SECURITY AWARENESS WHILE WORKING REMOTELY

CENTER FOR INFORMATION TECHNOLOGY EXCELLENCE (C.I.T.E.)

Agenda

1. Importance – why?

2. Core Security Risks

3. Security Awareness In Your Home Environment

4. Working From Home Securely

5. Secure Video Conferencing

6. Personal Computers and Updates

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Importance - Why?

- Things we need to know to secure work from home environments during the Covid-19 pandemic and beyond.
- Employees are going through a great deal of both stress and change.
- Adapting to a new environment.
- We are all targets!

Core Security Risks

Social Engineering

1. **Questionable Request**: Someone asking for information they should not have access to or should already know.

2. **Pay attention to emails**: Look at the sender, look out for emails impersonating PVAMU employees, always look for grammatical errors.

3. **Urgency/Protocol**: Someone pressuring you to ignore or bypass our security policies and procedures.

4. **Resist the Rush**: Someone creating a tremendous sense of urgency. If you feel like you are under pressure to make a very quick decision, be suspicious.

5. **Think Before You Click**: Someone wants you to carelessly click on links and not think twice before opening attachments. **Be cautious**: one wrong move could infect your device and spread it to others. Hover over the links to see where links are really going.

Social Engineering

6. **<u>Don't Just Download It or Plug It In</u>**: Someone is counting on you to download unapproved software or plug in infected USB drives or external devices. Only use authorized hardware and software.

7. **<u>Recognize the 'Bag of Tricks'</u>:** Something too good to be true. A common example is you are notified you won the lottery, even though you never even entered it.

8. **<u>Ask Questions, and If It Feels Odd or Suspicious, Contact Security</u>**: If you feel you are experiencing a social engineering attack, hang up the phone (or do not respond to the email), and contact security right away.

<u>Remember that we are not trying to get you, we are trying to help you.</u>

Sample Phishing Email

- From: ITS TEAM [mailto:ITSteam.pvamu@gmail.com]
- Sent: Wednesday, January 16, 2019 10:27 AM
- To: Jones, Yolanda <yrjones@pvamu.edu>
- Subject: Your Email Address is set to be Deactivated

- Hello,

- This message is to inform you that your email address (harose@pvamu.edu) was recently discovered to be sending spam emails to government computer systems.
- In order to prevent your email account from being deactivated we need to you to verify that you are in fact the owner.
- Please visit this site to verify that it is an active email address and not a part of spamming activities.

- Your prompt compliance with this notice is appreciated. No action will result in your email address being disabled.

- Thank you,

- ITS Team

http:\\www.pvamuedu.mydesign.com

Phishing email test:
https://phishingquiz.withgoogle.com/

Phishing website test:
https://www.opendns.com/phishing-quiz/

Be Cautious:

- Do not open unexpected attachments
- Never enable Macros unless you know who created the document
- Do not click on unknown file extensions

Passwords

Tips for Secure Passwords

1. Old Standard – 8 characters containing upper case, lower case, special characters, numbers, change every 90 days. Tip- an 8 charcter password can be compromised in less than 4 hours

2. New Standard – 12-16 characters containing upper case, lower case, special characters, numbers, change every 2 years.

3. Use multiple small words (3 or more) not complete sentences to make a passphrase – e.g. TwoTooTo@22To. **DO NOT** use common phrases from movies or books

Passwords

1. Never save a password in your browser, always use a password keeper – PVAMU has purchased Lastpass for all faculty, staff and students. (Pvamu.edu/Lastpass)

2. Never share passwords – you are responsible any activity completed under your account

3. Create a unique password for each account.

4. Never use public computers to log in to your online accounts.

5. Use two-step verification (DUO) whenever possible.

6. Do not use your PVAMU password on any other site – Keep work and personal life separate.

Security Awareness In Your Home Environment

- Look out for phishing emails and sites. You will be targeted!
- Beware of remote desktop inquiries – do not grant anyone control of your desktop unless you initiated contact with the user.
- Never provide your passwords to anyone through email or over the phone, PVAMU will not request your password.
- If you did not initiate a ticket for help, do not answer the call from non PVAMU phone numbers.
- Issues with your video conference – Ensure no one else is on your network watching video, playing video games, etc. (Creates a negative impact.)
- All websites where data is entered should contain **https://** at the beginning, e.g. **https://**www/pvamu.edu

