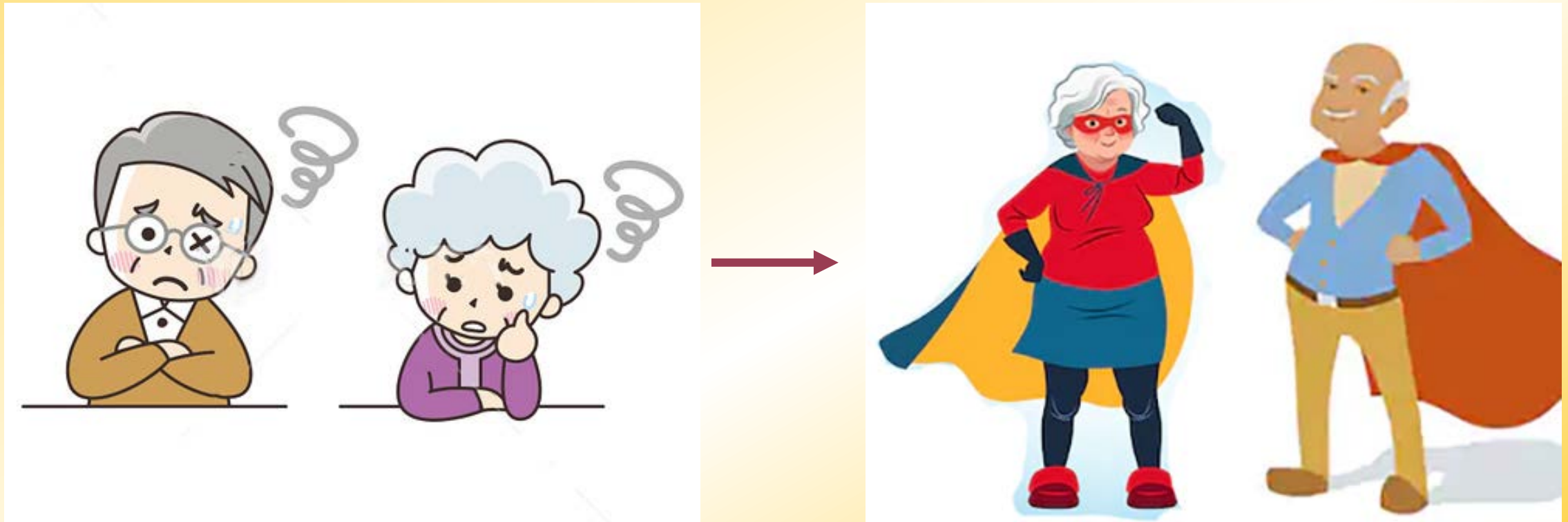


# Email, Tech Tools and You

By Connie McNeill



# Objective of this seminar



# What will be covered

## Email

- How email works
- Changing email providers
- Spam, phishing and spoofing

## Tech Tools

- Passwords, password managers
- Credit freezes
- Banking & credit card alerts
- Computer & phone backup

# How Email Works

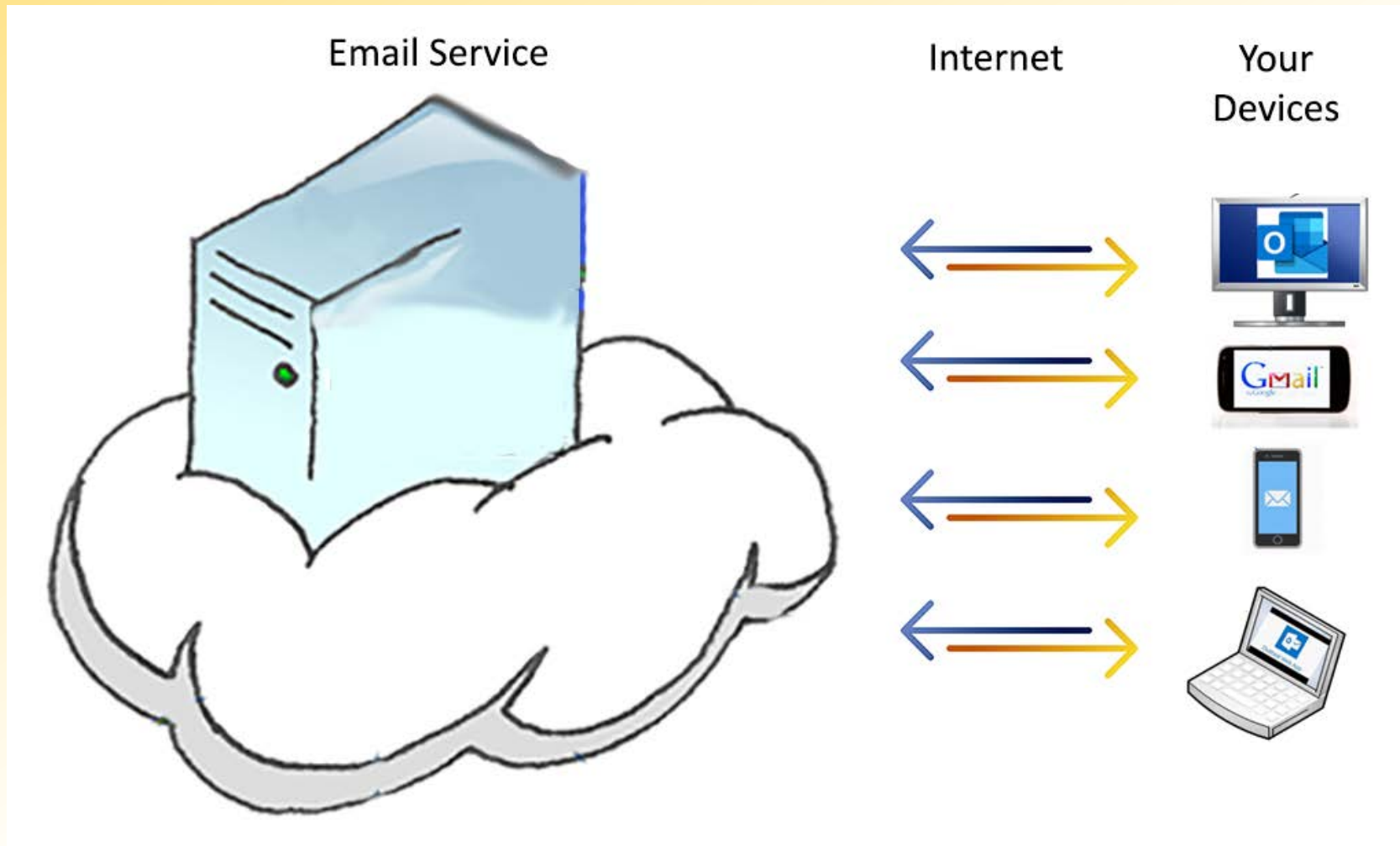
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# Servers and the “cloud”



- A server is a computer that provides functionality used by other computers. It runs programs/software specific to the purpose of the server. Often the functionality is very specific. Examples: file server, mail server, print server, application server, web server.
- Cloud computing typically means a networked group of servers and services that are provided over the internet.
- Companies that use cloud computing services typically pay only for what they use, helping with flexibility and operating costs.

