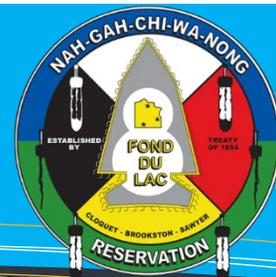


DJ's Tech Times



this issue: technology basics **P.1** click it or phish it **P.2** scam of the month **P.3** ask dj: report email as phishing **P.4**

Here is what we in IT consider essential skills to do our jobs well. If you feel you have any gaps in these skills, give me a call and we will get you signed up for a training session to help you fill in the gaps!



FILE MAINTAINANCE

1. Open files
2. Save files
3. Locate files
4. Rename files
5. Delete files
6. Copy or Move Files
7. Save As
8. Create a Shortcut



DESKTOP MANAGEMENT

1. Manage open windows
2. Minimize, Maximize, Resize a Window
3. Access a Specific Application
4. How much space a file or folder occupies
5. Customize Taskbar



IPHONE

1. Make a call
2. Send a text
3. Access Email
4. Access Internet
5. Download Applications
6. Manage Contacts
7. Manage Calendar & Home Screen



WORD PROCESSING

1. Page formatting
2. Text formatting
3. Toolbars, spell check, print preview, find & replace
4. Send a document as an email
5. Use Tables within Word
6. Customize Toolbar
7. Mail Merge
8. Graphic Elements



SPREADSHEETS

1. Manage workbooks & worksheets
2. Basic formulas
3. SUM Function
4. Insert and delete cells, columns & rows
5. Format data
6. Drag and fill, auto fill
7. Sort data
8. Charts & Graphs



OUTLOOK - EMAIL

1. Compose, send messages
2. Attachments
3. Manage folders
4. Create groups
5. Archive email
6. Change preferences
7. Manage junk email
8. Manage Contacts
9. Automatic Replies



CYBERSECURITY

1. Why is it important to be safe online?
2. Common Threats Online
3. Red Flags
4. Phishing and Spam
5. Our Role as Employees



OUTLOOK - CALENDAR

1. Format calendar
2. Create a meeting
3. Determine availability
4. Share Your Calendar
5. Change Properties



OTHER SKILLS

1. Cut, Copy, Paste
2. Printing Documents
3. Troubleshoot Printers
4. Video Conferencing
5. Create a ticket in Vorex
6. Restarting your PC



The IT Division has periodically been sending out phishing emails.

These emails need to be reported using the Phish Alert button in your Outlook application.

- Successfully reporting the emails as Phishing;
- AND not clicking on any links within the email;
- AND not replying to the email or interacting with the email in any way (including sending an out of office reply)

will result in your name being put in for a drawing!

There will be a monthly drawing before the release of my monthly newsletter, *DJ's Tech Times*. Five (5) winners will be selected from those who meet the criteria as stated above each month. For these monthly drawings, prizes will be given out including but not limited to:

- Coffee mugs
- Sweatshirts
- Small kitchen equipment (yogurt maker, casserole dishes)
- Cooler bags
- And more!

For the monthly prizes, you will simply need to report that months phishing email and not click on any links to be entered into the monthly prize.

Grand Prizes

For the grand prizes, you will need to meet all of the following criteria:

- Not have clicked any links in any phishing emails for the entire year.
- Successfully reported all simulated phishing emails.
- Completed your Annual KnowBe4 Training.

Everyone who fits these criteria will be entered into a drawing for the grand prize: a brand new e-Bike!



There will be a total of two (2) grand prize winners!

Employees of the IT Division are ineligible for the Click It or Phish It grand prize.

Winner Winner!

Come to IT and Claim Your Prize!

1. Patrick Golat
(Project Management)
2. Briana Houle
(SUD Department)
3. Abigail Otis
(Social Worker)
4. Mindy Kline
(Clinical Application Specialist)
5. Misty Peterson
(SUD Recovery Case Manager)

Training Session
Winners:

6. Amy Scott (HSD Dental)
7. Theresa England
(Human Resources)

This could be YOU for
September 2023!



SCAM ALERT!

From: Human Resources <HR@FDLREZ.COM>
Reply-To: Human Resources <HR@FDLREZ.COM>
Subject: RSVP for Company BBQ!