Working From Home Securely

- You – Be Cognizant of surroundings and bystanders!
- Home Network – secure you Wi-Fi access point/router.
- Restart your routers/modems often.
- Family and Guests – should not access work related devices.
- Passwords – use strong passwords- change default passwords to strong passwords.
- Keep a separate network for guest and a separate network for family.
- Only utilize VPN when it is necessary e.g. accessing FAMIS, BANNER, Departmental Shares, when travelling.
- Utilize Syncplicity to access files / store sensitive files.
- Avoid the use of unencrypted USB sticks – only use approved university USB devices.
- Keep an eye on your device – never leave it unattended, lock you machine if at home, if you are in public, always power down your computer when not in use.
- Be careful of using WiFi at a family members house or free WiFi at a public location- use VPN to protect your data, the network you use may be compromised.

Secure Video Conferencing

- Do not post Zoom/WebEx/Teams links on other sites (Only in eCourses or through PVAMU official email).
- Meetings should be private not public.
- When creating a meeting, always require a password.
- Do not allow the meeting to start unless host arrives - create a meeting room.
- Perform a virtual role call / Use the waiting room feature if possible.
- Lock the meeting once everyone is in – Be sure to let one user in at a time.
- Be careful of what is in chat.
- If audio is breaking up, dial by phone and use the video to view the presentation.
- Enable host only sharing. If other users are allowed to share their screens to present to everyone else, grant the users the permission to share only when required.
- Be careful of fake emails or popups instructing you to install Zoom/WebEx/Teams, these should only be installed legitimate sources e.g. Zoom should only be installed by going to https://pvpanther.zoom.us/
- If you receive a request to support you, please be sure that this is a prearranged meeting with your support personnel. The request should come from a PVAMU user and from an official PVAMU account.

Personal Computers and Updates

We strongly encourage you never to use your personal computer for work, that includes logging into single sign on but if you do, please keep the following items in mind:

- Use the VDI where possible.
- Keep your operating system and antivirus up to date by turning on automatic updates.
- Do not use outdated applications, always keep them updated from legitimate sites such as from the manufacturer.
- Be careful of phishing links coming to your personal email – educate your family. It only takes one person on a computer to click a phishing email and compromise everyone.
- Keep your cell phones and mobile apps up to date – beware of free apps that steal information downloaded to your phone including university data.
- Beware of free movie sites or sites that give you a pop up to install software.
- Strongly recommend Use 2 factor authentication on every account you have, i.e. bank acct, etc.

Security Team

Help Desk

For general troubleshooting such installing software or applications not working correctly, please contact **X2525** or servicedesk@pvamu.edu

