

# Real World Applications

RESPONDING TO COMMON CYBER SCENARIOS

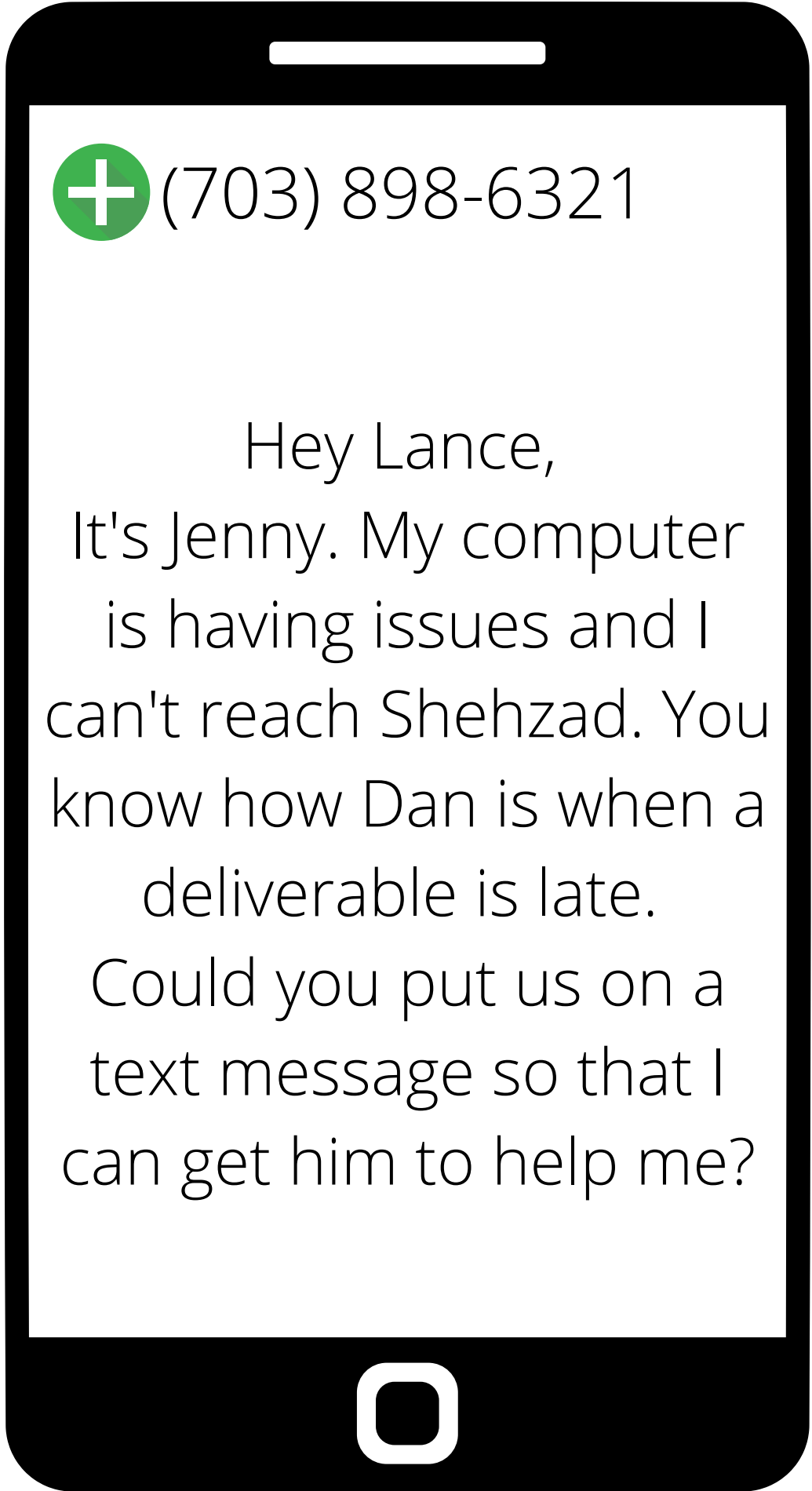


GLOBAL  
CYBER  
ALLIANCE

# Lance

Is working from home.  
Looking down at his phone  
he sees that he got a text  
message.





+ (703) 898-6321

Hey Lance,  
It's Jenny. My computer  
is having issues and I  
can't reach Shehzad. You  
know how Dan is when a  
deliverable is late.  
Could you put us on a  
text message so that I  
can get him to help me?

