

eLearning Storyboard

Identifying Phishing Scams

Scene 1: Introduction

Slide 1.1: Welcome	
Audio Narration	On-Screen Text, Graphics & Other Elements
Welcome to this course on identifying phishing scams. We're excited to have you here. Click the Let's Get Started button when you're ready to begin.	DKA Corp. logo Course title: Identifying Phishing Scams image
Technical Notes	
Learner clicks the Let's Get Started button to proceed to the next slide.	

Slide 1.2: Meet Irene	
Audio Narration	On-Screen Text, Graphics & Other Elements
Meet Irene, a new employee here at DKA Corporation, who was recently hired on a hybrid work schedule. Irene has been issued a company cell phone, laptop, and desktop computer in our office. While each of these devices make Irene's work life easier and convenient they also present opportunities for phishing attacks.	DKA Corp. logo Images of Irene in office setting
Technical Notes	
Animations will play in sync with audio narration.	

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Slide 1.3

Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Let's take a look at an example. Irene just received this email and clicks on the attachment provided.</p> <p>Unfortunately, Irene did not review the email carefully and has downloaded a virus to her computer. Irene is concerned about the virus she downloaded and wants to know why is it important to know how to identify a phishing scam so it doesn't happen again.</p>	<p>Sample email Irene clicks on the attachment</p> <p>Image of virus appears</p>

Technical Notes

Animations will play in sync with audio narration.

Slide 1.4

Audio Narration	On-Screen Text, Graphics & Other Elements
<p>In this course we're going to help Irene:</p> <ul style="list-style-type: none"> • identify the common signs of phishing scams, • identify when to report phishing attempts, and 	<p>Image of Irene</p> <p>In this course we're going to help Irene:</p> <ul style="list-style-type: none"> • identify the common signs of phishing scams • identify when to report phishing attempts

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<ul style="list-style-type: none"> how to accurately report a phishing scam to the IT department. <p>We have a lot to cover, so let's get started! Click the next button to continue.</p>	<ul style="list-style-type: none"> how to accurately report a phishing scam to the IT department
Technical Notes	
<p>Animations will play in sync with audio narration. Learner clicks the Next button to proceed to the next slide.</p>	

Slide 1.5: What is Phishing?	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Let's begin with understanding What is Phishing.</p> <p>Phishing is the practice of sending fraudulent communications that appear to come from a legitimate and reputable company you trust.</p> <p>Phishing is a dangerous, damaging, and an increasingly common type of cyberattack.</p> <p>Click on the email to continue.</p>	<p>Image of Irene questioning what is phishing</p> <p>Image of phishing scam</p> <p>Phishing is the practice of sending fraudulent communications that appear to come from a legitimate and reputable company you trust.</p> <p>Phishing is a dangerous, damaging, and an increasingly common type of cyberattack.</p> <p>The attacker's goal is to steal money, gain access to sensitive data and login information, or to install malware on the victim's device.</p>

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<p>The attacker's goal is to steal money, gain access to sensitive data and login information, or to install malware on the victim's device.</p> <p>Click the next button to continue.</p>	<p>It only takes one successful phishing attack to access your data, which is why it is always important to Think Before You Click.</p>
Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Interactive buttons or tabs that reveal additional content when clicked.</p> <p>Learner clicks the Next button to proceed to the next slide.</p>	

Slide 1.6: Why is it important to know how to identify a phishing scam?	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Irene wants to know what risks can come from being a victim of a phishing scam. Click on the icons to learn more.</p>	<p>Click on the tabs to learn more on how phishing attacks can be dangerous on the personal and professional level.</p> <p>Tab interactions for personal and professional examples, with additional text content:</p> <p>tab one: Personal phishing risks include:</p> <ul style="list-style-type: none"> • Money stolen from your bank account • Fraudulent charges on credit cards • Lost access to photos, videos, and files

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<p>Click the next button to continue.</p>	<ul style="list-style-type: none"> • Fake social media posts made in your accounts, putting friends or family members at risk <p>tab two: Professional phishing risks include:</p> <ul style="list-style-type: none"> • Loss of corporate funds • Exposing information of partners, coworkers, and customers • Files becoming locked and inaccessible • Damage to the organization's reputation
Technical Notes	
<p>Animations will play in sync with audio narration. Interactive buttons or tabs that reveal additional content when clicked. Learner clicks the Next button to proceed to the next slide.</p>	