# How email works - overview

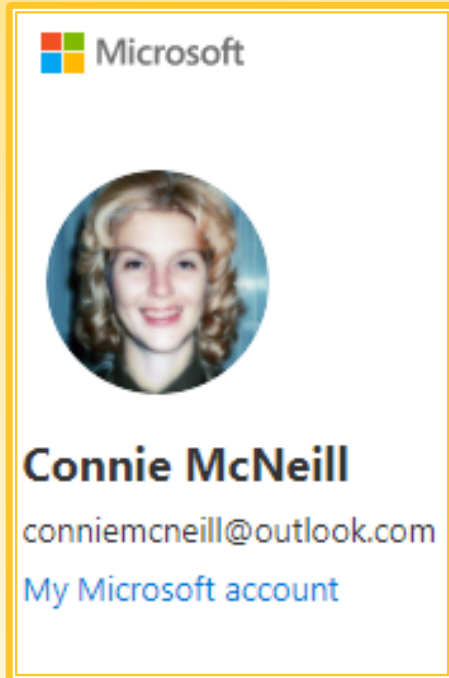


# Email service and service provider



- An email service enables account holders to send, receive, store and review email. Examples: Outlook, Gmail.
- Services usually include contact management, spam filter, attachments, forwarding to a different service.
- Email service providers are companies like Microsoft, Google, Yahoo, that offer email services, often at no cost. They use cloud computing to offer the services.

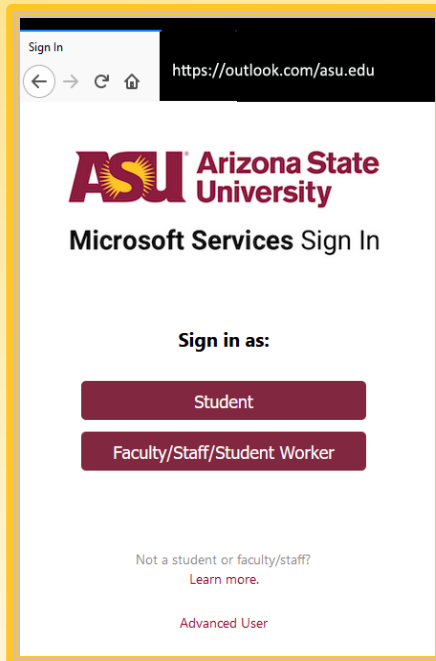
# Email account and email address



- An email account gives you access to services at a particular email service. It is assigned by the service provider. There is an associated password, and often a “profile”.
- An email address, name@domain, uniquely identifies both the email service (domain) and your mailbox on that service (name).
- Often your email account and email address are the same on a particular service, but they do not have to be.

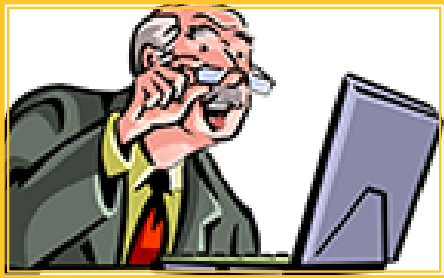


# Using webmail services



- Webmail services allow you to access and manage your email through a browser such as Chrome, Safari, or Firefox.
- To use the service, you browse to the service's URL, e.g. Microsoft.com/asu.edu, and sign in.
- Most email services have webmail access.
- When you use a browser to work with your email, you are connecting directly to content on the email service's "cloud", rather than through an app on your device.

# Using an email app (or “program” or “client”)



- You can use an email app installed on your computer, tablet, or phone to access email on your email service. Examples: Outlook, Gmail, Apple Mail, Samsung Mail, Newton, Yahoo! Mail.
- An email app must be set up to work with your email account in order to access your email.
- Apps are not restricted to accessing mail from a particular email service. For example, you can access an Outlook account from Gmail and vice-versa.

# Email “syncing” – if you use an app or apps



- For efficiency reasons, apps on your devices often keep copies of your mail, calendar, and contacts locally.
- Syncing is a process of making sure you have the same information stored everywhere. If you change information in an app on one device, you want to see the change on all devices.
- Apps and sometimes devices have options for syncing – you want to make sure syncing is turned on.

# Email forwarding service



- An email forwarding service allows you to have an address that remains stable even when you change service providers.
- An email forwarding service automatically redirects all email sent to your address at the service to another email address that you specify.
- Email forwarding services don't store your email. Messages are passed on instantly to their final destination.
- An email forwarding service address can be used in addition to the address that points directly to your service, e.g., you can use both [you@asu.edu](mailto:you@asu.edu) and [you@gmail.com](mailto:you@gmail.com) depending on your needs. You would point [you@asu.edu](mailto:you@asu.edu) to [you@gmail.com](mailto:you@gmail.com).

## ASU Electronic Post Office

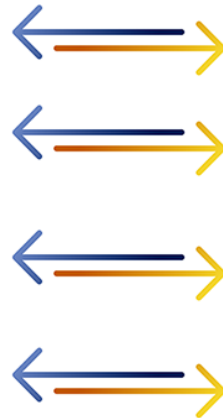


your Email Service



Internet

Your Devices



# ASU's Electronic Post Office - @asu.edu

# New email service

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# Why change email service?



- You are a retiring, non-emeritus ASU Outlook user.
- You have access to ASU Outlook but would prefer “independence”.
- Your current service has limited features, is hard to use, etc.
- You want to add a service to provide separation from the one you have now.

# Changing your email provider/service - overview



Choose a new email provider and service

Set up email forwarding from your old service






Migrate your old mail, contacts (and calendar) to your new service

Optional: update your email address on your various digital accounts, notify your contacts



# Choose a new email provider and service



-  Microsoft Outlook on the Web
-  Gmail for ASU
-  Gmail personal account
-  ISP, e.g. Cox, Webmail service
-  ProtonMail, AOL Mail, Yahoo, etc.

# Microsoft Outlook for the Web



- Familiar for ASU Outlook users
- Outlook app for all devices
- App integrates email, contacts, calendar
- No access to the ASU address list
- 15GB storage, 50GB with an Office 365 subscription (just for email)

# Gmail for ASU



- You probably have an account now
- Uses ASURITE logon credentials
- Contacts include an ASU directory
- Help is available from ASU
- ASU restricts some features

