



Telstra

Scam and Cyber Security Workshop

Darren Pauli, Telstra Cyber Security

Today's session



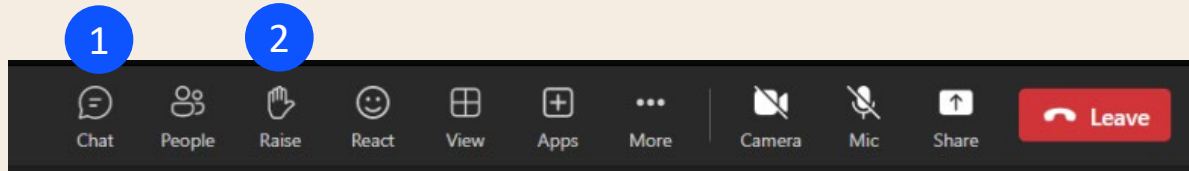
Telstra's Darren Pauli will guide us through a practical, non-tech workshop through the quagmire of online scams, how to spot them, and how to stay safe.

We will have regular Q&A time throughout the session.

Details:

- You can view the content, session links and Q&A responses at [Country Women's Association \(CWA\) - Telstra](#). This is a private link on Telstra.com for you to access and share with your other CWA members who could not attend.
- Everyone has had their camera and microphones turned off to prevent any distractions and mute issues.

How do I ask a question?



You can ask a question one of two ways:

1. Simply type your question into the 'Chat' button above, and we will ask Darren the question on your behalf.
2. Use the 'Raise hand' button above which will let us know. We will then take you off mute and request you ask Darren your question.

You can also keep the Chat option open and type in any comments as we go.



No need to take notes



Before we get started



Any questions or
scam stories to share?



Four take home points

1. Ask yourself



“Did I **expect** this?”

2. Ask yourself



“Do they seem **impersonal**?”

3. Don't



Bypass your
good judgement.

4. Don't



Reuse passwords.

Instead use unique pass-phrases.

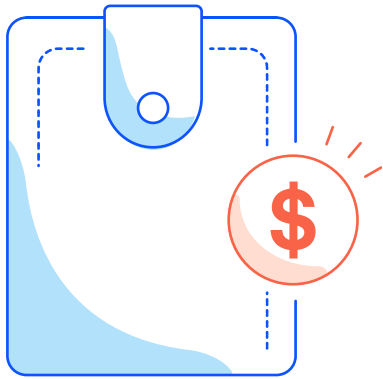


Threats

Types of cyber threats



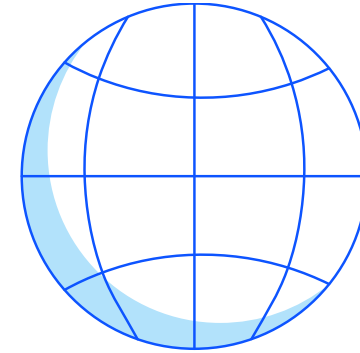
Scammers



Big crime



States

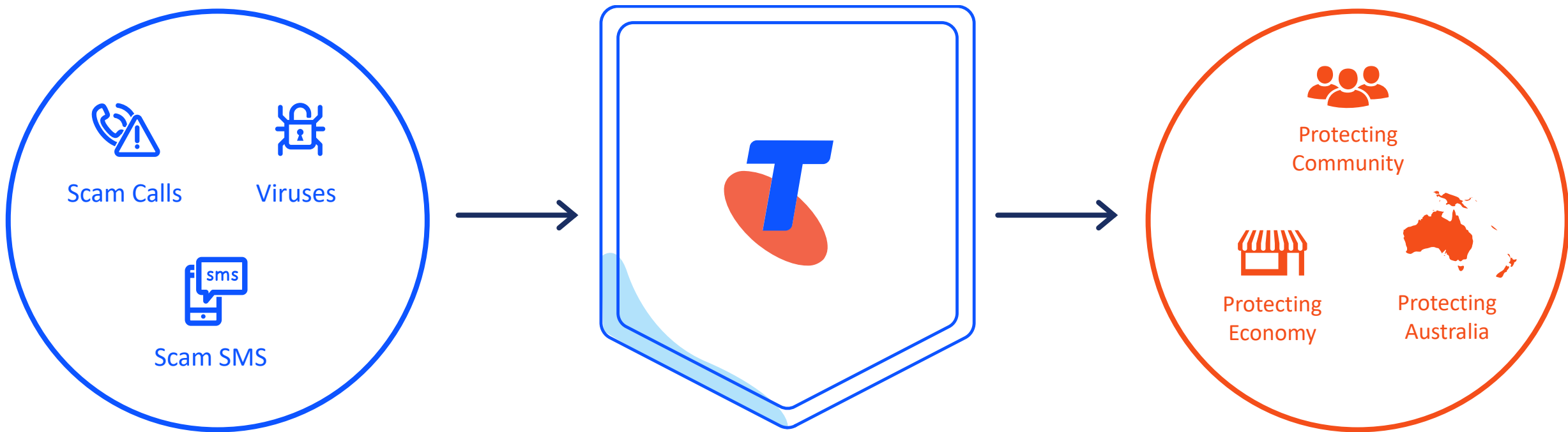


Impact



\$3 billion

Telstra's Cleaner Pipes





Any questions?

