Office 365 Online Protection Improvments for 2019

June 7, 2019

Scott Parker UNM - IT

Introduction

- Timeline of changes

- New technologies

- Reporting junk email and phishing attempts

Timeline

- Sophos Pure Message (PMX)
  - Spamdrop@unm.edu
- Microsoft Exchange On-line Protection (EOP)

Improvements with Exchange Online Protection

- Warnings and Notifications

- Visual cues

- List warning and Un-Subscribe link

- Attachment replacement & Quarantine

New technologies

Challenges

- Compromised Accounts

- Shared Documents

- Person to Person appeals

- Extorsion attempts

20190116_CmonMan.PNG – On...   Business Apps – Microsoft App...   Using add-ins in Outlook on th...   UNM ADFS Sign In

https://loboauth.unm.edu/adfs/ls/?wa=wsignin1.0&wtrealm=urn:federation:MicrosoftOnline&wctx=MEST%3D0%26LoginOptions%3D2%26wa%3Dwsignin1.0%26rpsnv%3D2%26ver%3D6.1.6206.0%26wp%3DMCMBI%26wreply%3Dhttps%253...

Apps   Personal Business   Fitless   Daily News   Grammer_Ref   Blogs1   Apple   Google Maps   YouTube   Wikipedia   News   Imported From Sa...

THE UNIVERSITY OF NEW MEXICO

LoboMail

Sign-in below using either your UNM NetID or your full @unm.edu email address.

sparker@unm.edu

••••••••••••

Sign in

Forgot Password?

Request a New NetID

If you are a new student, or a new member of faculty/staff at the main or a branch campus, and you need to create a NetID, click the button below

Register for a UNM NetID
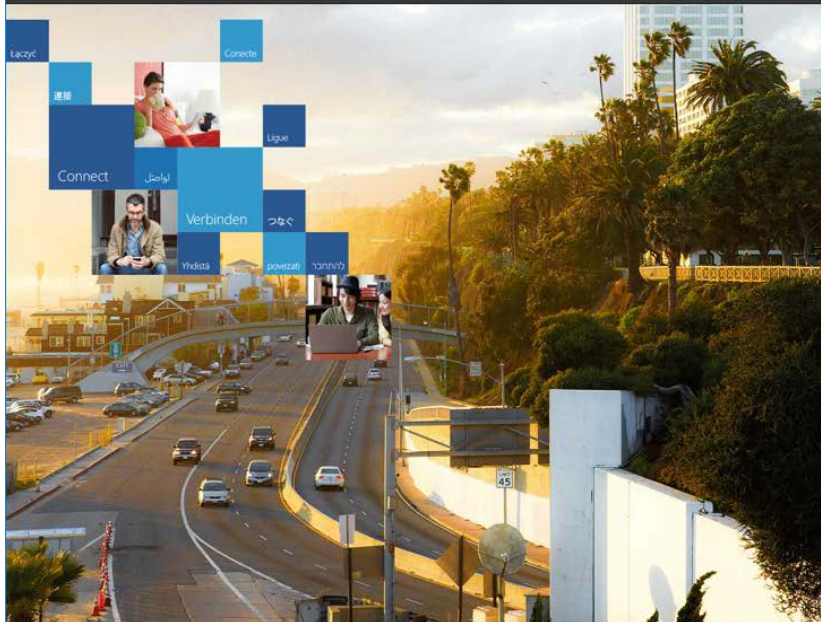
Don't get hooked!

Phishing Alert

Never click links in emails requesting that you change your UNM NetID password! Key indicators of what we call "phishing" emails include a tone of urgency and contain grammatical errors. When your UNM NetID is due for a password change, you will receive an email from UNM explaining how to do so; however, the email will **not** contain clickable links. For more information on how to identify phishing messages, examples of real phishing emails, and information on what to do when you receive spam and phishing email, visit the Information Security & Privacy Office's FAQ and Phish Bowl at https://ispo.unm.edu.

Sensitive and Protected Information Statement:

When using online cloud services, you agree to act in accordance with applicable laws, regulations, and also in accordance with The University of New Mexico policies, procedures and operational controls regarding UNM sensitive and protected data as identified in UNM Policy 2520, which states: "Users are responsible for proper use and protection of University information and are prohibited from sharing information with unauthorized individuals." Policy 2520 also states "Access to ...sensitive and protected information must be authorized by the department head and approved by the University designated data custodian."

For assistance with the operational controls for HIPAA information, please consult the HSC Privacy Office; for assistance with FERPA information, please consult the UNM Registrar. For all other sensitive or protected data, please open a HELP ticket, and the UNM Information Security and Privacy team will assist you in identifying the appropriate data steward.