# Gmail personal account



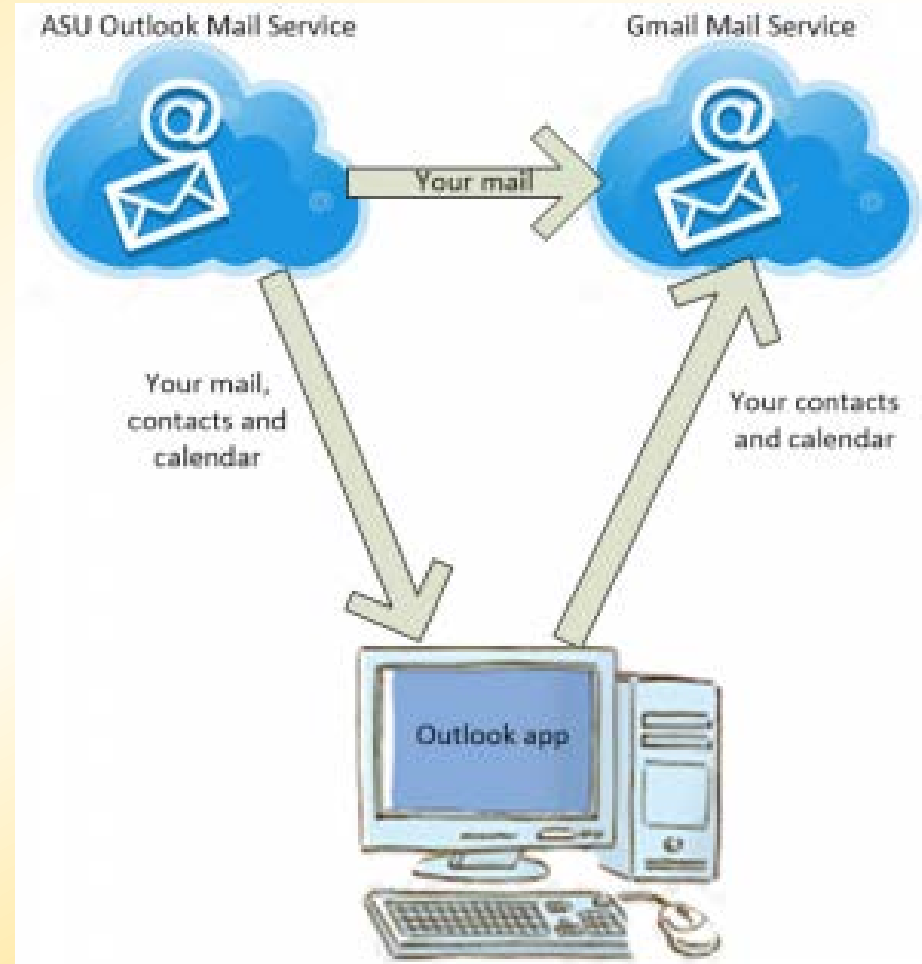
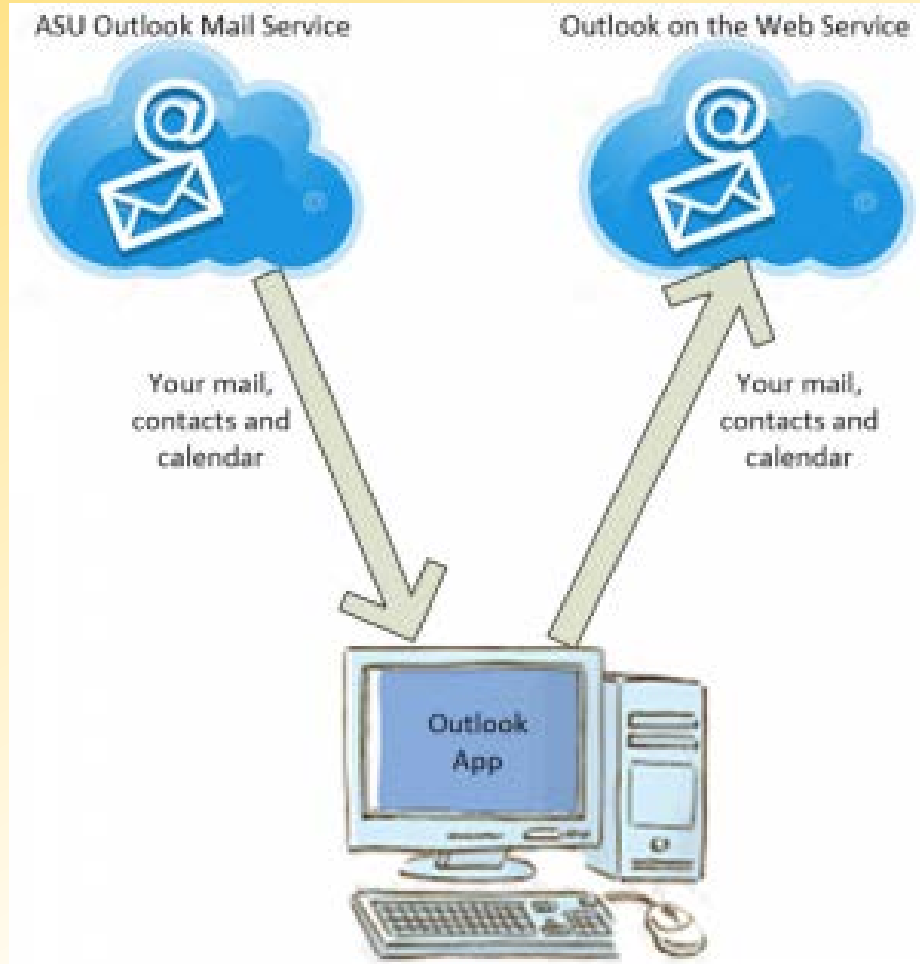
- A Google account works for other services, such as YouTube, Play Store
- Gmail app for most devices
- Contacts and calendar loosely integrated
- A google account can be different from your Gmail address
- 15GB of data per account (all uses)

# ISP Webmail Service



- ISP = the company that connects you to the Internet. Examples: Cox, Centurylink.
- Webmail services typically simple
- Can usually be used with a mail app such as Outlook or Gmail

# Overview - Migrate from ASU Outlook to new service



# ASU Outlook to a new mail service - steps



1. Gather information you need
2. Make sure you have the Outlook app on your computer
3. Get established with your new service
4. Redirect your @asu.edu mail to the new service
5. Copy your ASU Outlook data to your computer
6. Copy contacts, mail, and calendar to new service
7. Connect your devices (phone, tablet) to the new service
8. Optional – uninstall Outlook app from your computer
9. Close your ASU Outlook account
10. Celebrate your accomplishment

# Migration from ASU Outlook – Detailed Instructions



- Moving from ASU Outlook to ASU Gmail
  - Log into [myASU](#) using your ASURITE UserID and password
  - Click on the Service Tab, then under IT Services click on Service Catalog
  - Search on “Migrating Retiring Staff From Exchange to Gmail” and follow the steps listed.
  - Problems? [Ask for Help from ASU](#).
- [Moving from ASU Outlook to Outlook.com](#)
- [Moving from ASU Outlook to Personal Gmail](#)



# ASU Outlook to new service – Step 1

## Have on hand:

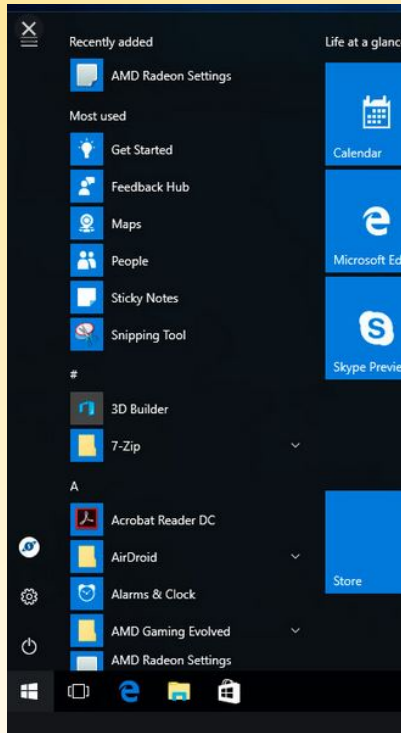


The screenshot shows the ASU My Apps Sign In page. At the top, the ASU logo and 'ARIZONA STATE UNIVERSITY' are displayed. Below that, the tagline 'Software. Anytime. Anywhere.' is shown. The 'My Apps' section features a magnifying glass icon and several app icons. The 'Sign In' section contains two input fields: 'ASURITE User ID:' and 'Password:'. To the right of the User ID field is a link 'Activate or Request an ID', and to the right of the Password field is a link 'Forgot ID / Password?'. A 'Sign In' button is positioned below the fields. At the bottom, there is a link to the 'Help Center' and a phone number '1-855-ASU-5080 (1-855-278-5080)'. The footer includes links for 'System Status', 'ASU Home', 'Copyright', 'Acceptable Use', and 'Privacy'.

- Your ASURITE UserID and password. If you don't have these at hand, see our Web page [“What's my ASURITE UserID? Password?”](#) For help.
- Your direct ASU Outlook email address. This is your ASURITE UserID@exchange.asu.edu .

# ASU Outlook to new service – Step 2

## Outlook app on your computer



- Microsoft’s animated instructions for finding apps in Windows 10.
- Find installed programs on a Mac.
- If you don’t have it, download and install a free one-month trial of Microsoft Office 365.

