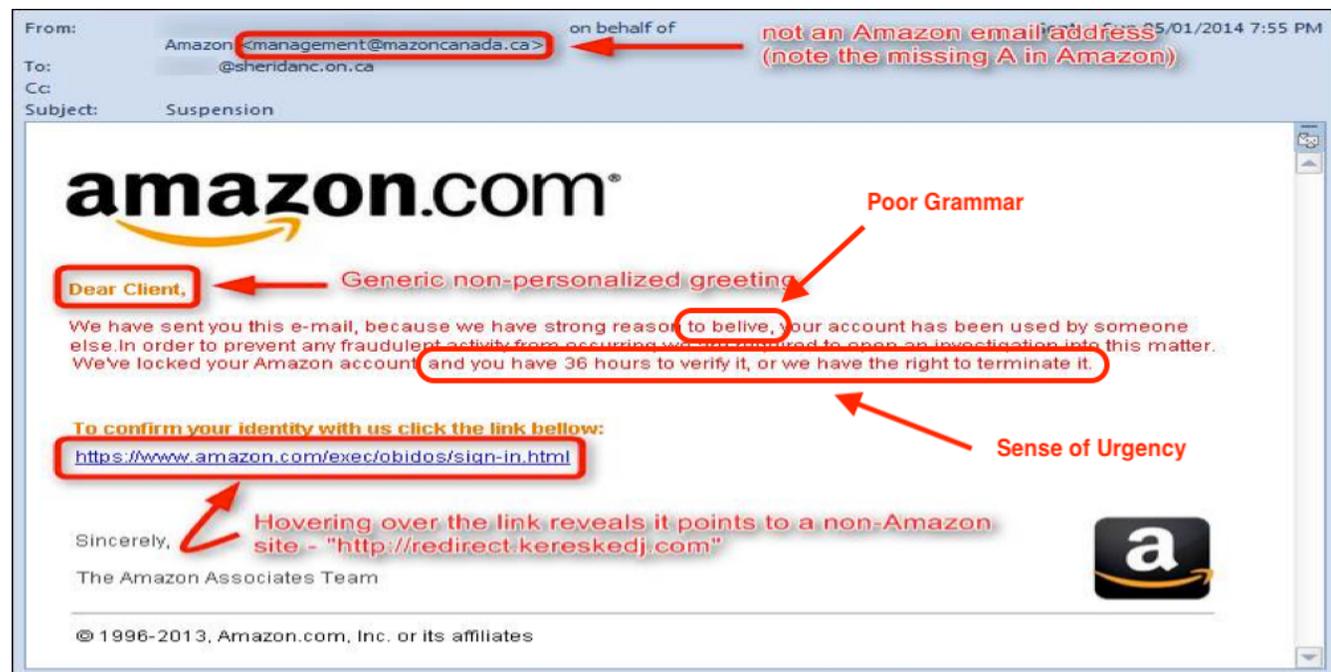
## Further Discussion

This activity is intended to introduce students to another important internet security concept, phishing. It is important for students to be able to protect themselves everywhere on the internet, including their email. This activity can be done as an individual worksheet or as a class discussion.

## Class Exercise

Observe the following real-world phishing examples. For each example, explain how you can tell that it is a fraudulent email.

## Example:



The screenshot shows an email interface with the following details:

- From:** Amazon <management@mazoncanada.ca> (Annotation: "not an Amazon email address (note the missing A in Amazon)")
- To:** @sheridanc.on.ca
- Cc:**
- Subject:** Suspension

The email body features the Amazon logo and the following text:

Dear Client, (Annotation: "Generic non-personalized greeting")

We have sent you this e-mail, because we have strong reason to believe, your account has been used by someone else. In order to prevent any fraudulent activity from occurring we are required to open an investigation into this matter. We've locked your Amazon account and you have 36 hours to verify it, or we have the right to terminate it. (Annotation: "Sense of Urgency")

To confirm your identity with us click the link below:  
<https://www.amazon.com/exec/obidos/sign-in.html> (Annotation: "Hovering over the link reveals it points to a non-Amazon site - 'http://redirect.kereskedj.com'")

Sincerely,  
The Amazon Associates Team

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Other annotations include "Poor Grammar" pointing to the word "believe" and "Sense of Urgency" pointing to the 36-hour deadline.