Scene 2: How to identify common signs of phishing scams

Slide 2.1: Samples of Phishing attempts	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Alright now, Irene understands the concept of phishing and the risks of being a victim. Now, let's review a few examples of phishing attempts. Click on each icon to learn more.</p> <p>Phone Call:</p>	<p>DKA Corp. logo Image of Irene</p> <p>Click to reveal tabs: interaction on phishing scam samples</p> <p>icon one: Phone Call Phishing Phone Example with sound:</p>

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<p>Scammer: "Hello, this is John from the IT Department. I'm calling to inform you that we've detected a virus on your company computer. It seems like it's compromising your system's security, and we need to take immediate action to remove it."</p> <p>Irene: "There's a virus on my computer?"</p> <p>Scammer: "Yes, it appears that malicious software has been downloaded onto your system. To prevent further damage, I need you to verify your company account credentials so I can remotely access your computer and resolve the issue. If we don't take action right away, it could impact your work and put company data at risk."</p> <p>Irene: "What do you need from me to do?"</p> <p>Scammer: "I just need you to provide your username and password so I can quickly log in and remove the virus. This is a very common issue we're seeing with several employees, and we're working to resolve it immediately. Don't worry, but please act fast."</p>	<p>Scammer: "Hello, this is John from the IT Department. I'm calling to inform you that we've detected a virus on your company computer. It seems like it's compromising your system's security, and we need to take immediate action to remove it."</p> <p>Irene: "There's a virus on my computer?"</p> <p>Scammer: "Yes, it appears that malicious software has been downloaded onto your system. To prevent further damage, I need you to verify your company account credentials so I can remotely access your computer and resolve the issue. If we don't take action right away, it could impact your work and put company data at risk."</p> <p>Irene: "What do you need from me to do?"</p> <p>Scammer: "I just need you to provide your username and password so I can quickly log in and remove the virus. This is a very common issue we're seeing with several employees, and we're working to resolve it immediately. Don't worry, but please act fast."</p> <p>icon two: Text Message</p> <p>Image of front of phone with Phishing Text Message</p> <p>Example with sound:</p> <p>USPS Notification: Your package is being held due to incorrect delivery information. Please confirm your details to avoid return. Click here to update your address: Link</p>
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<p>Click the next button to continue</p>	<p>Failure to respond in 24 hours will result in the package being returned.</p> <p>icon three: Email Message</p> <p>Example with sound:</p> <p>Subject: Urgent: Action Required for Account Credentials</p> <p>Dear Valued Employee,</p> <p>Our system shows that your access to the company's resources is about to expire. To avoid any disruption, please log in and verify your account credentials immediately to ensure continued access to essential materials.</p> <p>Click the link below to log in and verify: <u>Login Here</u></p> <p>Failure to comply within the next 24 hours will result in the suspension of your account and restricted access to company resources.</p> <p>We appreciate your prompt attention to this urgent matter.</p> <p>Best regards, Training Support Team IT Department</p>
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Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Interactive buttons or tabs that reveal additional content when clicked.</p> <p>Learner clicks the Next button to proceed to the next slide.</p>	

Slide 2.2: How to identify common signs of phishing scams?	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>All three types of these phishing attempts share several key tactics designed to deceive Irene.</p> <p>Let's take a look at the red flags that phishing attempts share.</p> <ol style="list-style-type: none"> 1. Sense of Urgency 2. Requests for Personal Information 3. Unexpected Communication 4. Impersonation of Legitimate Entities 5. Suspicious Links or Attachments 6. Poor Grammar or Inconsistencies <p>These are strong indicators of phishing scams and Irene needs to recognize and avoid falling for them.</p> <p>Click the next button to continue.</p>	<p>Image of hacker</p> <ol style="list-style-type: none"> 1. Sense of Urgency 2. Requests for Personal Information 3. Unexpected Communication 4. Impersonation of Legitimate Entities 5. Suspicious Links or Attachments 6. Poor Grammar or Inconsistencies
Technical Notes	
Animations will play in sync with audio narration.	