# ASU Outlook to new service – Step 3

## Get established with new service

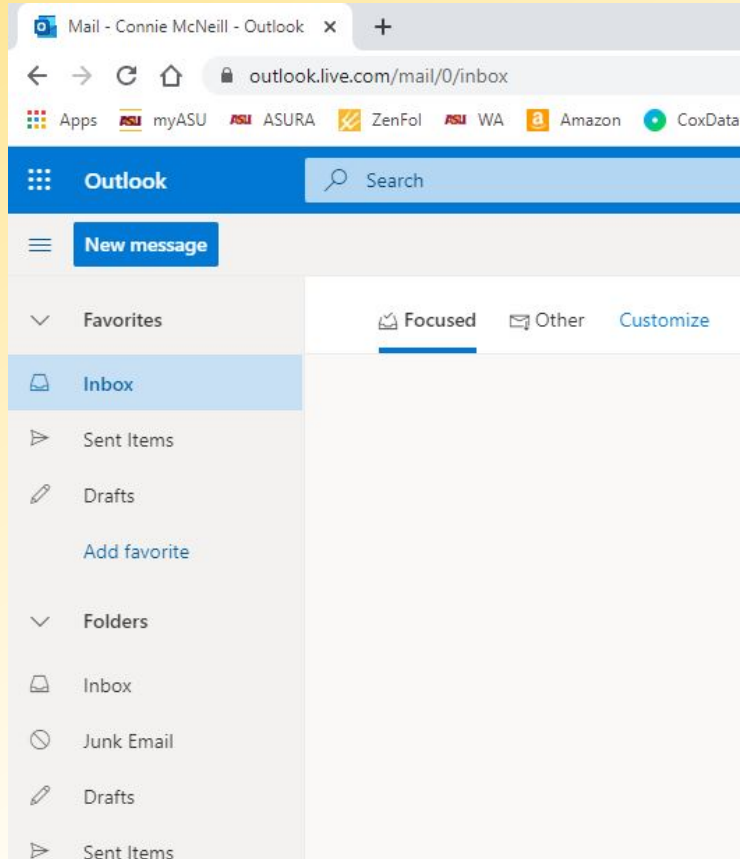


- If you do not already have an account on your new service:
  - Create a new Outlook on the Web account.
  - Open a new Google account and add Gmail to it during the process.
- Be sure to make a note of your address and the associated password.

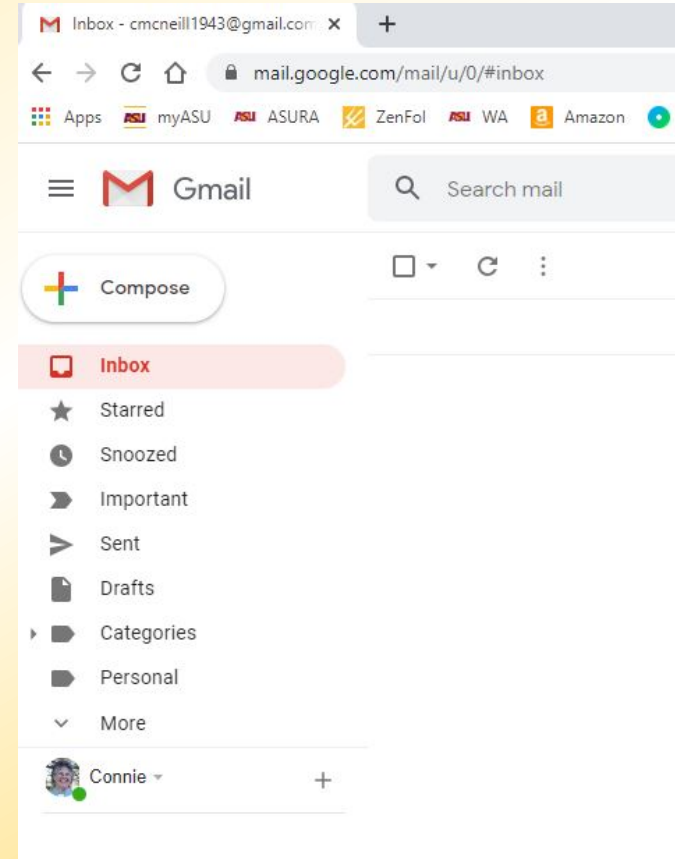
# Get established with new service

## ASU Outlook to new service – Step 3

### Outlook.com's Webmail look



### Gmail's Webmail look



# Redirect your @asu.edu address to new service

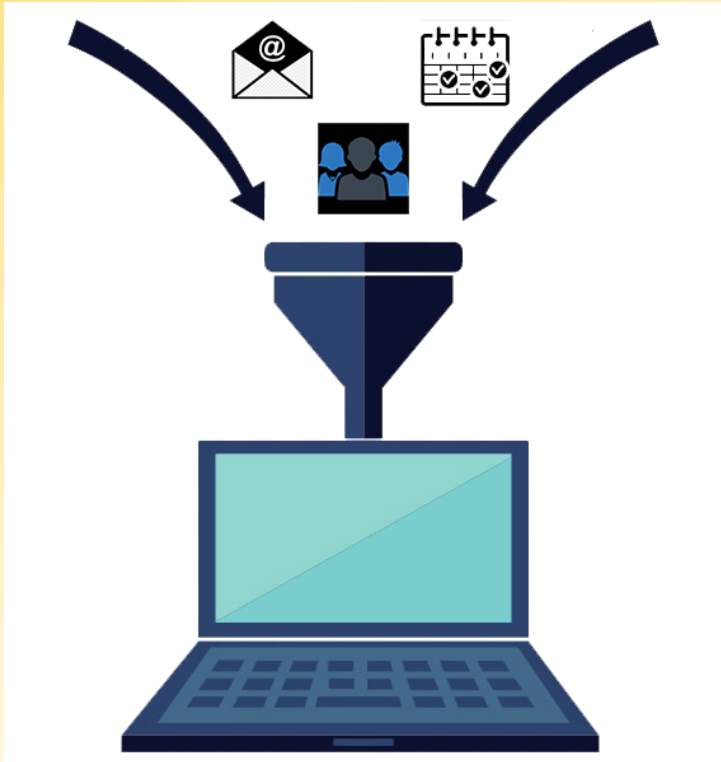
## ASU Outlook to new service – Step 4



- Manage your ASU email address at <https://webapp4.asu.edu/epo-web/manageEmail>. You must log in with your ASURITE UserID and password to do this.
- An explanation of [Using Your ASU Email address](#) is available from ASU.
- YouTube demos [part 1](#) and [part 2](#) of the two steps needed to redirect @asu.edu mail from the ASU Exchange server to your new Outlook.com account. In the demos, browser tabs are open to my new Outlook.com inbox and to the “Manage ASU Email” page mentioned above.

# Backup (copy) your ASU Outlook data to your computer

## ASU Outlook to new service – Step 5



- If necessary, add your ASU Outlook account to the Outlook app on your computer. [YouTube demo](#).
- Clean up your folders – empty trash and junk mail, delete any mail you don't want, etc. Use the Folders view to see everything. [YouTube demo](#).
- Follow Microsoft's [instructions for exporting email, contacts, and calendar items from Outlook to a .pst file](#). [YouTube demo](#).

