

# How to Secure Your e-Mail



## What is an e-mail?

Electronic mail also known as email or e-Mail is a mechanism of exchanging messages from sender to one or more recipients. The first thing you need to send and receive e-mails is an e-mail address. Currently we can find many service providers to create an account to send and receive e-mail.

Ex:

1. Yahoo
2. Google
3. Hotmail, etc

## e-Mail security

In the present world, e-mail security is one of the major concerns of Information Technology field as it's affected from most of the new vulnerabilities and exploits. Recent surveys mentioned that e-mail is more valuable than phone in business communications. It is no wonder that most of the organizations as well as the general public concern about e-mail security.

## What are the threats to e-mail security?

- **Viruses**
  - Viruses have the ability of destroying data and bringing down the entire e-mail system.
- **Spam**
  - Spam is considered as a security threat because the volume of it can directly effect to the system availability and also it can carry viruses.
- **Phishing**
  - Phishing is known as identity thieves target customers of financial institutions and online retailers. Phishing uses spam techniques to generate huge number of e-mail tricking users to provide their personal details such as credit card numbers and passwords.

## Most common ways to act against e-mail threats

- Before open your e-mail client
  - Check whether the virus guard is up to date.
- New e-mail received:
  - Check the validity of the sender:
    - *If you can't validate – Discard*
  - Check the subject, body and Attachment are trusted:
    - *If you can't trusted– Discard.*

## Special Consideration

- When an e-mail received from unknown source

- Don't click any links in the e-mail
- Don't download any attachments.
- Don't forward it to anyone.
- Don't submit any of your personal details

### How to configure an e-mail password in a secure way

- Check the complexity of the e-mail password.
- Secure password would configure as follows

#### EX: 1 –

In this scenario we can use something like this. I think smart way to develop an easy to remember password is to combine three small words like 'ballbatwicket', 'tomjerrymicky' or etc. Then we can add more security by capitalize the first letters of the different words. Ex: 'BallBatWicket'. Then we can add a number at the anywhere of the password. That could be your favorite number or some other number that you can remember easily. We can add a symbol to the password as well. That symbol could be anything you familiar. Now we can write a secured password likethis'2BatBallWicket#'.

EX: 2 - "My school at Moratuwa" may become "mi\$#@MT"

### Example Scenarios

- Scenario 1

Andrew is a businessman who is dealing with foreign clients. Most of the time, he is travelling all around the world. Today morning one of Andrew's friends called "James" received following email.

**From:** Andrew@mail.com  
**To:** James@tmail.com  
**Subject:** "James I need a big favor"

Hi James,

Dude, Currently I am in Germany and I am facing a big problem rite now. I lost my valet last night. I lost all my credit cards and cash. Herewith I am sending an accounts details of hotel manager which I reside at the moment. I will return the money when I come back. I have deactivated all my cards few minutes ago. Your help would me much appreciated.

**Name:** Michel Thomas  
**Account Number:** 100938883980  
**Bank:** Barclays Bank

Best Regards  
 Andrew.



*What should do after receiving such an e-mail -*

- **Do not reply to this e-mail**
- **Do not send any of your personal details**
- **Do not transfer any money to mentioned account**
- **Inform TechCERT about this matter**

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• **Scenario 2**

“Manel” Received following e-mail Last night

**From: Mailinglistadmin@Dmail.com**  
**To: Manel1234@Dmail.com**  
**Subject: Password Verification**

Dear Manel,

Hope you are doing well,

Dmail is in the process of verifying all their users’ password due to system account upgrade. Please reply to this email by submitting your current password. Your early response would be much appreciated.

Best Regards  
Dmail Team.

*What should do after receiving such an email -*

- **Do not reply to this e-mail**
- **Do not forward it to any one**
- **Inform “Dmail” about this matter**
- **Inform TechCERT about this matter**

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• **Scenario 3**

“Philip” is a physician and last 10 years he is dealing with “Megabank” for his banking purposes. Today morning he received following email.

**From: MegaBankonline@megabank.com**  
**TO: Philip123@smail.com**  
**Subject: New Internet Banking Features**



Dear Customer,

“Mega Bank” is always thinking about the value added services and try to enthusiast our customers while on their business. “Mega Bank ” Internet banking system now has more features to increase the efficiency of Internet banking Please click the following link and feel the difference.

<http://www.megabanknewonline.com/login.php>

Best regards  
Mega Bank Team.

*What should do after receiving such an e-mail -*

- **Do not click the link**
- **Do not forward it to anyone**
- **Inform “Mega Bank” about this matter**
- **Inform TechCERT about this matter**

If you have any questions, please inform us:

<https://techcert.lk/en/report-form>

Tel - +94 11 4 462 562

e-mail - [help@techcert.lk](mailto:help@techcert.lk)

This document was prepared by the Training Division of LK Domain Registry in collaboration with the Internet Society Sri Lanka Chapter.

For more details please visit <http://nic.lk/index.php/training-materials>.