How scams work





Scams are phishing:

- Deception
- Manipulation
- Pressure



“Scams promise profit or assistance if you act fast. They rely on you bypassing your good judgement.”

Typical scam examples



Your NetBank is temporarily suspended



Due to an unknown problem, we lost the connection between your account details and our server. We can't recognize your information anymore. We were obliged to block your account and to disable every banking feature on your NetBank until you confirm your information.

To restore the access click below:

commbank.com.au/restore/netbank/

Regards,
The Commbank Team

AusPost: We attempted to deliver your parcel today but our courier has missed you, to reschedule please visit: <https://redeliverysite.com>

Due to natural disasters, Australians are entitled to an 8% bonus on their 2020 tax return. Please begin the process by filling out the form below.

<https://my.gov.verifcation-digital.com>



NEED MORE SUPPORT



CROWD SUPPORT®

Your Email Bill

This bill number: 1341407658

Your new Telstra bill is ready to view. Please ensure we receive your payment by the due date of 18 May 2018.

We recommend making your payment online at telstra.com/paybill.

Like to know more?
If you have any questions or concerns about this email you can get in touch with us at telstra.com/contact.

See you online soon,

Total	\$835.45
Due Date	18 May 2018

[View Bill](#)

The 'hi mum' scam



Tech support scams



Help and Support for Windows - Google Chrome


Secure | <https://newhdtrelr.ga/ch/>

Windows Support

Call Support: 1800-290-948 (Toll Free)

Windows Operating System Alert

Windows & Internet Browser updates are needed to patch new security flaws and / or fix bugs in the system. If you have your computer connected to the Internet, you desperately need to keep your security up to date as possible. Updates patch security vulnerabilities.



System Support Alert

Please report this activity to 1800-290-948

Ignore Alert

Internet Browser Details

Internet Browser Outdated
Google Chrome

Newest Version:
Chrome 66.0.3325.181

Toll Free Assistance

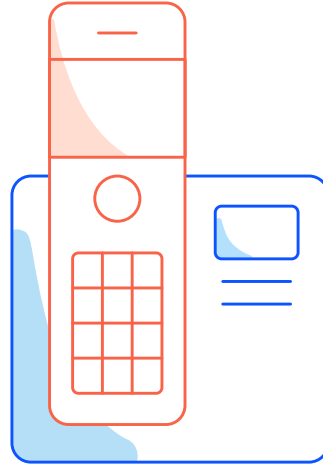
Toll Free Assistance:
1800-290-948



Any questions?



Tools of the trade



Criminals can use hardware and websites to make their calls appear from **official phone numbers.**

Easy work



Criminals buy and sell apps to build
scam messages and scam websites.



Any questions?