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Learner clicks the Next button to proceed to the next slide.

Slide 2.3: Check Your Knowledge

Audio Narration

It's now time to check your knowledge.
Click the next button to continue.

On-Screen Text, Graphics & Other Elements

Title slide reused without DKA Corp. logo
Check Your Knowledge

Technical Notes

Learner clicks the Next button to proceed to the next slide.

Slide 2.4: Question 1

Audio Narration

Read the email, select an option, then click Submit to see how you did.

On-Screen Text, Graphics & Other Elements

DKA Corp. logo

Multiple-choice question –

Is the following email a phishing attempt?

Image of email with Phishing attempt:

Subject: Upcoming Conference: Join Us for an Inspiring Experience!

Dear Team,

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	<p>We are excited to announce an upcoming conference in March 2025 designed to inspire and equip us with new insights, skills, and connections to enhance our work together. This event will bring together industry leaders, thought-provoking sessions, and interactive workshops tailored to our goals and growth.</p> <p>Please mark your calendars and stay tuned for registration details. We look forward to seeing you there and sharing this enriching experience together!</p> <p>Best Regards, HR Manager ****</p> <p>Options: Yes No (correct)</p>
Technical Notes	
<p>Multiple-choice question. Learner has one attempt to get the question correct before proceeding. Learner clicks the Next button to proceed to the next slide.</p>	

Slide 2.5: Question 2	
Audio Narration	On-Screen Text, Graphics & Other Elements
	<p>DKA Corp. logo</p> <p>Multiple Choice question Which of the following could be a sign of a phishing email?</p> <ul style="list-style-type: none"> a) Language that implies immediate action (correct) b) A standard request for customer service feedback

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	c) A friendly greeting that includes your full name d) A link that leads to a trusted company's website
Technical Notes	
Multiple-choice question. Learner has one attempt to get the question correct before proceeding. Learner clicks the Next button to proceed to the next slide.	

Slide 2.6: Question 3	
Audio Narration	On-Screen Text, Graphics & Other Elements
	<p>Image of cell phone with text message phishing attempt</p> <p>Multiple choice quiz slide, where the learner analyzes a text message to help Irene determine if it is a phishing attempt.</p> <p>Irene received the following text message. Is it a phishing attempt?</p> <p>Options: Yes No (correct)</p>
Technical Notes	
Multiple-choice question. Learner has one attempt to get the question correct before proceeding. Learner clicks the Next button to proceed to the next slide.	

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Scene 3: How to accurately report phishing attempts to the IT department

Slide 3.1: What should Irene NOT do if she suspects a phishing email?

Audio Narration	On-Screen Text, Graphics & Other Elements
<p>So now that Irene is able to identify the common signs of a phishing attempt, let's take a closer look of what not to do when she receives an attempt.</p> <p>By avoiding clicking on links, opening attachments and replying to the email, you reduce the risk of exposing your personal information and keeping your systems secure from unauthorized access.</p>	<p>Image of computer with email</p> <p>Click-to-reveal tabs interaction of a sample phishing email, outlining a checklist of what not to do:</p> <ul style="list-style-type: none">• Do not reply to the email<ul style="list-style-type: none">◦ Engaging with the sender signals that your account is active and monitored, potentially leading to more targeted phishing attempts.• Do not provide personal or financial information<ul style="list-style-type: none">◦ Any shared data, like login credentials or banking details, can be misused for identity theft or financial fraud.• Do not click on any links or open any attachments<ul style="list-style-type: none">◦ Phishing emails often contain malicious links or attachments that, once clicked or downloaded, can install malware on your device, allowing attackers access to sensitive information.