# Copy contacts, mail, and calendar to new service

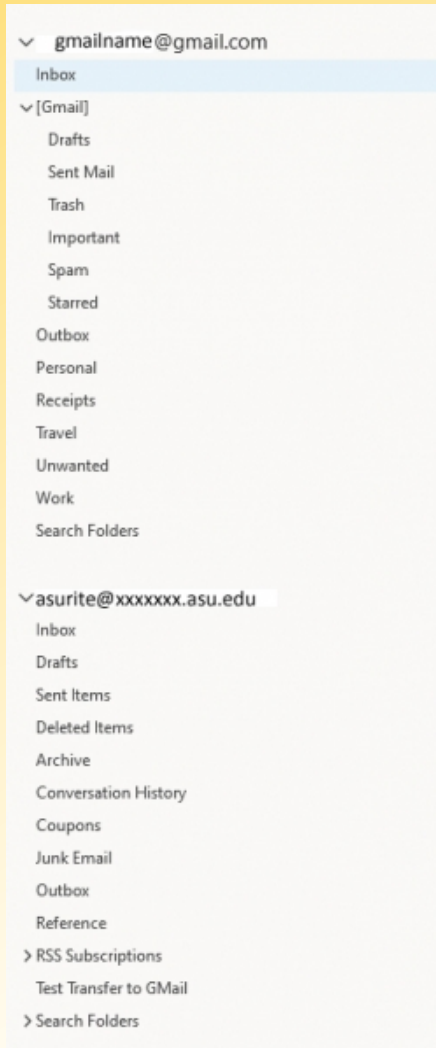
## ASU Outlook to new service – Step 6



- Add your new email account to the Outlook app on your computer. [YouTube demo.](#)
- If moving to a new outlook.com account, follow Microsoft's instructions for importing your email, contacts and calendar items from the .pst file you just created to your new outlook.com account. [YouTube demo.](#)
- If you are moving to a personal Gmail account, follow instructions to [Export Your Contacts From Outlook and Use Them in Google Email](#); [Copy Calendar From Your Computer to Gmail](#); instructions for moving mail are on the next slide.

# Copy contacts, mail, and calendar to new service

## ASU Outlook Mail to Personal Gmail – Step 6 continued



- In your desktop Outlook application, open your ASU Outlook inbox (the one below the account name ending in asu.edu). Select all the mail items in that inbox by clicking on the first item, holding down the Shift key, and clicking on the last item.
- Right-click on one of the items and select “Move”, then choose “Copy to Folder” from the menu.
- From the selection box, choose the in box of your Gmail account.
- If you have mail in the Sent Items folder, follow the same procedure to copy them to the Sent Mail folder of your Gmail account.
- If you have filed mail into folders in ASU Outlook and/or if you have mail you want to keep in the Archive folder, copy those folders to Gmail one at a time:
  - Right-click on the folder and choose “Copy Folder”
  - Select your Gmail account in the selection window and then click on OK.



# Copy contacts, mail, and calendar to new service

## ASU Outlook to new service – Step 6, continued



- Check your work by opening your new account in its webmail service, e.g., outlook.com or gmail.com. You should see everything from your ASU Outlook account there. If not, review your work and repeat as necessary.
- If you don't intend to use your ASU Outlook account anymore and you are keeping the Outlook app on your computer, you can [delete the ASU account \(the one that ends in asu.edu\) from the app.](#)

# Connect your new account to your phone, tablet

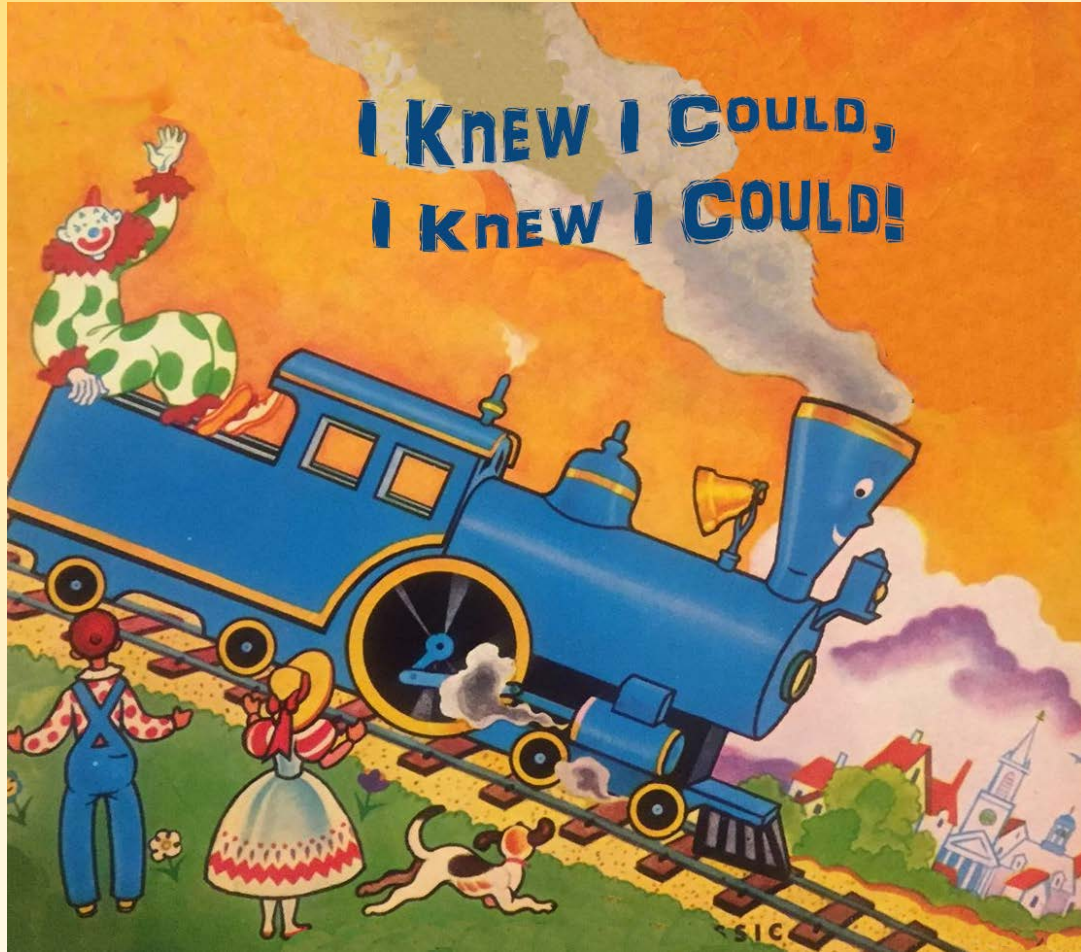
## ASU Outlook to new service – Step 7



- Choose a mail app to use on your phone and/or tablet, and install it if necessary.
- Microsoft Outlook and Gmail both have apps you can install on your Android or Apple devices, and they look very similar to the apps on your desktop.
- Find instructions for your model by googling something like “add an email account to Gmail Galaxy S10”. Be sure to turn sync on.

# Final Cleanup

## ASU Outlook to new service – Steps 8, 9, 10

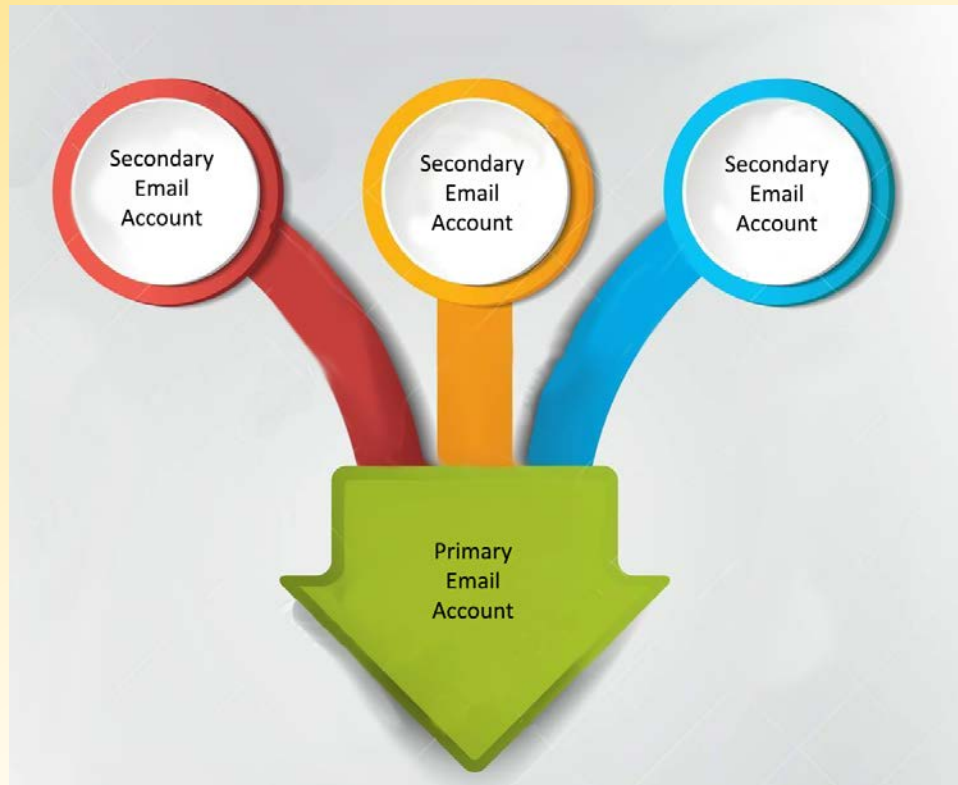


- If you installed Microsoft 365 only for the free trial, uninstall it now and [cancel your free trial.](#)
- Close your ASU Outlook account. To do so, call the Help Center at 855-278-5080. They will verify your identity and then close the account.
- Celebrate!

