

Recognizing and Reporting Phishing Emails

Target Audience: Y Corporate Employees

Introduction:

In the last year, Y Corporate has discovered 20 instances of phishing emails that employees have interacted with. Luckily, none of the phishing attempts have resulted in a major data breach or compromised personal information of clients, however, they easily could have. The purpose of this training is to give Y Corporate employees a quick refresher on recognizing phishing attempts, how to flag phishing attempts, and what to do if you do interact with what turns out to be a suspicious email.

Learning Objectives:

By the end of this training, the learner will be able to:

- List ways to recognize phishing emails.
- Utilize the “flag phishing” icon in the Y corporate email server.
- Identify the steps to take if they have interacted with a suspicious email.

Seat Time: 5 minutes

Outline:

- Title
- Introduction
- Scenario
- Scenario Outcomes
- Realizing what happened
- Reporting
- Prevention
- Prevention Scenario
- Flagging Suspicious emails
- Summary

- Final Scene

Notes for Reviewers:

Each table in this storyboard represents a scene.

The character speaking will be indicated in the audio/script column as [character].

Audio will be lip synched with character speaking.

Formatting:

Color Palette:  #46668F  #84AA3C  #62B9B9

Font: Lato Regular, titles will use League Gothic

Characters:

Kelly:



narrator/guide

Audio: Vyond text to speech; Jenny

Barry:



Benefits Administrator

Audio: Amazon Polly Matthew

Evelyn:



scenario main character

Audio: Amazon Polly Ruth

Meeting leader:



Other Employee:



Criminal:



1. Title Scene			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene has blue background and white title text on left screen: “Recognizing and Reporting Phishing Emails” Subtitle bar (below title bar) reads in green: “Y Corporate” Kelly is positioned on the right side of the screen.	[Kelly] Welcome to Recognizing and Reporting Phishing Emails from Y corporate! I’m Kelly, and I’ll be your guide!	<i>Kelly slides left to enter screen and is animated throughout narration, gesturing toward the title bar.</i> <i>Title and subtitle enter using pop animation.</i>	

2. Intro Scene			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene opens in an office space, with employee Evelyn working at her desk station computer. Kelly is standing on the left side of the space narrating. Criminal sneaks onto the scene from the right and shoots an arrow toward a target on Evelyn’s desk. While Evelyn is working at her computer, she shows a look of surprise and worry when the arrow hits the target.	[Kelly] Phishing emails are fraudulent messages, attempting to get you to share sensitive information with hackers. Many times, these emails appear to be legitimate. Let’s take a look at just how quickly a phishing attempt could result in a big problem.	<i>Scene opens with iris square effect.</i> <i>Kelly is facing the camera and talking.</i> <i>As narration proceeds , the criminal sneaks onto the lower right of the screen, pulls back a bow and arrow and shoots the arrow at Evelyn’s computer.</i> <i>Evelyn is typing calmly through the narration, until the arrow hits her computer. Then she is animated to show surprise and worry.</i> <i>The criminal exits right, animated to be laughing.</i>	

2. Intro Scene			
		<i>The camera angle starts wide, and then zooms in on Evelyn near the end of the scene.</i>	

3. Scenario part a			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
This scene is set in a conference room, where a meeting will be starting soon. Kelly (head only) is visible in a circle in a corner of the screen, giving the effect that she is an observer of the room, not a participant in the meetings. Evelyn is in the room and visibly checking her phone. 	[Kelly] Evelyn is a Y corporate employee. She has a busy morning with back-to-back meetings in the conference room. Since she has been away from her desk all morning, she quickly checks her email during a break.	<i>Scene transition is a wipe up effect.</i> <i>Camera starts on Evelyn and then zooms out to full screen.</i> <i>Evelyn is typing on her phone and other colleagues are conversing.</i>	

4. Scenario part b			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene has a blue background, featuring a screen which shows an email from “Corporate Portal”, containing a short message and a link. Evelyn’s hand/finger is shown clicking on the link.	[Kelly] Evelyn sees an email from “Corporate Portal”, prompting her to confirm payment for her insurance. She knows her usual payment card is expiring soon, and clicks on the link.	<i>Scene transitions using zoom center, the email screen enters with pop animation, and text enters with typing animation.</i> <i>Hand enters with slide left, and has a tapping action to click on the link.</i>	