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Click the next button to continue.	
Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Interactive buttons or tabs that reveal additional content when clicked.</p> <p>Learner clicks the Next button to proceed to the next slide.</p>	

Slide 3.2: What should Irene NOT do if she suspects a phishing email?	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>So now that Irene is able to identify the common signs of a phishing attempt, let's take a closer look of what not to do when she receives an attempt.</p> <p>Do not provide personal or financial information</p> <p>Any shared data, like login credentials or banking details, can be misused for identity theft or financial fraud.</p> <p>Click the next button to continue.</p>	<p>Image of email</p> <p>Do not provide personal or financial information</p> <p>Any shared data, like login credentials or banking details, can be misused for identity theft or financial fraud.</p>
Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Interactive buttons or tabs that reveal additional content when clicked.</p> <p>Learner clicks the Next button to proceed to the next slide.</p>	

Slide 3.2: What should Irene NOT do if she suspects a phishing email?	
Audio Narration	On-Screen Text, Graphics & Other Elements

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<p>Do not provide personal or financial information Any shared data, like login credentials or banking details, can be misused for identity theft or financial fraud.</p> <p>Click the next button to continue.</p>	<p>Do not provide personal or financial information Any shared data, like login credentials or banking details, can be misused for identity theft or financial fraud.</p>
Technical Notes	
<p>Animations will play in sync with audio narration. Interactive buttons or tabs that reveal additional content when clicked. Learner clicks the Next button to proceed to the next slide.</p>	

Slide 3.3: What should Irene NOT do if she suspects a phishing email?	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Do not click on any links or open any attachments Phishing emails often contain malicious links or attachments that, once clicked or downloaded, can install malware on your device, allowing attackers access to sensitive information.</p> <p>By avoiding clicking on links, opening attachments and replying to the email, you reduce the risk of exposing your personal information and keeping your systems secure from unauthorized access.</p> <p>Click the next button to continue.</p>	<p>Do not click on any links or open any attachments Phishing emails often contain malicious links or attachments that, once clicked or downloaded, can install malware on your device, allowing attackers access to sensitive information.</p>
Technical Notes	
<p>Animations will play in sync with audio narration.</p>	

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Interactive buttons or tabs that reveal additional content when clicked.
Learner clicks the Next button to proceed to the next slide.

Slide 3.4: How would Irene report phishing attempts to the IT department?

Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Alright now, Irene recognizes what to look for in a phishing attempt but what should she do when she receives an email that is suspicious?</p> <p>Click the next button to continue.</p>	<p>image of Irene</p>
Technical Notes	
<p>Learner clicks the Next button to proceed to the next slide.</p>	

Slide 3.5: steps to report

Audio Narration	On-Screen Text, Graphics & Other Elements
<p>DKA Corporation's email platform, Outlook, has a built-in phishing reporting tool. By selecting Report option, Irene can quickly flag suspicious messages, which helps our IT team monitor and block similar threats across our organization.</p> <p>Click the next button to continue.</p>	<p>Image of Irene</p> <p>Image of email ribbon sample, Interactively guiding learner the following steps:</p> <ol style="list-style-type: none">1. Click Report2. Select Report Phishing3. Click on Report and Block4. Click the close button

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Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Learner clicks the Next button to proceed to the next slide.</p>	

Slide 3.6: Contact the IT department	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>If Irene is unsure whether to report the email or not, no worries, our IT team is here to help. If there are any questions about the validity of the email, text message or phone call, contact the IT Department at 800-888-6708.</p> <p>Click the next button to continue.</p>	<p>Image of Irene</p> <p>Any questions about the validity of the email? contact the IT Department at 800-888-6708</p>
Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Learner clicks the Next button to proceed to the next slide.</p>	

Scene 4: Put it into Practice

Slide 4.1: Check Your Knowledge	
Audio Narration	On-Screen Text, Graphics & Other Elements

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<p>In this course you've helped Irene learn the common signs of phishing attempts and, when and how to accurately report them. Let's check your knowledge by completing the next series of questions.</p> <p>Be sure to select your choice and then click the submit button to check your answer.</p>	<p>Multiple choice quiz slide (text message)</p> <p>Image of cell phone with the following text message: IT Department: We've detected an attempt to log into your work email account. To confirm your identity, please reply to this message with the passcode you receive. If we don't receive your response, your account may be temporarily frozen. What should Irene do?</p> <ul style="list-style-type: none"> a) Send the passcode b) Reply to the message and ask follow-up questions c) Report the incident to the IT Department a) Copy the message and send it to her friend
Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Multiple-choice question. Learner has one attempt to get the question correct before proceeding.</p> <p>Learner clicks the Next button to proceed to the next slide.</p>	