# Email and Tech Support Scams

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# Multiple accounts, one interface



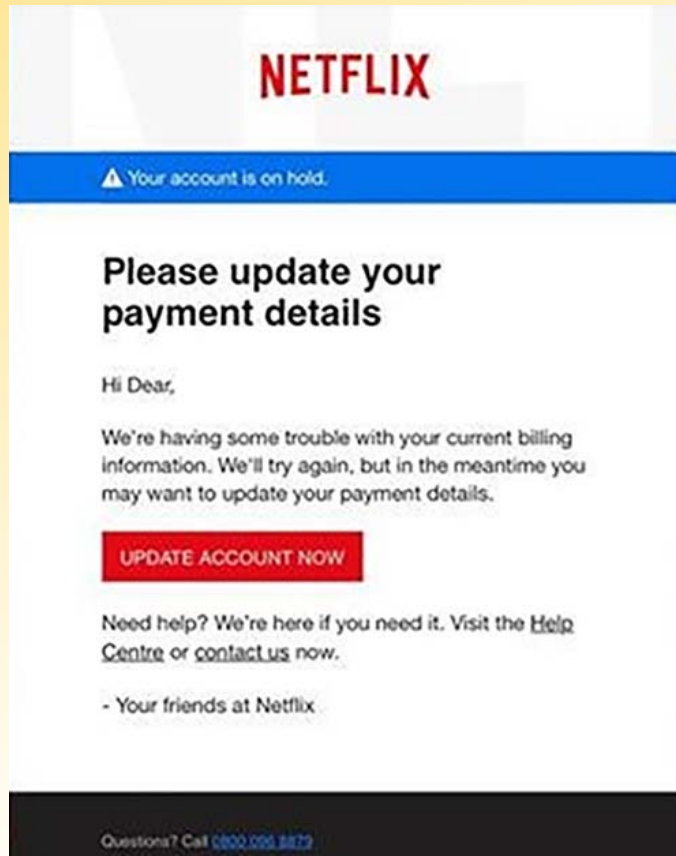
- Choose a primary account or service
- On your other accounts, look for the forwarding feature under “preferences” or “settings”.
- Set the forwarding address to your primary account. Select an option that will delete the original copy of the mail after forwarding.
- Make sure mail sent to you @asu.edu is redirecting to your primary account.
- If you want to send mail “from” a non-primary email address, add the non-primary account to your primary email service. For instructions search “send email from a different address in x”, where x is your primary service.

# Spam and Phishing Emails, Ransomware



- Spam is bulk e-mail messages sent regardless of whether the recipient wanted or requested it.
- Phishing is spam that is intended to trick you into entering your personal or account information for the purpose of committing identify theft or fraud.
- Ransomware is software designed to block access to a computer system until a sum of money is paid. It encrypts a victim's files.
- People in the US lose over \$50 million dollars to phishing schemes each year.

# Recognizing Phishing Emails



## Suspicious characteristics:


- A return address or domain you don't recognize, e.g. [YourBuddy@cheapcoats.com](mailto:YourBuddy@cheapcoats.com).
- The message came into your spam folder but has a message that looks person
- About purchases you didn't make, requests for or offers of money or investment opportunities.
- Purports to be from a friend or American company but has suspect use of English
- Purports to have noticed some suspicious activity or log-in-attempts on your computer
- Claims there's a problem with your account or payment information


# Recognizing Phishing Emails - 2


## Suspicious characteristics:

- Says you must confirm personal information
- Includes a fake invoice
- Wants you to click on a link to make payment
- Says you're eligible to register for a government refund
- Offers a coupon for free stuff
- Threatens law enforcement action
- **NOTE: Banks and credit unions never ask for account information through email.**

Email Notification. **Questionable subject**

 Mail Service <drew.wallace@outlook.com> **Sender not MS**  
To windows@notifications.com

 If there are problems with how this message is displayed, click here to view it in a web browser.

 Office 365 Microsoft

## Verify your email address

Dear [anzc58@hotmail.com](mailto:anzc58@hotmail.com), **Adressee not you**

Our record indicates your account is not updated, which may lead to the close down of your account.

Please visit the link [Verify Now](#) to avoid the closedown of your account and keep enjoying our services **Link to provide personal credentials, threatening to close**


**Sincerely,**  
**The Microsoft Active Directory Team**


Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399








This message was sent from an unmonitored email address. Please do not reply to this message.

[Privacy](#) | [Legal](#)

How do I renew?

[RENEW WITH MICROSOFT FOR £79.99 PER YEAR](#)  **Foreign currency**







# Recognizing Phishing Emails - 3

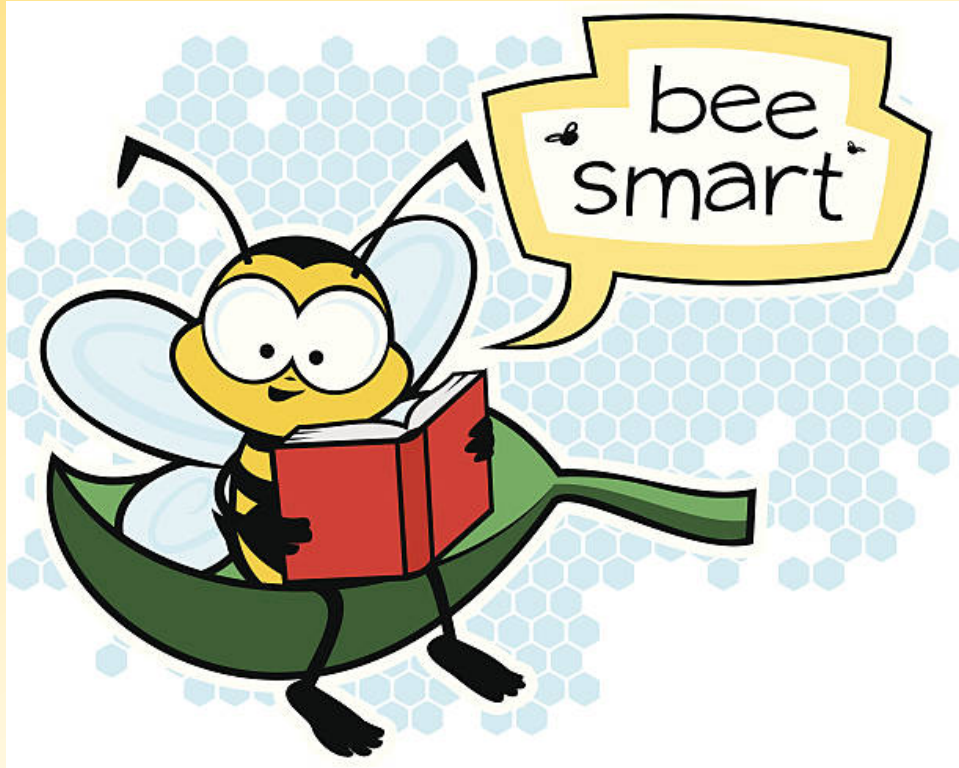
The screenshot shows an email client window titled "Email Notification - Temporary Items". The toolbar includes icons for Delete, Reply, Reply All, Forward, Attachment, Meeting, Move, Junk, Rules, Read/Unread, Categorize, and Follow Up. The email header shows a sender "IT Department <annasalai.hp@careind.net>" with a callout "Non-UofM Email Address". The email body contains the text: "Please be advised that we will be performing a scheduled email maintenance within the next 24hrs, during this maintenance you will be require to update your email account via link <http://bit.ly/2wjyBS7>" with a callout "URL Obscured". Below this is a redacted area "---" and a callout "Fake Antivirus Text" pointing to a box containing "This email has been checked for viruses by Avast antivirus software. <https://www.avast.com/antivirus>".