Defence



Consider a safe site list

1. Web addresses
2. Email addresses
3. Phone numbers
4. What 'normal' looks like

Passwords

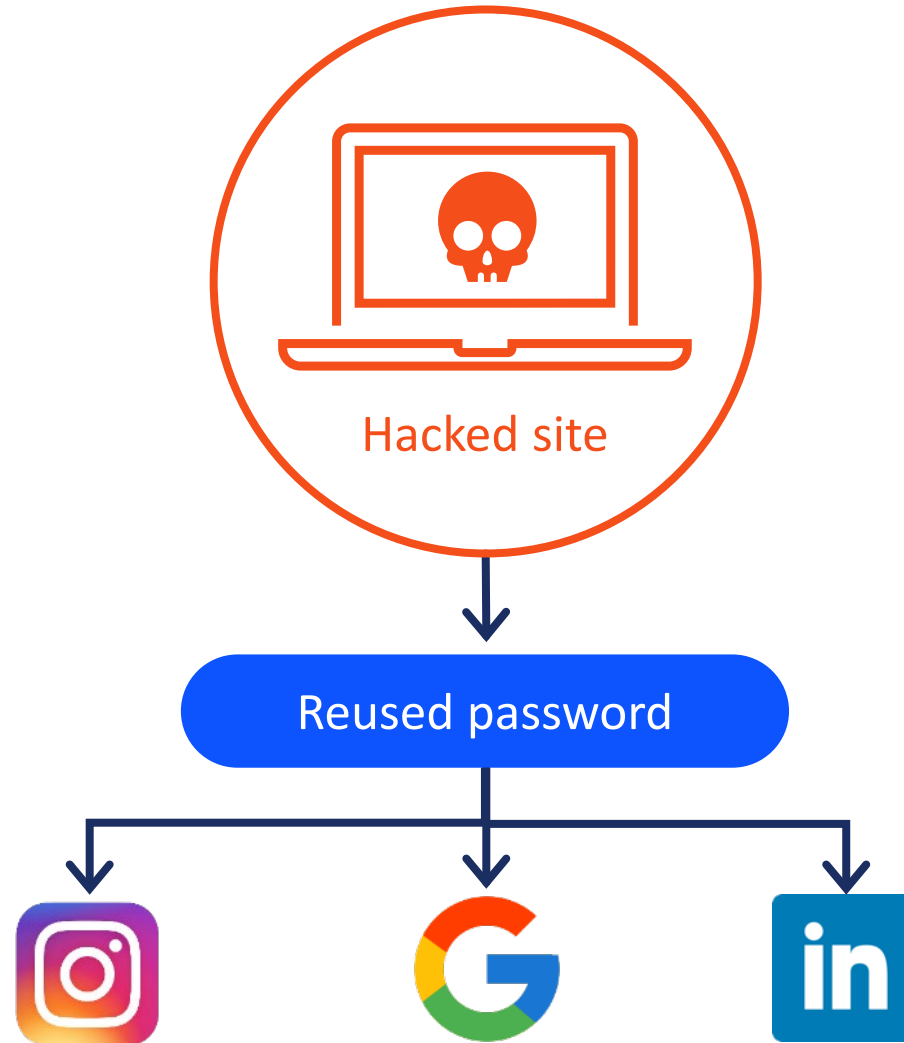


Regular passwords
are **hard to remember**, so
we reuse them.

That is dangerous.



The hacking process





Pass-phrases

Pass-phrases are strong and easy to remember so we don't tend to reuse them.

