

Good Afternoon

Welcome to Tech Tip Tuesday for 4/16/19 T^3

To help staff identify spam and phishing emails the Tech Team has made an adjustment to all email coming from NON-CSH email addresses.

From this point forward, all email that does not originate from a Cold Spring Harbor email address will have the phrase “EXTERNAL SENDER” added to the front of the subject field.

Example, if this email originated from my personal/home email account, the subject line would be read:

[EXTERNAL SENDER] Changes to all external email.

FAQ's

How does CSH filter email?

We filter email using an industry-leading product, Cisco IronPort. During March, over 760,000 threats were stopped by IronPort.

Does this mean that all emails with “EXTERNAL SENDER” in the subject line are spam or phishing emails?

No, these are emails that did not originate from a CSH email account. So if an email claims to be from the Technology Department or the Superintendent of School and “**EXTERNAL SENDER**” is the subject field, you know that the emails are fake.

Why do spam and phishing emails make it through the filter?

Filtering is not easy. If the filtering system is set too tight, no email will make it to your email box. If the filtering is set too loose, hundreds of spam and phishing emails will enter your mailbox. At CSH we filter using Industry standards to keep bad actors out while still allowing for email to be a functional tool. No system will ever protect 100% percent of the time. The best defense is an educated user.

Who is sending all of this spam

Top 10 Spammers according to Fortune.com (2015)

1. Groupon (averaged 388 emails per user)
2. LivingSocial (363)
3. Facebook (310)

4. Meetup (199)
5. J. Crew (175)
6. Twitter (173)
7. Victoria's Secret (160)
8. LinkedIn (157)
9. Gilt (155)
10. Kohl's (154)

What are the top Phishing topics

Top 10 clicked phishing subjects (KnowBe4)

1. Password Check Required Immediately 34%
2. You Have A New Voicemail 13%
3. Your order is on the way 11%
4. Change of Password Required Immediately 9%
5. De-activation of [[email]] in Process 8%
6. UPS Label Delivery 1ZBE312TNY00015011 6%
7. Revised Vacation & Sick Time Policy 6%
8. You've received a Document for Signature 5%
9. Spam Notification: 1 New Messages 4%
10. [ACTION REQUIRED] - Potential Acceptable Use Violation 4%

This link will take to the previously sent Tech Tip on Spam and Phishing

<https://www.csh.k12.ny.us/site/handlers/filedownload.ashx?moduleinstanceid=15264&dataid=26077&FileName=Spam%20and%20Phishing%20emails.pdf>

Joe