

Questions from chat from Steps to Stay Safe from Cyber Threats with Brian Hubbard's answers & selected comments | 4-26-2022 webinar | presented by Brian Hubbard

- "Fake" me (an email address that contains "librarydirector") keeps sending emails to our staff asking them to buy gift cards for me to use as prizes!
- this is very interesting and informing!
- Gift cards are what scammers usually ask for
- Paula Newcom to Everyone: <https://www.in.gov/cybersecurity/report-a-cyber-crime/> - Report a cyber incident in Indiana
- Paula Newcom to Everyone: I heard at one library that ransomware got in through their backup system
- **I need a malware protection for a personal non-library laptop?**

Brian Hubbard: I would suggest Malwarebytes, which has a free version. It is an easy thing to install and add a layer of protection to help alert you if malware is detected.

- Paula Newcom to Everyone: We had a weird thing happen this weekend, we have a family texting group & I got a FaceTime message from my niece. I answered & so did her Dad. But my niece wasn't on the FaceTime. We hung up & I asked her about it. She said she didn't make a FaceTime call - plus she doesn't have an iPhone. I turned off FaceTime on my phone - it sure was spooky!
- Paula Newcom to Everyone: My work phone also got spoofed down in Indy & I had no idea it was dialing from my phone.
- My son experienced this scam call with Apple, he google there customer service number which was incorrect. There was a gentleman on the other end that he spoke with over 30 mins. He told my son to go and purchase a gift card from a Dollar General store for \$200. That's when my son decided to tell my husband, because the call had nothing to do with him trying to reach technical support about his AirPods. He almost tricked him...even though he didn't have \$200 but yes, be on alert for scammers all over.
- Paula Newcom to Everyone: Something similar happened to my sister when she was trying to get help with an iPad. Thankfully she didn't fall for it, either.
- **What about Whats app**

Brian Hubbard: WhatsApp has a lot of very legitimate uses, and is a very common tool for groups that want to be able to create a shared way to communicate. The key is to stay away from the bad actors and to be vigilant. Like other forms of social media and neighbor spoofing phone calls we discussed in the webinar, ignore the requests from those you do not know.

- My dad has had his Facebook hacked and been scammed several times in the last year
- **A couple of weeks past we had a patron come in with a letter from a sweepstakes saying that they needed to go to their website and put in a number to proceed to the final stage of the sweepstakes. She had no idea how to use a computer. I don't like anything to do with sweepstakes. As a librarian, is there anything I could have said or done to not help a patron in that situation.? Generally we help people use a computer with any help they need.**

Brian Hubbard: This is tricky since we know we want to be helpful. Personally, I believe we have a responsibility to share with patrons that we think there could be a danger to completing that task. You may be able to look at the materials that they had to determine if you think it might be legitimate. But you may or may not be able to tell. I think letting the patron know you have a concern and that you do not believe it is in their best interest may inform them and they may want to stop. But if they insist on trying, your local policies about how to help a patron in a situation that may put the patron in harm's way may need to be followed .

- **What would you recommend as a good personal ransomware to use**

Brian Hubbard: I am assuming this is asking about what to use to stop ransomware. Malwarebytes, mentioned earlier, is one solution. There are other malware prevention tools that can also do this. In addition, at your library you may have a firewall that includes malware detection/prevention.

- **I have people often ask about password managers. What are your thoughts on browser based managers vs 3rd party managers?**

Brian Hubbard: There are several articles from sources like AppleInsider that look at the benefits of using the password management inside Safari, Edge, and Chrome vs a dedicated tool like 1Password. I personally use the browser-based manager in Safari, as this allows me to access my passwords from all my Apple devices. 3rd party password managers often have clients for Mac OS, iOS, Windows, and Chrome. If you need to go between different platforms, a 3rd party tool may be a better fit.

- **Do you have a suggested system to create passwords for websites that don't allow you to use the four word system? Just as an example, I have found websites that block me from using passwords over a certain character limit that makes it hard to use the four word system on.**

Brian Hubbard: This is definitely an issue, and may continue to be an issue for some time. Many banks and other institutions follow older standards for their password requirements. If you cannot use four random words, try your best with 3 random words. You may be able to use shorter words, too. Also, do not use a phrase: your favorite quote is an easy guess. Look around the room at the objects you see for inspiration.

- **Which password manager do you recommend for personal use?**

Brian Hubbard: I have only ever used the browser / operating system -based password management in the Apple environment. However, I know people that use 1Password and like it very much.

- **I had someone come in who was wanting the contact info for I can't recall if it was facebook or google, because they thought they controlled their whole phone and they wanted help getting malware and all off their phone. They didn't have it with them, but they claimed some family members were spying on them, etc. I tried to explain what phishing was, but it just didn't connect for him and I couldn't get across any of the basic security steps, unfortunately. I felt bad for him, but hey, I did find an email for the company he wanted. sigh.**

- Thank you - great session!
- Thanks. super informative.
- Thank you great session
- Thank you for all the information!
- Thank-you! What great information!
- **Would it be possible to send us a copy of other participants experiences/comments from cyber hacks or threats.**

Paula Newcom: I'm going to check on this with some other people at the Indiana State Library

- Thank you, good session.
- Paula Newcom to Everyone: pnewcom@library.in.gov ; bhubbard@ena.com
- **How to remove friends that have used our WiFi**

Brian Hubbard: The steps may be specific to your home network. I have Comcast's Xfinity service and when someone connects to my Wi-Fi it collects some identifiable information about the device (for example, if it is an iPhone it sees the name that is being shared and will say "Brian Hubbard's iPhone". If someone joins and it doesn't have that info, I can login to the app and then enter a name for that device. Later, I can "pause" a user so that they can no longer connect to my Wi-Fi. If they come back and they ask if they can connect, I just login and "un-pause" them and they get connected. All that being said, you may need to do something different if you have a different provider for your home Wi-Fi. Also, if you want to go with the nuclear option, you could change your Wi-Fi password and then just connect your devices. Anyone that has come over before will have to ask for the password again.

- Thank you! This was great information and a very important reminder.
- Ok this was very good both personally and professionally. Thank you!
- This is an excellent webinar! Thank you.