5. Scenario part c			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene has a blue background, featuring a screen showing “Y Corporate” login portal. As Evelyn logs in, the screen animates in an odd way.	Evelyn is taken to a site that looks like the Y Corporate login page, but when she entered her company email and password, it didn’t behave the same way.	<i>Scene transition is slide left.</i> <i>The login screen enters with pop animation and the text enters with typing.</i> <i>Each item on the login screen exits with a pop rings animation.</i>	

6. Scenario part d			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene is a dark grey background, with a white arrow pointing downward from the top. A bug crawls down the arrow.	[Kelly] After logging in, Evelyn is redirected to a strange site.	<i>Scene transition is instant.</i> <i>Bug crawls down using a motion path from top to middle of the screen.</i>	

7. Scenario part e			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene returns to the conference room where the scenario started. An associate walks into the room to begin the meeting, and Evelyn's attention is directed away from her phone.	[Kelly] Just then, the organizer enters the room and Evelyn puts her phone down. Evelyn just interacted with a phishing email. It took only seconds to fall victim.	<i>Scene transition is wipe up.</i> <i>Meeting leader walks into the room using a motion path from the left, and waves to the others.</i> <i>All attendees are seated and ready to begin the meeting.</i> <i>Camera starts wide and zooms in toward Evelyn as scene closes.</i>	

8. Scenario outcomes part a			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene is a dark room with a shadowy figure fishing with a fishing pole from a computer.	[Kelly] Scammers now have her username and password for any Y Corporate	<i>Scene transition is rotate down</i> <i>Kelly is animated through the narration.</i>	

8. Scenario outcomes part a			
The figure catches a “fish” that is an envelope of information. A slip of paper that reads “Login” appears to pop out of the envelope. Kelly is off to the side narrating. 	service that uses those credentials.	<i>Shadow figure is animated with a fishing pole and retrieves an envelope from the computer.</i> <i>Paper appears to slide out of the envelope using a slide up animation.</i>	

9. Scenario outcomes part b			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene is another dark room, where a shadowy figure is hanging down from the ceiling “Mission Impossible” style. The figure is attempting to access a computer in the room. Binary numbers are in the background. Bubbles pop up from the computer during Kelly’s narration. Bubbles read: “Email address”, “Date of Birth”, “Social Security #,” and “Account #.”	[Kelly] This could cause a big problem for Y corporate and all of their clients. Depending on Evelyn’s access within the company, this could mean a leak of sensitive data for all employees and clients.	<i>Scene transition is instant.</i> <i>Kelly is animated through narration.</i> <i>Shadow figure lower down from the top of the screen using a motion path.</i> <i>Binary numbers are animated, showing movement in the background.</i> <i>Bubbles enter and exit using pop animation.</i> <i>Kelly slides right off screen as scene ends.</i>	

10. Scenario outcomes part c			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene has a swirling background with the criminal character in the center, pointing to a credit card. Two additional, similar criminal characters are celebrating to the left of the screen; Kelly is narrating on the right. Items pop up and swirl away during the narration, suggesting the credit card is being used for shopping and purchasing various items. 	[Kelly] More personal problems could occur for Evelyn if she happened to use the same password on other frequently used sites, such as her personal banking, email, or browser profiles.	<i>Scene transition is circular reveal and Kelly will enter with a wipe left.</i> <i>Kelly is animated through narration.</i> <i>Background has a swirl animation and items pop to enter and then slide up to exit.</i> <i>Additional criminals are animated to look like they are dancing.</i>	

11. Scenario outcomes part d			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene is centered on a phone, with Kelly narrating off to the side. The phone shows a downloading screen, and then changes to a skull and crossbones.	[Kelly] Additionally, in just one click, Evelyn could have exposed her device to malware.	<i>The scene transition is wipe right.</i> <i>Kelly is animated through the narration.</i> <i>The skull and crossbones enter by fade.</i>	