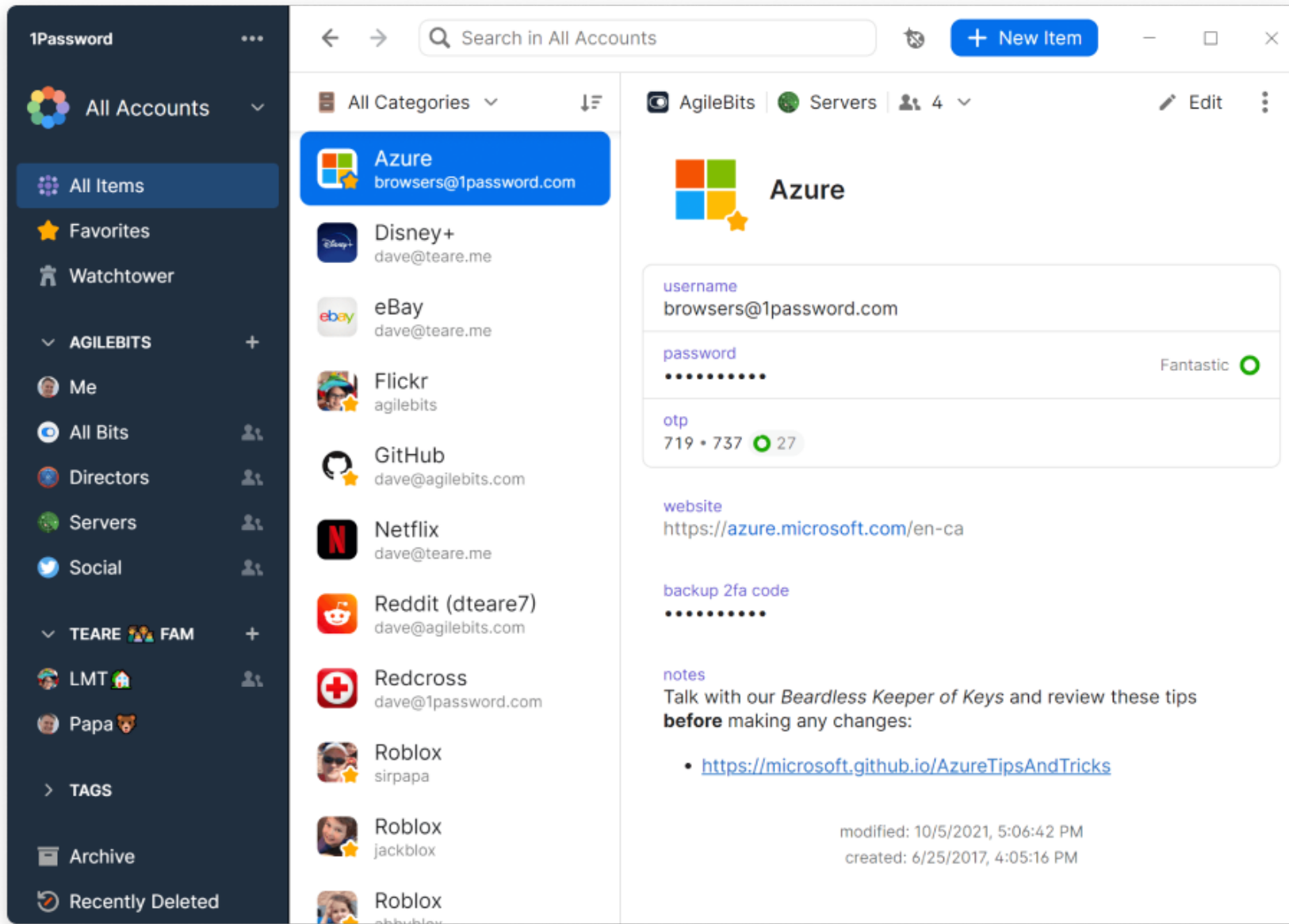
Good pass-phrases



Darren's scones
taste like stones



Password managers





Multi-factor Authentication





Multi-factor Authentication

This is a **code** that proves
you are using **your own**
phone or **computer**.



How MFA works



1. Enter your password.
2. A few numbers are SMSed to you.
3. Enter the numbers.
4. Viola, you're in!



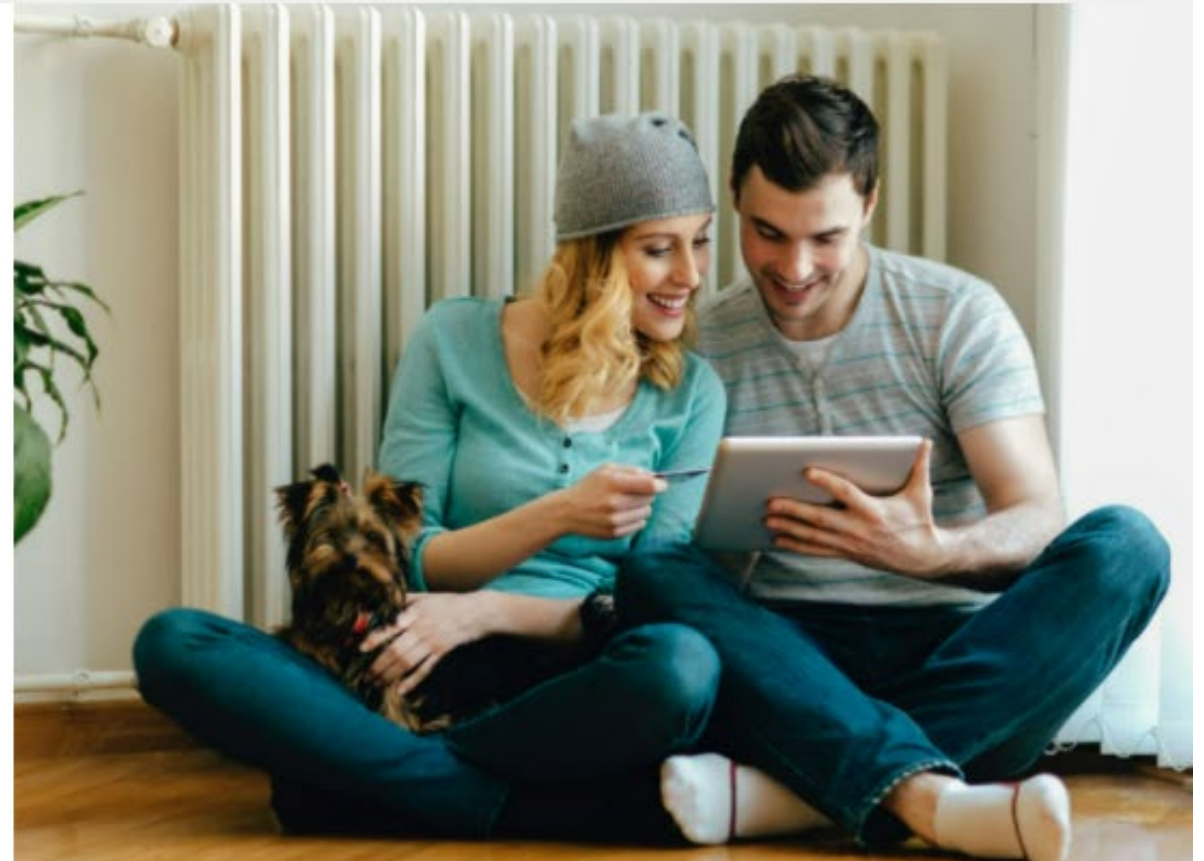
Telstra, email, Facebook, and more



Two-step verification

Stronger security for your Telstra account

Want to know what two-step verification is and why we use it? You'll find the answers here.





Any questions?

Thank you