UNM   Policy 2520   UNM IT Support

slobandnz.co.uk/axes/MicrosoftAccount.html

O365 PORTAL ☆ Microsoft Exchange 🦊 L.A.M.B. ☆ Kronos Workforce ⑤ WES Team Site - ▦ Anti-spam message ▦ Overview of security ▦ Delete items in the ▦ Exchange Online ▦ Microsc

❑ Office 365

Account | Help

Work or school account

Someone@example.com

Password

Verify Account

Can't access your account?

© 2017 Microsoft
Terms of use   Privacy & Cookies

▦ Microsoft

Reporting spam and phishing

- What is malware?
  - Bulk emails
  - Graymail
  - Junk email
  - Phishing attempts and malware

File   Message   Help   Tell me what you want to do

Re: Student Assistant

Reply   Reply All   Forward   ...

J   john.coss@ahead.org <clinicalcounsellor.edu@gmail.com>
To   ⚪ ~~redacted~~
Cc   ⚪ ~~redacted~~

Wed 6/5/2019 6:42 AM

Dear Kara,

We are pleased to offer you this position!

The usual background check has been carried out and I must commend your potentials and ability to work with us as we are convinced that you deserve an opportunity to be part of our success story.
I expect you to start work immediately if you accept the offer to work with us.

This project is just a simple job concerned with promoting human welfare.
We are a proud affiliate of AHEAD (Association on Higher Education and Disability) and our crusade to help the LD students spans across the United States.

We are looking for a well meaningful assistant in New Mexico who can support us in carrying out all these responsibilities professionally and accurately.
We are providing necessary resources and the use of accommodation to allow children with learning disabilities (LD) to complete the same assignments as other students at the same time, one of these resource is by exposing them to Hybrid Teachers—a new kind of professional who creatively builds bridges between curriculum and students which provides them with intensive, direct instruction which is supposed to make a difference.

To help these students better, we have started recruiting Hybrid Teachers with teaching methodology and delivery instruction as well as the assisting teaching technologies to meet the appropriate needs of each child.

I have disabilities myself and I advocate for the inclusion of all people with disabilities in postsecondary education so you can begin to guess where my interest emanates from and why I can not do much physically.

Your job as an administrator is to secure the needed resources. Some of these tools are available on the apple store so you can easily secure them, instructions on how to secure them will be sent to you.

Funds for your first assignment will be sent via your email through an Electronic Bank check.
E-check is a fund delivery service that endorses and guarantees check delivery faster through email as we do not have the luxury of time to waste with courier services. It will as well save you the stress of having to purchase stamps, envelops or going to the mail box/Post office.
Just log into your email, Click, Download and print the check.
After the funds has been printed, It can be deposited immediately and all tasks can proceed without stress.
Right now, you will only need to purchase a Business Check Paper for printing of the check, this check paper is sold for only ($10) at any Stationery store, Office Depot or office Max. You will be re-reimburse for the cost of supplies.
Get the Business Check Paper today and proceed by sending me an email.

Please confirm that you have a printer to do the printings needed.

I need you to deposit the check into your account as early as you can in the morning so that the check will meet today's cut-off time. Usually, the check will clear in time at most the next business day, and that will enable you to meet up with this week's deadline.
Usually, we pay our new employees their bill on the first week in order to enable them carry out their duties efficiently without having to short on cash.

File   Message   Help   💡 Tell me what you want to do

Fri 4/26/2019 5:09 PM

Popejoy Hall <PopejoyHall@paciolanmail.com>
Activate your account today !

To ✓ Diego Trujillo

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

ACTIVATE YOUR ACCOUNT TODAY!

We're excited to announce a new ticketing system for the 2019-2020 season. This new system will streamline your account process and offer new features we think you'll like.

We need you to follow one step: activate your new account.

Your Customer Number: 6
Your Pin: 9751

You will only need to activate your account once. Setup your account today to begin enjoying the conveniences.

ACTIVATE ACCOUNT

Popejoy Hall | Center for the Arts | MSC 04 2580
1 University of New Mexico | Albuquerque, NM 87131

UPDATE PREFERENCES OR UNSUBSCRIBE

Reply | Reply All | Forward | IM

Thu 4/4/2019 8:16 AM

S

Staff <biaed@biaeducation.com>

PLI for All Staff

To ✓ Scott Parker

INCIDENT

UNM-IT Warning: The message was sent from outside of the LoboMail system. Do not click on links or open attachments unless you are sure the content is safe. (1.2)

All Faculty and Staff,

All university employees are eligible for Professional Liability Coverage. Use the link below to request more information regarding your benefit options.

Information Request

PLI protects you, as a university employee, in the event that a student or parent was to accuse you of such things as discrimination, injuries to students, non compliance with ADA guidelines, and more. This policy also provides reimbursement for attorney fees.

Our policy is crafted to meet and exceed the plans offered by the largest unions and organizations. All provided through an A+ Rated Provider that you can trust.

We've been working with faculty, staff, and administrators in schools for nearly thirty years and our proud to support our nations educators.

