Phishing emails appearing to come from Blackboard

Issue Overview

Phishing scams use fraudulent emails to get users to reveal confidential information. Such emails usually look like they come from a legitimate organization such as Blackboard but contain links to illegitimate sites.

Blackboard has become aware of a mass phishing scam targeting customers using Blackboard Learn. To be clear, Blackboard Learn has not been hacked -- these are emails sent directly from a spammer to emails it may have harvested by spidering the institution's websites for email addresses.

Examples of Phishing Attempts

It is important to realize that the messages will vary.

EXAMPLE 1: "RECEIVED NEW MAIL"

<table>
<thead>
<tr>
<th>Purported Sender</th>
<th>Blackboard ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Subject</td>
<td>Received New Mail [School Board]</td>
</tr>
</tbody>
</table>
| Content          | From: Blackboard its [mailto:leap@blackboard.com]  
                      Sent: Monday, June 22, 2015 12:16 PM  
                      To: [School Board]  
                      Subject: Received New Mail [School Board]  
                      Dear blackboard user:  
                      You have 2 unread messages from your Admin stored in your Blackboard area.  
                      Please login below to view messages:[key]  
                      The above link will become inactive 10 minutes after mail has been read.  
                      Thanks for your attention  
                      Regards,  
                      Blackboard ITS |

EXAMPLE 2: "NEW COURSE INFORMATION"

<table>
<thead>
<tr>
<th>Purported Sender</th>
<th>Blackboard Learn <a href="mailto:notifications@blackboard.com">notifications@blackboard.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Subject</td>
<td>New Course Information</td>
</tr>
</tbody>
</table>
| Content          | Good Morning,  
                      An important course form has been posted to you through the Blackboard Learning System.  
                      Please sign in immediately to view the form.  
                      Click here to sign in <--Link to malicious website  
                      Thank you,  
                      Blackboard Learn. |
### Example 3: "Blackboard Learn: Important New Course"

<table>
<thead>
<tr>
<th>Purported Sender</th>
<th>Blackboard Learn <a href="mailto:email@blackboard.com">email@blackboard.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Subject</td>
<td>Blackboard Learn: Important new course</td>
</tr>
</tbody>
</table>
| Content          | Dear Staffs/Students  
|                  | Access to e-mail is about to expire,   
|                  | We recommend that you upgrade your      
|                  | account to avoid the suspension.        
|                  | Please click on the link below to       
|                  | re-activate your account, please sign   
|                  | in to Blackboard system immediately.    
|                  | Click here to sign in to the            
|                  | Blackboard System ←Link to malicious    
|                  | website                                   
|                  | Thank You.                               
|                  | © 2013 Blackboard | Technology and Solutions Inc. All Rights Reserved. |

### Example 4: "Notice: Important New Courses Alert."

<table>
<thead>
<tr>
<th>Purported Sender</th>
<th>Blackboard Learn <a href="mailto:email@blackboard.com">email@blackboard.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Subject</td>
<td>Blackboard Learn: Important new course</td>
</tr>
</tbody>
</table>
| Content          | Dear Member  
|                  | Access to e-mail is about to expire,   
|                  | We recommend that you upgrade your      
|                  | account to avoid the suspension.        
|                  | Please click on the link below to       
|                  | re-activate your account, please sign   
|                  | in to Blackboard system immediately.    
|                  | Click here to sign in to the            
|                  | Blackboard System ←Link to malicious    
|                  | website                                   
|                  | Thank You.                               
|                  | © 2013 Blackboard | Technology and Solutions Inc. All Rights Reserved. |

### Solution
- Notify your end users that these emails are phishing emails and to delete and disregard the emails.
- Do NOT go to the link in the email. Delete the email immediately.
- Please continue to send questionable messages to spam@jhu.edu. For immediate response, please call the Help Desk (410-516-HELP).

### More Information
- [http://www.it.johnshopkins.edu/security/phishing.html](http://www.it.johnshopkins.edu/security/phishing.html)