Online Resources

1. IT Web site – http://www.santarosa.edu/it
2. E-mail Web site – http://www.santarosa.edu/email

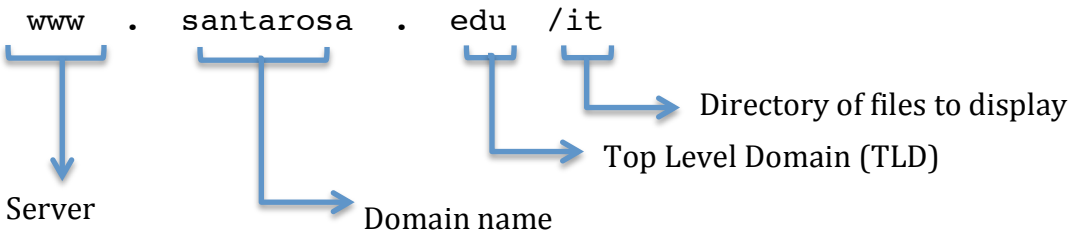
Key Things to Remember

1. Be alert and aware – take a moment to examine the E-mails you receive
2. Use rules to filter messages
    a. http://www.santarosa.edu/email/rules
3. Set your SpamAssassin scores, allow, and deny lists
    a. http://www.santarosa.edu/email/spam

Setting Your SpamAssassin Scores

1. A larger score means more "spammy" content gets through - less E-mails are marked as spam
2. A smaller score means less "spammy" content gets through - more E-mails are marked as spam

Domain Name Grammar



Easy trick to figure out where you are: **Ignore everything after a slash, read right to left**.

This tip can be used for URLs for Web sites as well as in E-mail addresses.

Examples of safe Santa Rosa Junior College domains:

1. www.santarosa.edu/it - IT Web site
2. securemail.santarosa.edu – E-mail server
3. online.santarosa.edu – Distance Education Web site

Examples of spoofed domains:

1. www.santarosa.edu.ca – .ca is not our TLD. In fact, .ca stands for Canada's TLD
2. domain.com/santarosa.edu – Remember, anything after the slash is simply a directory of files. In this case, domain.com is where those files are hosted, not santarosa.edu.

How to Detect a Phishing Attack

1. If the "from E-mail address" isn't from someone @santarosa.edu
2. If any link in the E-mail points to something other than santarosa.edu
3. Hover over (don't click!) links to verify where they will take you, example 2

```
-----Original Message-----
From: Rita [mailto:  s@mesacc.edu]
Sent: Tuesday, July 26, 2011 11:21 AM
Subject: Mailbox Upgrade


Attn: Faculty/Staff/Students,



This message is from our Helpdesk Team to all webmail account owners.

We noticed that your webmail account has been compromised by spammers. It seems they have
gained access into our database and have been using it for illegal internet activities.

The center is currently performing maintenance and upgrading its database. We intend upgrading
our Email Security Server for better online services.

To re-validate your mailbox and upgrade your account, please click below

http://www.my3q.com/go.php?url=upgrad7543/9400

In order to ensure you do not experience service interruptions, please upgrade your account to
prevent it from being deactivated from our database.



Thank you for using our online services.
Rita
For Helpdesk Team
```

Example 1 – From E-mail address is not from someone @santarosa.edu, link in E-mail does not go to a santarosa.edu address

From: Mary [mailto: @cornell.edu]
Sent: Wednesday, April 27, 2011 6:15 PM
To:
Subject: Mailbox Alert

This is to notify you that you are over your mailbox limit which is 250MB as set by your mailbox manager, you are currently at 257MB, you will not be able to create new e-mail to send or receive messages until you validate your mailbox. To re-validate your account, click here:
Thank You.
IT Help Desk.

http://azxdjuv.tk/

Example 2 – Hover over (don't click) links to verify where they will take you. In this case, it will not take you to santarosa.edu