## Notes:

- Generic greeting - This email has a generic greeting and does not address the recipient by name.
- Incorrect company information - This email address is missing an "A" and says "mazon", so is clearly not from an Amazon employee. Also, the link reveals that it points to a non-Amazon site, which should not be the case if this was a legitimate email.
- Sense of urgency - The email is stating that the user needs to click a link in the next 36 hours or else their Amazon account will be terminated.
- Poor grammar - The grammar is not professional. The misspelling of "believe" should be a red flag.

## Email #1:

From: [Nokia <info@news.nokia.com>](mailto:Nokia-info@news.nokia.com) Hide  
Subject: SAVE YOUR STUFF! Sign in to your Nokia account before it disappears forever!  
Date: February 7, 2014 2:38:02 AM MST  
To:  
Reply-To: [Nokia <info@news.nokia.com>](mailto:Nokia-info@news.nokia.com)

**NOKIA**

### SAVE YOUR STUFF!

We noticed you haven't used your Nokia account to access Nokia services in quite a while. To protect your privacy, this account will be deleted in 14 days, [so sign in now](#).

If you haven't experienced Nokia services recently, they're worth another look. And you may want to keep any maps, locations, email, music, reviews, or other stuff that is associated with your account.

It just takes a few seconds to [sign in to your Nokia account](#).

We hope to see you soon.

Sincerely,  
The Nokia account team

[Privacy policy](#) | [Terms and conditions](#) | [Support](#) | [Contact us](#)  
Nokia Corporation P.O. Box 226 FH-00045  
Nokia Group Finland

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## Notes:

- *Generic greeting - This email has a generic greeting and does not address the recipient by name.*
- *Generic body - This email has a very generic body. It states that your Nokia account is going to be revoked but also states that if you do not have a Nokia account, it's worth looking into. The user should realize that the sender of this email does not know whether he/she has a Nokia account. This is definitely a red flag.*
- *Incorrect company information - This email address may or may not be an actual Nokia email address. Normally emails from companies are @company.com, so the "news" in the email address definitely is of concern.*
- *Sense of urgency - The email is stating that the user needs to click a link in the next 14 days or else their Nokia account will be deleted.*



## Email #2:

From: Costco Shipping Agent <manager@cbcbuilding.com>  
Subject: Scheduled Home Delivery Problem  
Date: January 6, 2014 10:54:37 PM MST  
To:  
Reply-To: Costco Shipping Agent <manager@cbcbuilding.com>

Hide



Unfortunately the delivery of your order [COS-0077945599](#) was cancelled since the specified address of the recipient was not correct. You are recommended to complete [this form](#) and send it back with your reply to us.

Please do this within the period of one week - if we dont get your timely reply you will be paid your money back less 21% since your order was booked for Christmas.

1998 - 2013  
Costco Wholesale Corporation  
All rights reserved

## Notes:

- *Generic greeting - This email has a generic greeting and does not address the recipient by name.*
- *Generic body - This email has a very generic body. It does not reveal the name of the recipient or any information about the order.*
- *Incorrect company information - The sender email address is not from a Costco affiliated domain (cbcbuilding). Also, the Costco logo is close to the actual logo, but not quite correct. Look it up!*
- *Sense of urgency - The email is stating that the user needs to complete a form within one week or a full refund is not possible. Note that the email does not state the actual date that this order will be non-refundable.*
- *Poor grammar - The grammar in this email is far from professional. A lack of commas and apostrophes should be a warning.*

**Email #3:**

**From:** "Bank" <payment@epayment.com>  
**Subject:** Re: new payment on your account  
**Date:** March 24, 2014 10:39:01 AM MDT  
**Reply-To:** <bankwiretransferdepartment@gmail.com>

Please find attached bank slip for new payment on your account.

Regards,

Account Department.



new payment.zip

**Notes:**

- *Generic greeting - This email has a generic greeting and does not address the recipient by name.*
- *Generic body - This email has a very generic body. It does not reveal the name of your bank.*
- *Lack of company information - A lack of company information is just as much of a warning as incorrect company information.*
- *Poor grammar - While the grammar of this email is fine, it is not very professional as a normal bank statement would be.*