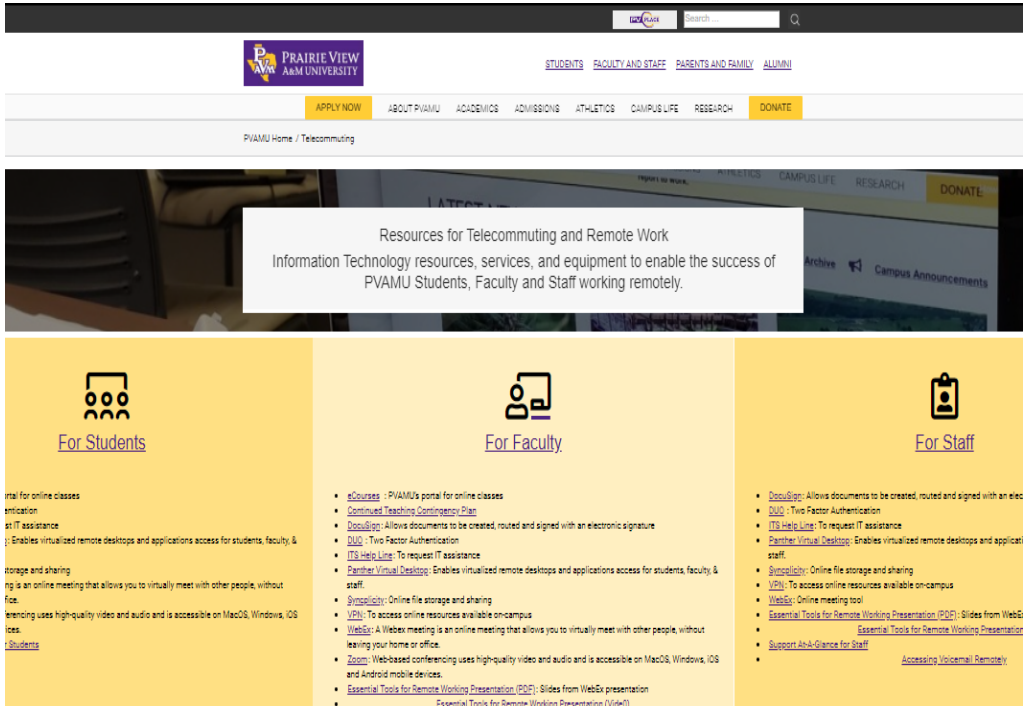
Incident Reporting

If you have clicked on a link in a suspicious email or opened a suspicious attachment, or if you notice unusual pop ups and activity on your computer, contact informationsecurity@pvamu.edu

C.I.T.E. Resources

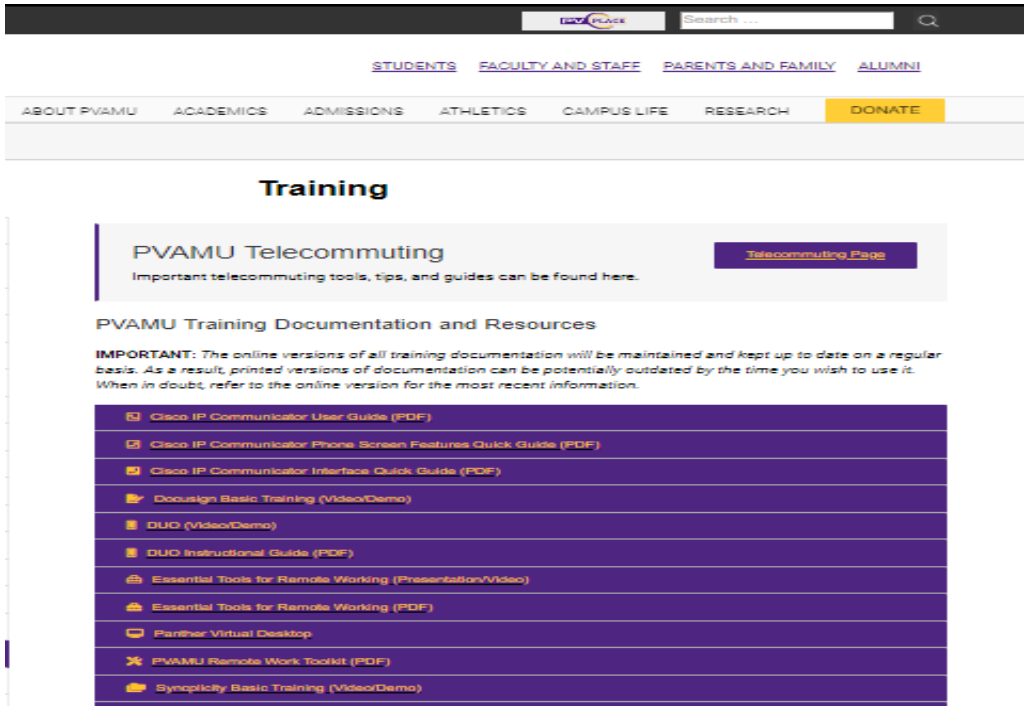
Telecommuting Page

pvamu.edu/telecommuting



Training Page

pvamu.edu/ITS/training



TechTraining@pvamu.edu

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