# Lance

Lance knows that Dan gets very frustrated when deliverables aren't on time and Jenny has helped him out in the past.



+ (703) 898-6321

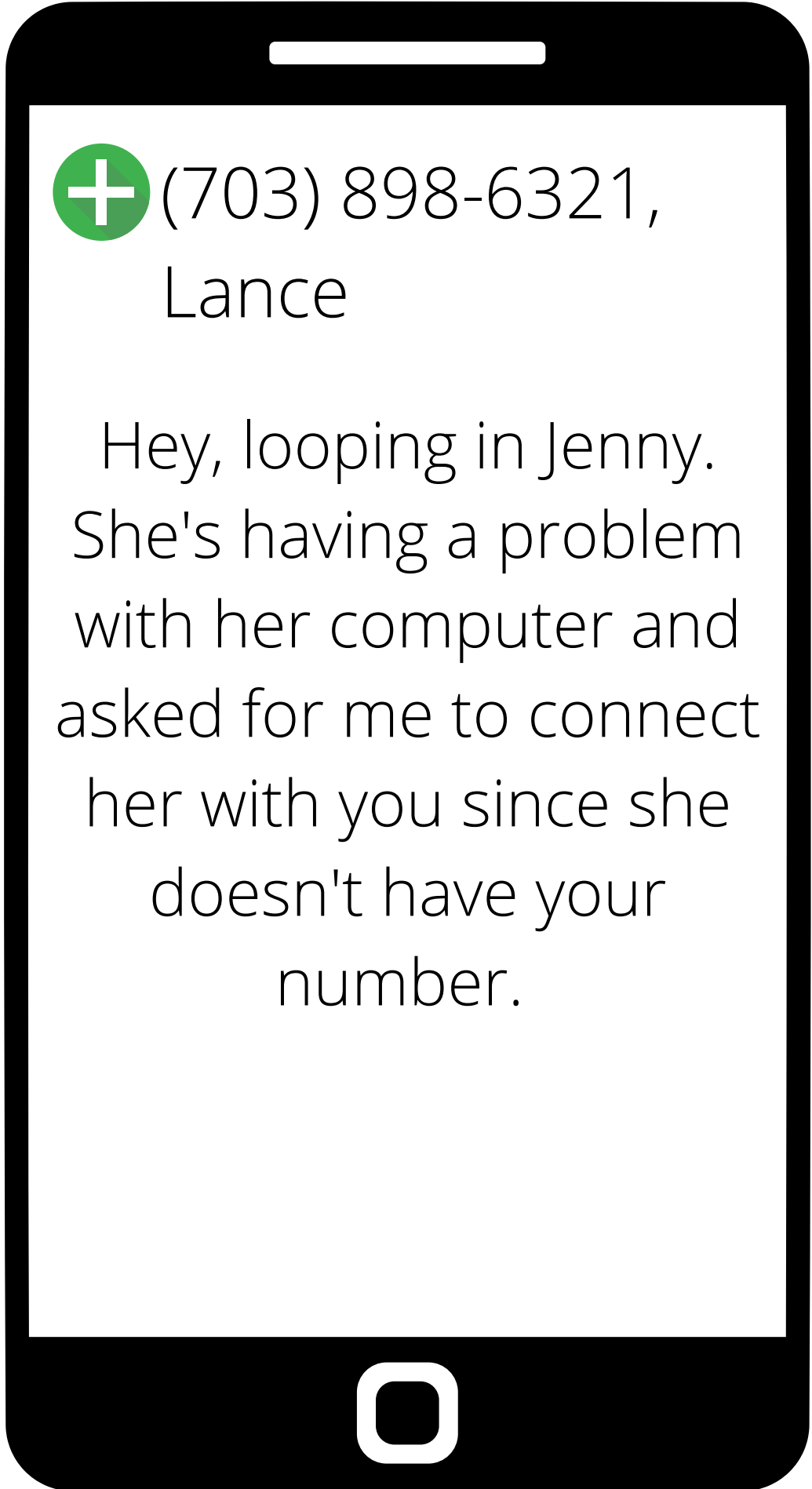
Hey Lance,  
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Could you put us on a  
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can get him to help me?

Should Dan Help  
Jenny?

# Shehzad

Jamming out to music while pushing out chrome updates, Shehzad notices that his cellphone is buzzing.