12. Scenario outcomes part e			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene is a blue background with a light graphic pattern on left and plain blue background on right. Ticking clock is on the left side of the screen, with Kelly narrating. Evelyn is on the right side of the screen looking distressed. Right side of the screen changes to criminal, checking off boxes on a clipboard.	[Kelly] The longer it takes for Evelyn to realize she interacted with a fraudulent email, the more time the scammer has to damage her connected accounts.	<i>The scene animation is dissolve.</i> <i>Kelly is animated through the narration.</i> <i>The clock is animated to show passage of time.</i> <i>Evelyn's enter effect is slide left and exit is wipe right.</i> <i>As Evelyn exits, criminal enters by slide up. Criminal is animated to show her checking off boxes and laughing.</i>	

13. Realizing what happened			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene is an office entrance area with Kelly narrating from a reception desk in the background. Corporate associates are walking in the background. Evelyn approaches Barry for a short conversation.	[Kelly] During her lunch, Evelyn runs into the office's benefits administrator. [Evelyn] Hey Barry! I hope my updated payment went through for my insurance deductible this morning. The website was acting strange.	<i>Scene transition is wipe down.</i> <i>Camera will be closer to Kelly to begin the scene and zoom out to show the whole scene as it unfolds.</i> <i>Barry walks from the back of the scene to the front, Evelyn walks into the scene from the right.</i>	

13. Realizing what happened

	[Barry] Hi Evelyn...I'm not sure what you are referring to—we wouldn't ask for your information through an email. [Kelly] Evelyn now realizes that while checking her email in haste, she had likely interacted with a phishing email this morning. [Barry] I think we'd better contact the Y corporate tech security team. [Evelyn] Yikes, I think you're right.	<i>Characters actions, poses, and expressions change timed with the voiceover.</i>	
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14. Reporting part a

Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene has a blue background with Kelly talking on the left side. A presentation screen on the right side, which shows Evelyn at her desk talking on the phone with a worried face.	[Kelly] If you realize you've interacted with a phishing email, you'll want to report the incident immediately!	<i>Scene transition is wipe right. Kelly is animated through narration.</i> <i>Evelyn is animated to talk on the phone looking worried.</i>	

14. Reporting part a			
An arrow suggesting we are moving to the next scene appears with the words, "How to Report."	Here's how to report...	<i>Arrow entry uses slide right, with text entry slightly delayed.</i>	

15. Reporting part b			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene shows Kelly to the right of a whiteboard. Title bars will enter on the whiteboard. The background is blue. A stoplight icon will accompany title text 1 on a light red bar. [Title Text 1] 1. Stop everything! [Subtitle text 1] Do not try to fix the problem yourself. A phone icon will accompany title text 2, on a green bar. [Title Text 2] 2. Contact by Phone [subtitle text 2] Help Center: 777-867-5309	[Kelly] To report the incident, follow these steps: First, Stop everything! Do not try to fix the problem yourself. Next, contact the Y Corporate Help Center by phone. Then carefully follow all instructions prescribed by your incident responder.	<i>Scene transition is Squeeze-Horizontal Down.</i> <i>Kelly is animated through the narration.</i> <i>Title bar and stoplight will enter first, followed by title and subtitle, then bullet points, timed with narration.</i>	

15. Reporting part b			
A pencil and paper icon will accompany the title text 3, on an aqua bar. [Title Text 3] 3. Follow Instructions [subtitle text 3] Take steps prescribed by your responder.			

16. Prevention part a			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene background is aqua. Kelly is narrating in lower right corner.	[Kelly] Though phishing emails might show up in your inbox, you can prevent falling victim by checking messages carefully.	<i>Scene transition is blinds vertical.</i> <i>Kelly is on scene and animated through narration.</i>	

16. Prevention part a			
Evelyn is on left side of screen holding a magnifying glass. Title “Prevent” is centered on screen; “Phishing” is under a larger magnifying glass with a contrasting color font.	Let’s learn some tips for recognizing phishing.	<i>Other assets enter with slide animation as narration continues.</i>	