Thank you,
NPEA

If you would no longer like to receive updates like this from NPEA www.districtadvantage .com/email.html

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Message Header Analyzer

ⓘ 🕐 ✉ 📋 Other ⚙

Other

Authentication-Results

```
spf=pass (sender IP is 147.135.60.35)
smtp.mailfrom=stcontest.biaeducation.c
om; unm.edu; dkim=pass (signature was
verified)
header.d=biaeducation.com;unm.edu;
dmarc=pass action=none
header.from=biaeducation.com;compauth=
pass reason=100
```

Received-SPF

```
Pass (protection.outlook.com: domain
of stcontest.biaeducation.com
designates 147.135.60.35 as permitted
sender)
receiver=protection.outlook.com;
client-ip=147.135.60.35;
helo=grandcamp.biaeducation.com;
```

DKIM-Signature

```
v=1; a=rsa-sha1; c=relaxed/relaxed;
s=default; d=biaeducation.com;
h=To:Subject:Message-
ID:Date:From:Reply-To:MIME-
Version:List-Id:Content-Type:Content-
Transfer-Encoding;
i=biaed@biaeducation.com;
bh=/CKGOOHs1g9gMUejpXs4TzAW0RU=;
b=SnDkUyWCVpHdej+9SQI6prCpC5oI4Wp1gpFa
HZAc4A4++1ji6RSYRPhzL/iRb5Jaz+3MCn9+As
lu
W7yjtA8qaV0680CqfaRskzQWjhi3CI41XapAqa
J5ZiSWiq2F8sKaRMFbzSDdW2AJJVf2HnTbcUwP
5BqdENeYJ2MJBTDUa9o=
```

DomainKey-Signature

```
a=rsa-sha1; c=nofws; q=dns; s=default;
d=biaeducation.com;
b=XbFHZ1FGD16fMUpJ3V6FUmEY/oTylJa00PuF
HYFuP53VHjBfYWx8QVci5iCvFg11QRsJ+2KR3d
OJ
```

Reporting spam and phishing

- Phishbowl

  - To stay updated with the latest phishing attempts and major security alerts visit the ISPO's Phish Bowl and Advisories page:

    - *https://ispo.unm.edu/phish-bowl/index.html*
    - *https://ispo.unm.edu/advisories/index.html*

- Spamdrop

- From Outlook

Information Security & Privacy Office

ISPO Home   Security▾   Privacy▾   Advisories   Awareness▾   FAQ   Forms   Phish Bowl   Services   Contact

UNM / ISPO Home / Phish Bowl

Report an Incident

If you suspect that your NetID (i.e. LoboMail account) or a computer have been compromised and you need to know what to do, please see our FAQ

Abuse Report Form

- or -

Help.UNM Self Service

- or -

security@unm.edu

- or -

(505) 277-2497

- or -

UNM EthicsPoint

For more information, visit our Contact Information page

Phish Bowl

Use this list to see some phishing (fake) emails that have been spotted at The University of New Mexico.

Below you'll find some examples of phishing emails seen on campus. If you get a suspicious email but don't see it listed here, Do NOT assume it is safe. There are many variants of every phish, and new ones are sent each day. When in doubt, contact us.

Report suspected phishes to the Information Security & Privacy Office

Forward the email message as an attachment or otherwise, include headers to security@unm.edu. If you need help forwarding the email message as an attachment, see our FAQ entitled, *"You asked me to send an email message as an attachment, how do I do that?"*

For more information, see FastInfo #3266: What is Phishing?

May 23, 2019 - Renew Password
May 22nd, 2019 - UNM HR Virtual Internship (Spring/Summer 2019)
May 22nd, 2019 - Service Notification!
May 21st, 2019 - PAYMENT REMITTANCES
May 17th, 2019 - (USER) is inviting you to collaborate on INVOICE PAYMENT
May 16th, 2019 - Request

User settings

- Outlook on the Web

- Outlook Desktop Software

Reporting spam and phishing

- Outlook on the Web

- Outlook Desktop software

- Spam Reporting Tool add-in

  - From Microsoft store

Search People

Address Book

Filter Email ▾

Find

Store

Add-ins

Report
Message ▾

Junk

Phishing

Not Junk

Options...

Help

Report junk messages

Reporting helps Microsoft hone its
filters to separate unwanted
messages from the ones you want.

Thank You

Questions?

Header

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed ac nibh a quam sodales sodales. Quisque sit amet ligula ullamcorper, posuere lectus sit amet, mattis lacus. Suspendisse a urna ex.

Praesent malesuada aliquet mauris eu molestie. In hendrerit auctor nisi efficitur sollicitudin. Duis eu vulputate ante, nec porttitor justo. Etiam fringilla rutrum scelerisque. Praesent ac porttitor lacus, ut varius libero. Praesent congue nulla nulla, lobortis finibus quam euismod vitae