Slide 4.2: Check Your Knowledge	
Audio Narration	On-Screen Text, Graphics & Other Elements
	<p>Multiple choice quiz slide (email)</p> <p>Image of laptop screen with Sample email:</p> <p>From: IT Support Team itsupport@adkcorp.com</p>

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	<p>Subject: Urgent: Password Reset Required!</p> <p>Dear Employee,</p> <p>We have detected suspicious login attempts on your account. To secure your information, we require you to reset your password within 24 hours. Please click the link below to update your credentials:</p> <p><u>Reset Your Password</u></p> <p>Failure to complete this action may result in a temporary suspension of your account.</p> <p>Thank you, IT Support Team</p> <p>Help Irene identify the red flags in this phishing attempt? Select all that apply.</p> <ul style="list-style-type: none">a) Sense of Urgencyb) Suspicious Linkc) Generic Greetingd) Unexpected Communication
Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Multiple-choice question. Learner has one attempt to get the question correct before proceeding.</p>	

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Learner clicks the Next button to proceed to the next slide.

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Slide 4.3: Check Your Knowledge	
Audio Narration	On-Screen Text, Graphics & Other Elements
	<p>Multiple choice quiz slide (phone call)</p> <p>Irene just received a phone call from someone in the security department and they accused her of mishandling sensitive information and demanded that she give them remote access to her laptop immediately. What should Irene do?</p> <ul style="list-style-type: none"> a) Immediately give them access to resolve the issue quickly b) Ask your co-worker what you should do c) Call the security department and verify the request d) Hang up and call them back
Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Multiple-choice question. Learner has one attempt to get the question correct before proceeding.</p> <p>Learner clicks the Next button to proceed to the next slide.</p>	

Slide 4.4: Check Your Knowledge	
Audio Narration	On-Screen Text, Graphics & Other Elements
	<p>Multiple choice quiz slide (email)</p> <p>Irene received an email with an attachment from a co-worker, but she wasn't expecting it, what should she do?</p>

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	<ul style="list-style-type: none">a) Verify with her co-worker before opening itb) If it's from someone she knows, she doesn't need to worryc) Nothing, her email software will scan for anything maliciousd) Preview the attachment
Technical Notes	
Multiple-choice question. Learner has one attempt to get the question correct before proceeding. Learner clicks the Next button to proceed to the next slide.	

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Slide 4.5: Check Your Knowledge

Audio Narration	On-Screen Text, Graphics & Other Elements
Irene has received a phishing email attempt. Click on the correct steps to report this email to the IT department. You must complete this question correctly to complete the training.	DKA Corp. logo Irene has received a phishing email attempt. Click on the correct steps to report this email to the IT department. Image of sample email Learner will select the steps on screen (interactive): 1) click on Report 2) click on Report Phishing 3) click on Report and Block
Click the next button to continue.	
Technical Notes	
Interactive buttons or tabs that reveal additional content when clicked. Learner clicks the Next button to proceed to the next slide.	

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Scene 5: Course Summary & Conclusion

Slide 5.1: Next Steps	
Audio Narration	On-Screen Text, Graphics & Other Elements
<p>Congratulations on completing this course on DKA Corporation's Identifying Phishing Scams. The next time you receive an attempt, you'll have the skills to:</p> <ul style="list-style-type: none">• identify the common signs of phishing scams,• identify when to report phishing attempts, and• how to accurately report a phishing scam to the IT department. <p>Click the resources tab to download a one-page cheat sheet to help you remember the common signs and how to report it to the IT department, and remember, Think Before You Click.</p> <p>You may now exit this course.</p>	<p>DKA Corp. logo</p> <p>Congratulations on Completing this Course!</p> <p>Image of <i>Think Before You Click</i></p>
Technical Notes	
<p>Animations will play in sync with audio narration.</p> <p>Resources button in player offers downloadable cheat sheet.</p> <p>Learner clicks the Exit button in player to leave course.</p>	