17. Prevention part b			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene has aqua background Kelly is positioned next to a presentation screen. Title at the top of the screen reads: “Prevention Tip #1: Be Suspicious of Links.” Subtitle below reads: “Hover over links to see the real target.” Below the title is a screen showing the email from “Corporate Portal” featured in an earlier scene, with a short message and a link. A cursor arrow shows a hovering action over the link, and the link target is shown at the bottom of the browser screen.	[Kelly] The first tip for preventing phishing is to always be suspicious of links. Never just click a link to see where it goes. Instead, hover your mouse over the link to see the real link target.	<i>Scene transition is dissolve.</i> <i>Kelly is on screen, lower left and animated through narration.</i> <i>Title bar, glass icon and text slide in from left.</i> <i>Email screen entry effect is pop, and email text enters by typing.</i> <i>Cursor arrow enters with a curved motion path and rests to hover on the link in the email.</i> <i>Link target text entry is instant.</i> <i>Camera will zoom in on the link and target nearing the end of the scene.</i>	

17. Prevention part b			
The target is a fraudulent site, “www.imstealingyourinfo123456.co m”			

18. Prevention part c			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene has aqua background Kelly is positioned next to a presentation screen. Title at the top of the screen reads: “Prevention Tip #2: Inspect Sener Address” Subtitle below reads: “Use the dropdown to see message details.” Scene features a screen showing the email from “Corporate Portal” featured in an earlier scene, with a short message and a link. A cursor arrow clicks on the dropdown next to the sender name, and a “details” box pops up. Details box text: From: Corporate Portal <jmathief6789@gotmail.com> To: Evelyn Smith <smitheve@ycorp.com>	[Kelly] Another tip to spot a phishing email is to inspect the sender address using the details dropdown. Now we can see this sender address is looking fishy. Also note, it was sent outside of business hours, and was sent by gotmail, not Y corp.	<i>Scene transition is wipe right.</i> <i>Kelly is on screen, lower left and animated through narration.</i> <i>Title bar, glass icon and text slide in from left.</i> <i>Email screen entry effect is pop, and email text enters by typing.</i> <i>Cursor arrow enters with a custom motion path and is animated to click on the dropdown in the email From field.</i> <i>The details box entry is instant.</i> <i>Camera angle changes from full screen to zoom in on details box, timed with narration reference.</i>	

18. Prevention part c			
Date: Aug 31, 2023, 3:14am Subject: Action needed: Update your information Mailed by: gotmail.com			

19. Prevention part d			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene has aqua background Kelly is positioned next to a presentation screen. Title at the top of the screen reads: "Prevention Tip #3: "Go to the source" Subtitle below reads: "Use a known form of communication to contact." On the presentation screen is Evelyn at her computer station, and picking up the phone. A speech bubble pops up, that reads "Hi Barry, did you send me an email about payments?"	[Kelly] Our third tip to avoid phishing is to go directly to the source. Instead of using a link or phone number contained in an email, call the person or company directly using a known number, or go directly to the company's website to see if they are really trying to contact you. Evelyn could have prevented her trouble by looking at her email carefully or by making a short phone call.	<i>Scene transition is wipe right.</i> <i>Kelly is on screen, at left and animated through narration.</i> <i>Title bar, glass icon and text slide in from left.</i> <i>Evelyn is animated to show she is working on her computer. Before the end of the scene, she shows a concerned look.</i>	

20. Flagging suspicious emails part a			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene has blue background, split vertically between two shades. Kelly is narrating on the right side. Evelyn enters the left side waving a red flag. The scene completes with Evelyn putting the flag in the ground.	[Kelly] If you receive a phishing attempt, it's likely others in Y corporate will receive it too. Now that you can recognize phishing, you can help protect others using our Phish Flag tool.	<i>Scene transition in iris right.</i> <i>Kelly is animated through narration.</i> <i>Evelyn marches in with flag using a motion path from the left.</i> <i>As narration completes, Evelyn is animated to put her flag in the ground.</i>	

