

IDENTIFYING PHISHING SMARTCARD | JOB AID




Phishing

Phishing occurs when criminals try to get us to open harmful links, emails, or attachments that could request our personal information or infect our devices. Successful phishing can lead to data breaches, service disruptions, identity theft, malware infections, and ransomware attacks, impacting both the target and related parties.



Recognize and Report the Lures

These messages are often designed to look like they come from a trusted person or organization to get us to respond.

 Urgent	 Money	 Suspicious Links
Strong urgency, deadlines, overdue, past balance, need now!	Requests to send personal and financial information or gift cards.	Untrustworthy short-ened URLs or incorrect email addresses or links, like amazan.com.

DON'T TAKE THE BAIT PROTECT YOURSELF



- Enable multi-factor authentication (MFA)
- Report suspicious messages
- Shop at safe websites
- Remember to log off
- Create strong passwords or passphrases
- Ensure browsers and antivirus programs are up-to-date

When you see it, report and then delete the phishy message. Unsure if it's phishing? Use this [checklist from the DOD](#).

When in doubt, report it!



CDSE

Center for Development
of Security Excellence



SPOT THE RED FLAGS

Open this page in Adobe Acrobat and hover over each scenario to see whether there are red flags in the message. Don't have Adobe Acrobat? Scroll to Page 3 to view the answer key and see if you correctly identified the red flags! To report fraud or scams, visit <https://reportfraud.ftc.gov>.

Scenario: Your email inbox has a message from your manager.

1

Sally, are you on site today? I need you to handle a special project. Very busy at the moment. Can't talk but I need 3 gift cards ASAP. Just send an email when you receive this. Thanks.

Scenario: Out of the blue, you receive this text message from a number you don't know.

4

Toll Notice: Payment Required An unpaid toll fee of \$3.99 is linked to your license plate. Pay before March 11 to avoid further action. Resolve payment: <https://tinyurl.com>

Scenario: You've been dating someone online for a few months and haven't met them in person yet. You plan on it really soon but something keeps coming up. Today, they let you know that their cat was hit by a car and the vet bill is due. They are only asking for a few hundred dollars to pay for the vet bill. They have sent you a picture of the cat looking the worse for wear.

2

Scenario: You've placed an order and receive this text message:

5

Great news! Your order 2273182 is inline for production. We'll send tracking info once it ships. Contact us with any questions.

Scenario: Out of the blue, you receive this text message from a number you don't recognize:

3

Hi there! I'm Sylvia I'd like to discuss the details of a new position that has recently become offered. Could you spare some time to learn more?

Scenario: In the breakroom, your coworker tells you that she just got a phone call letting her know that she has won the sweepstakes! All she must do to claim the money is to pay the taxes first. She is waiting for a call back tomorrow morning to provide her bank details. She can't wait to go on vacation with that money!

6





SPOT THE RED FLAGS | ANSWER KEY

Did you successfully spot the red flags? Report any text messages or emails that seem suspicious or give you red flags. To report fraud or scams, visit <https://reportfraud.ftc.gov>.

Scenario: Your email inbox has a message from your manager.



Sally, are you on site today? I need you to handle a special project. Very busy at the moment. Can't talk but I need 3 gift cards ASAP. Just send an email when you receive this. Thanks.

Urgency to act without thinking

Scenario: Out of the blue, you receive this text message from a number you don't know.



Toll Notice: Payment Required An unpaid toll fee of \$3.99 is linked to your license plate. Pay before March 11 to avoid further action. Resolve payment: <https://tinyurl.com>

Includes suspicious links and a sense of urgency

Scenario: You've been dating someone online for a few months and haven't met them in person yet. You plan on it really soon but something keeps coming up. Today, they let you know that their cat was hit by a car and the vet bill is due. They are only asking for a few hundred dollars to pay for the vet bill. They have sent you a picture of the cat looking the worse for wear.



Urgency to act, asking for money

Scenario: You've placed an order and receive this text message:



Great news! Your order 2273182 is inline for production. We'll send tracking info once it ships. Contact us with any questions.

Scenario: Out of the blue, you receive this text message from a number you don't recognize:



Hi there! I'm Sylvia I'd like to discuss the details of a new position that has recently become offered. Could you spare some time to learn more?

Generic greeting, promise of reward, spelling and grammar mistakes

Scenario: In the breakroom, your coworker tells you that she just got a phone call letting her know that she has won the sweepstakes! All she must do to claim the money is to pay the taxes first. She is waiting for a call back tomorrow morning to provide her bank details. She can't wait to go on vacation with that money!



Promises reward but payment is required first