# Email (and Caller-ID) Spoofing



- Email seems to come from someone legitimate – but it's not.
- Senders can easily forge “From”, “Reply-To” and Return-Path addresses – some email software makes this very easy to do.
- Outlook and Gmail have protections to prevent their use for spoofing.
- There are plenty of legal software and hardware products that make spoofing easy.

# If You Suspect Phishing or Spoofing Emails?



- If you are not sure whether the sender is really who they say they are, send a new message to that person and ask – DO NOT USE REPLY.
- If you are suspicious of a link – type the link in to your browser directly. DO NOT CLICK ON THE LINK or copy it.
- Contact the company or person using a phone number, website, or email address you know is real.

# If you fell for spam or phishing email



- Go to [IdentityTheft.gov](https://www.identitytheft.gov) for steps to take based on what was compromised.
- Run anti-virus software if you're worried that you opened up spam email. Examples: Sophos for Mac, Malwarebytes for Windows.
- If you're worried that you gave out personal information, change your password on associated accounts.

# Tech Support Scams



Don't fall for unsolicited offers to fix computer problems.

- Calls from a well-known company saying there are problems with your computer (don't trust Caller ID)
- Pop-up error or security messages on your computer – looks like it's from the operating system or antivirus software and suggests you call for help
- On-line ads for tech support. Stick with known companies.

# Tech Tools and Tips

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# Topics

Passwords and Password managers



Credit freezes



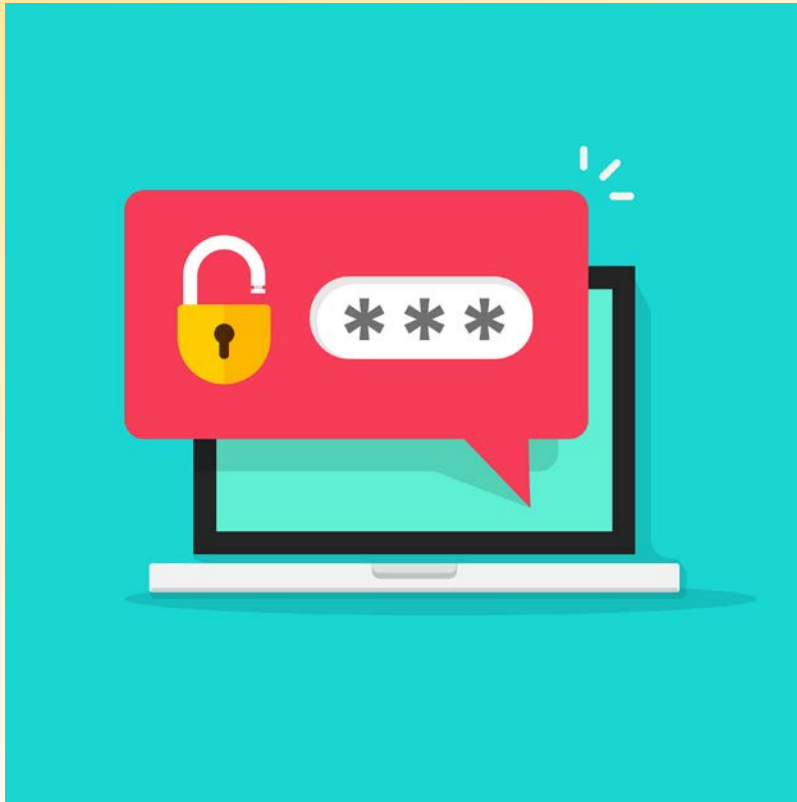
Credit card alerts



Backups – computer, phone, tablet



# Passwords and Password Managers



- Passwords only protect well if you protect the passwords
- Use different passwords for different accounts
- Longer passwords are best. Try using a sentence (“passphrase”) about something personal, e.g. “Harry & Isabel Were Married 76 Years!”
- Complexity helps: mix of upper and lower case letters, numbers, and special characters.
- Use multi-factor authentication when it is available: something you know (e.g. password), something you possess (e.g. phone), something inherent to you (e.g. fingerprint). Especially for accounts that have financial or sensitive information.
- Use a password manager!



# What is a Password Manager?



- A computer program that allows users to store, generate and manage their personal passwords for online services.
- Assists in generating and retrieving complex passwords.
- Stores passwords in an encrypted database or calculates them on demand.
- The best managers use "Zero-Knowledge" encryption, which is just about impossible to crack because your password is not stored. What is stored is proof that you have the password.
- The manager makes finding and logging in to sites and accounts easy.

# Why Use a Password Manager?



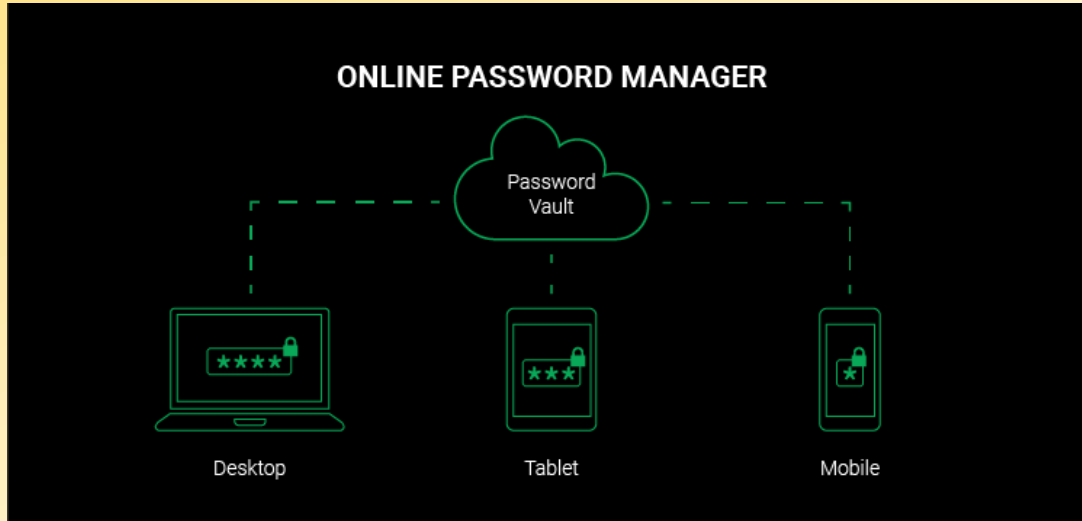
- You only need to know one password – the one for your password manager.
- You can share some or all of your passwords (in some managers). Those with whom you share have their own password manager accounts and passwords.
- You can easily create and use strong passwords that are different for every account or site.
- You can automatically update changed passwords in the database.
- The manager makes finding and logging in to your sites and accounts easy.