26. Flagging suspicious emails part b			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene has a blue background with title bar and text "Flagging Suspicious Emails" A red flag icon accompanies the title text. Scene features a screen showing the email from "Corporate Portal" featured in an earlier scene, with a short message and a link.	[Kelly] If you suspect a fraudulent email, select the suspicious message and then click on this fish flag tool in your email window to report the message to our security team.	<i>Scene transition is wipe right.</i> <i>Kelly is on screen, lower left and animated through narration.</i> <i>Title bar, flag icon and text slide in from left.</i> <i>Email screen entry effect is pop, and email text enters by typing.</i>	

26. Flagging suspicious emails part b			
A cursor arrow clicks on the close icon, and then screen changes to the email home screen. The cursor then clicks the selection box next to the email, and the fish hook icon.		<i>Cursor arrow enters with a custom motion path and is animated to click on the close button on the email. After clicking the cursor exits instantly.</i> <i>The email message exits instantly and the email home screen enters instantly.</i> <i>Cursor arrow enters with a custom motion path and is animated to click on the selection box next to the email. A check mark instantly enters in the selection box and the cursor instantly exits.</i> <i>The camera angle zooms in on the phishing button as narration references it.</i> <i>Cursor arrow enters with a custom motion path and is animated to click on the fish hook icon.</i>	

27. Flagging suspicious emails part c			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
The scene shows a team of IT employees working at their computers.	[Kelly] Our team will investigate the message and determine what course of action should be taken.	<i>Scene transition is iris right.</i> <i>Kelly is animated through narration.</i> <i>The IT team is animated to show they are working on computers.</i>	

27. Flagging suspicious emails part c			
Kelly is at one side of the scene narrating.			

28. Summary			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene has aqua background. Kelly is to one side narrating. Title bar at top of screen reads: "Summary" A chart or graphic is shown to summarize the tips for recognizing phishing. Chart title is "Tips for Recognizing Phishing" Bullets/parts of chart are: - Always be suspicious of links - Inspect the sender address - Contact the sources directly Chart will exit as narration reference ends. Fish hook icon will be featured in the scene when it is referenced and exit after. A chart or graphic is shown to summarize the steps to take if a	[Kelly] Let's summarize what we've learned. Tips for recognizing phishing emails are: Always be suspicious of links, Inspect the sender address, and Contact the source directly. If you spot a phishing email, flag it using the phishing icon. This will alert our team. Lastly, if you mistakenly interact with a fraudulent email, follow these steps: Stop everything,	<i>Scene transition is vertical bars.</i> <i>Kelly is on scene and is animated throughout narration.</i> <i>Slide title bar and text slide in from the left.</i> <i>When referenced with narration, Tips Chart enters the screen with pop animation. Text and bullets enter by typing, timed with narration.</i> <i>When narration referencing this chart ends, it exits with wipe right.</i> <i>When referenced with narration, Fish Hook icon enters with pop animation.</i> <i>When narration referencing the fish hook ends, it exits with wip right.</i> <i>When referenced with narration, Steps Chart enters with pop animation. Text and bullets enter by typing, timed with narration.</i>	

28. Summary			
fraudulent email has been interacted with. Chart title is “If You Interact with a Suspicious Email” Bullets/parts of chart are: • Stop everything • Contact the Help Center by phone • Write down information • Wait for follow-up	Contact the Help Center by phone, then follow all instructions from your responder.		

29. Final Scene			
Visuals/Graphic	Script/Audio	Programming/Animation Notes:	Comments
Scene has blue background, split vertically between two shades. Kelly is narrating on the lower right side. Evelyn enters the left side triumphant and lifting a trophy. Her colleagues cheer her on. Criminal and additional criminals are looking frustrated and defeated on the right side of the screen. Scene closes with only Kelly visible, waving to the camera. Center screen title reads, “Thank you from Y Corporate!”	[Kelly] Y corporate thanks you for helping defend our employees and clients against attacks by phishing. Using what you’ve learned today will help keep scammers at bay and protect us all from becoming victims. Thanks for watching!	<i>Scene transition is vertical bars.</i> <i>Evelyn slides in from right and is animated to show triumph. Colleagues slide in from left, animated to cheer on Evelyn.</i> <i>Criminals slide in from right and are animated to show defeat and frustration.</i> <i>As narration completes, all characters except Kelly slide off to the right.</i> <i>Title banner enters by pop animation and Kelly is animated to wave.</i>	

