

SAFE HOUSING: CYBER FOR BOARDS AND STAFF

Social Engineering

- Phishing - generic mass emails
- Spear Phishing - targeted attacks using lookalike websites
- Whaling - executive level targets
- Smishing/Vishing/Quishing - text/voice/QR code-based attacks
- Business Email Compromise - invoice fraud, impersonation of executives

Emails & Links

- Who is communication from? What are they asking? Are you expecting it?
- World events spur fake emails
- Watch links in emails, texts, DMs, chats and social media
- Implement a two-step payment verification process that includes a non-email check if it looks strange (use phone or text)
- Turn on AUTODEPOSIT for eTransfers

QR Code Risks

QR codes can:

- Trigger downloads / Send payments / Link to phishing sites

Defense tips:

- Check the link (www)
- Don't scan strange QR codes

Passwords

- Your work password needs to be unique
- DO NOT use personal info in passwords
- DO NOT use the same password for multiple websites
- Use long phrases for passwords (12 – 14 chars)
- Use 2 factor authentication & password manager

Social Media

- Audit your friend list on social media
- Pictures contain background info
- Posts can be used against you
- Avoid "Ad" or "Sponsored" Google results

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Artificial Intelligence

- AI can hallucinate and make mistakes
- Be transparent when using AI
- Always review AI output for accuracy
- Don't use AI to make decisions
- Don't upload sensitive information into AI

ChatGPT

- openai.com

Prompt: ACDQ

- ACT - Tell it to act as an expert in a subject
- CONTEXT - Describe what you're looking for
- DEEPLY - Tell it to think deeply about the response
- QUESTION - tell it to ask you questions to get the best response

Example ChatGPT prompts

- Act like an emergency plan advisor for buildings. Make a one-page Emergency Action Plan for fire, flood, and power outage. Think deeply about evacuation roles, meeting places, key contacts, priorities (water, generator), what to tell tenants, and first 24-hour actions. Ask if you need building size or local emergency contacts.
- Act as a property manager. Create a 3 paragraph confirmation message for a tenant maintenance request. Think deeply and Include request ID, brief description, and note that a technician will contact them. Say an emergency number if urgent. Ask if you need the ticket system link or phone number before finalizing.