# Password Manager - LastPass



- LastPass is one of the best and most popular password managers available. The company was founded in 2008.
- You can [get LastPass Premium](#) at no cost from ASU. You can also get a 1-year extension to the family version by signing up at <https://lastpass.com/asu>. You must have an @asu.edu email address to take advantage of this.
- Versions: Free, Premium (allows for fingerprint authentication and enhanced sharing, \$3/month), Families (up to 6 Premium licenses, family manager, \$4/month).
- Install as an extension to your browser(s) and as an app on your phone or tablet.
- Tutorials are available on YouTube, e.g. at <https://www.youtube.com/watch?v=anDPmY6pJrU>. Just browse "using LastPass on x", where "x" is your device or browser to see lots of helpful info.
- [Short YouTube demo of using LastPass.](#)

# How LastPass Works



- Entering your Master Password authenticates your right to access the data without the password being in the cloud at all (Zero-knowledge Encryption)
- Data is encrypted and decrypted on your device using your Master Password.
- Encrypted data is uploaded to the server and is synced with devices that also are running LastPass when those devices authenticate, or when manual syncing is initiated.

# Tips for Secure Browsing with LastPass



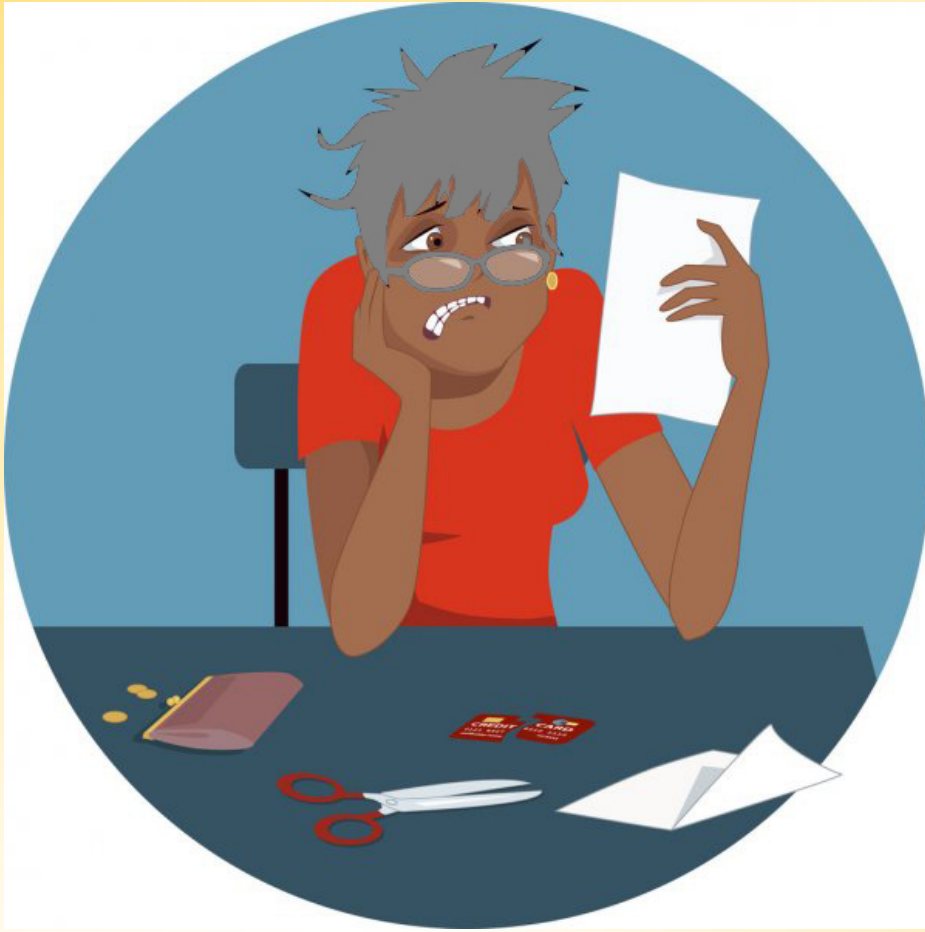
- Never use “save my password”, even on your home computer. Not for LastPass and not for any site.
- To get to extension preferences when logged in to Lastpass, click on the Lastpass icon in your browser, choose Account Options-Extension Preferences.
- Set Lastpass extension preferences:
  - Log out when all browsers are closed.
  - Log out after 20 minutes of inactivity.
- Set your browser’s security options to delete cookies when the browser is closed (use a Google search to find out how to do this for your browser).
- Choose one or more [methods for recovering your lost master password](#), especially if you are not using a family account.

# Credit Report Freezes and Locks



- Freezing your credit protects against identity theft and stops criminals from opening lines of credit in your name.
- Federal law requires credit bureaus to offer free credit freezes and unfreezes.
- Freeze your credit at all three credit companies: [Equifax](#), [Experian](#), and [TransUnion](#).
- Unfreeze: [Equifax](#), [Experian](#), [TransUnion](#).
- Credit locks are similar but may cost something. Advantage: may be easier to unlock. Not necessary if you freeze.

# Banking and credit card alerts



- Bank and credit card alerts via e-mail or text message help you maintain financial control.
- Payment due notices can prevent late payment and associated fees and penalties.
- Balance notifications can warn when your credit card balance gets too high – over 30% of your limit per some experts.
- Spending notifications alert you when charges are applied – you may be able to set the amount above which you wish to be notified, when an international charge has posted, etc.
- Discover can alert you if your SSN appears on a risky website.
- Set up notifications via your bank or credit card issuer website or app.

# Backups



- Back up your data to prevent loss from such things as hardware failure, lost or stolen device, natural or man-made disasters, ransomware attacks, etc.
- If you keep your data, documents in the cloud– Google Drive, Microsoft OneDrive, iCloud, DropBox, etc., -- you can access them from anywhere. You don't need to back them up further except as protection from ransomware attacks.
- If you don't keep your “stuff” in the cloud because you are concerned about privacy, use a backup service that has its own cloud. Choose one that encrypts, has privacy settings, strong passwords, 2FA. Don't store sensitive information there.
- If you're a super-cautious person, also back up to an external drive that you connect only for purposes of backup. This can be protection in the event you are the victim of a ransomware attack.
- Use software that backs up automatically. Cost may depend on how much cloud space you will need, but should be well under \$100/year.
  - Apple's iCloud is great and works on all Apple devices.
  - For Android devices, use the backup settings for Google Drive, the OneDrive app for MS OneDrive, DropSync for DropBox.
  - For Windows computers, Acronis True Image is very highly rated. You can back up a complete image of your computer or something less. You can back up your phone to your computer's hard drive. Carbonite is also a good product that is easy to use.



# Browser Extensions That Help



- [Honey](#) – free browser extension to try coupon codes for you, do Amazon price comparisons, has rewards.
- [PriceBlink](#) – free browser extension for price comparisons, also has ratings
- [Fakespot](#) – grades reviews on shopping sites such as Amazon, TripAdvisor, Yelp.

# Honey and Fakespot Examples

## Honey and Fakespot - Amazon

Canon Genuine Toner, Cartridge 054 Black (3024C001) 1 Pack, for Canon Color Image CLASS MF641Cdw, MF642Cdw, MF644Cdw, LBP622Cdw Laser Printers

Visit the Canon Store

★★★★★ 628 ratings | 6 answered questions

Amazon's Choice for "canon 054 toner cartridge"

7 Highlights found by Fakespot

Best Deal

Price: **\$59.99** ✓prime Today 5PM - 10PM & FREE Returns

May be available at a lower price from other sellers, potentially without free Prime shipping.

Eligible for [amazon smile](#) donation.

Color: Black

**Fakespot Reviews Analysis**  
☆☆☆☆☆  
This is an older analysis.  
B Reanalyze reviews

✓ This seller is Approved  
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