



# The Cyber Watchdog's Guide to AVOIDING PHISHING SCAMS



Issue No. 123456789 - June 2012

A "Head First" User Guide from GST BOCES Computer Services

## File #77: The Unexpected Case of the Simple Google-Doc Scam

Follow **Cyber Watchdog** as he investigates and solves this case.

**11:00 AM** - A Client receives an email from an address he doesn't recognize about updating his account information. What should he do?



Phishing - A Scamming method used to elicit information from "uninformed" computer users through an impersonation of trusted sources.  
-- Urban Dictionary

### Good Security Practices

1. Be suspicious of any email messages from someone who you don't know personally.
2. Do not respond to 'alert', or 'emergency' emails asking you to enter logins, passwords, or personal information.
3. Do not enter logins, or passwords on web sites from links sent to you in emails.

Your School District and GST BOCES will not ask you for this type of information via email or a web page. If you receive an email making these requests, **IT IS NOT COMING FROM US.**

*(If however you do like responding to these types of requests we have some property in Alaska that we would like to sell you. :) Just Kidding - don't send us any email !!)*

Computer Services



Cyber Watchdog Phishing Division

----- Original message -----  
Subject: WEBMAIL ADMIN TEAM  
From: Direção  
To: "upgrade@admin.com"

The investigation begins: Cyber Watchdog immediately notices that From: address looks suspicious, also the To: address isn't going directly to the client's address. He thinks:  
**"I don't trust this email. I better investigate more."**

\*\*\*\*\*Information Tech  
Dear Client,  
This notice is to alert all webmail users that there has been a recent raw in our mail server. Due to this downtime most email relays will be delayed. Some accounts will be unable to receive mails.  
Our technicians have fixed this problem but in order to migrate to the new server manual update is required from you as the email owner. This update is simple as it only requires you to login. Please click or open the link below and login to have your account successfully migrated to the newly repaired Mail Server.  
<https://docs.google.com/spreadsheet/viewform?formkey=dGROTIxDbHZNbGltOVlFMFpRdFRJanc6MQ>  
Thanks for your understanding. Please remember that in a few days the old server will shutdown. Any email  
80000  
Thank  
WEB

Cyber Watchdog reads more of the email. It is telling him there has been a problem with his email account and that he has to supply his login and password on a web site to upgrade his account. He thinks:

**"No reputable company would send out an email like this. My client's school district and GST BOCES have said they will never send out an email like this. Why is it asking me to click on this link? The URL is going to docs.google.com. Why would they send me to that site to login?"**

Cyber Watchdog cautiously clicks the link. The page that he is taken to is a form on a google docs spreadsheet. It is asking for his domain username and password. He thinks:  
**"This is just a spreadsheet. Anyone could create this - including me. There is nothing official about it. Add to that the fact that my district and GST BOCES said they would never do this, and the fact that the email address looks strange and isn't someone that I know. This is a phishing email trying to get my username and password to hack our district system."**

**11:02 AM** - Cyber Watchdog calls his client and tells him that the email is an example of a phishing attack. He tells him to delete the email.

**11:03 AM** - The client deletes it and moves on with his life.

