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:deap@blackboard.com]  
|                  | Sent: Monday, June 22, 2013 12:16 PM  
|                  | To:  
|                  | 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 [Key4754575876767]  
|                  | 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 &lt;<a href="mailto:email@blackboard.com">email@blackboard.com</a>&gt;</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 &lt;--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 &lt;<a href="mailto:email@blackboard.com">email@blackboard.com</a>&gt;</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 &lt;--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)