Template ID: 9478-5e5f6e8c-b286-4bb9-9a09-058e1e0dae7e

Show Remote Images

[Send Me a Test Email](#)
[Toggle Red Flags](#)



As a special treat this year for July 4th, we're organizing a company barbeque. Your family members are invited too!

We will have games, live music, and a huge buffet for everyone to indulge in.

We need to get a head count to find out how much food to buy.

Please [click here](#) to RSVP yes or no [by the end of the day](#)--and BE SURE to include how many guests you'll have with you!!

Thanks!!

Human Resources

HR@FDLREZ.COM is not the email address we would use to send something like this out; it would come from an individual's email account.

When you use your mouse to hover over the link saying "click here" it does NOT take you to a website you would recognize; it takes you to a seemingly random website.

"By the end of the day" should be a huge red flag—this creates a false sense of urgency in the request.

Finally, for a lot of users this email was sent out AFTER July 4th...would we really send out an email about a 4th of July barbeque after the 4th of July already occurred?

From: Human Resources <hr@FDLREZ.COM>
Reply-To: Human Resources <hr@FDLREZ.COM>
Subject: Happy 4th of July Message!

Template ID: 9478-3859978f-6103-4ea7-9d4a-cf74213e3cc2

[Send Me a Test Email](#)
[Toggle Red Flags](#)

Hi all,

We hope your 4th of July celebrations are explosively fun! Enjoy the 4th of July eCard below!

<https://www.greetignscards.com/eCard-Fourth-of-July/>

Have a wonderful Independence Day!

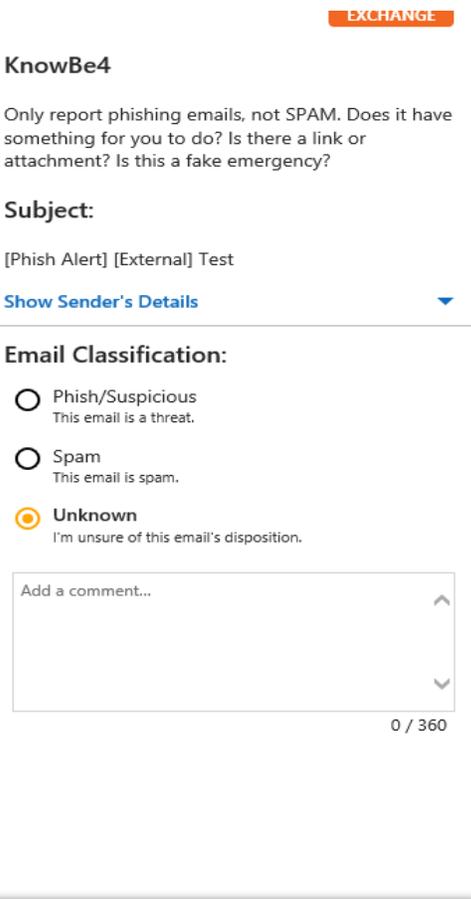
Again, hr@fdlrez.com is not the email we would send this from.

The "link" is a fake link with grammar errors in it.



“DJ, how do I report an email as phishing?”

There is a handy-dandy Phish Alert Button (PAB) located directly in your email—whether you’re using the Outlook app, or you’re using the Web app.



EXCHANGE

KnowBe4

Only report phishing emails, not SPAM. Does it have something for you to do? Is there a link or attachment? Is this a fake emergency?

Subject:

[Phish Alert] [External] Test

Show Sender's Details

Email Classification:

- Phish/Suspicious
This email is a threat.
- Spam
This email is spam.
- Unknown
I'm unsure of this email's disposition.

Add a comment...

0 / 360

Phish Alert

If you’re using Outlook

The PAB is located on the Home tab, to the far right-hand side of the ribbon. (See left.)

Simply click on this button to report an email as a phishing attempt and it will be sent over to us at IT.

You will get a confirmation message.

If you’re using the web app

The PAB is located directly on the email, to the left of the Reply All button. Look in the upper right-hand corner of your email and you should see it.



From here, you should see the exact same screen (left) and go through the same process as if you had used Outlook.

If you do not see a Phish Alert button on either application, contact me ASAP or call the Service Desk.