+ (703) 898-6321,  
Lance

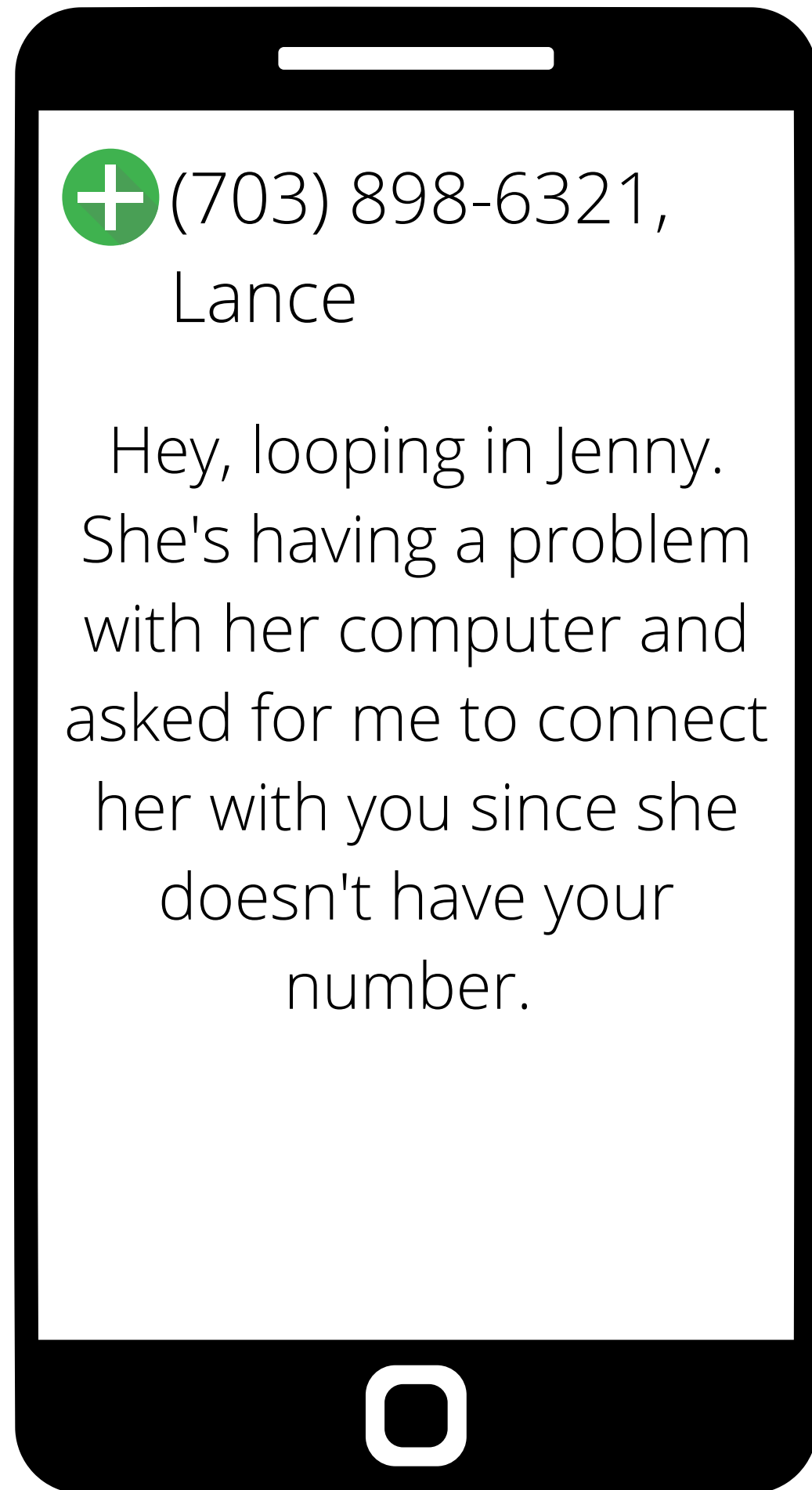
Hey, looping in Jenny.  
She's having a problem  
with her computer and  
asked for me to connect  
her with you since she  
doesn't have your  
number.

# Shehzad

Shehzad hasn't worked on a project with Jenny, but he's heard that she's a top performer and is someone that you want to work with because she never has dropped the ball.







**Should Shehzad  
reply to the text  
message?**

+ (703) 898-6321,  
Lance

Jenny - that stinks. Let me hit you up outside of these group message so we're not killing Lance with cellphone chimes!



+ (703) 898-6321

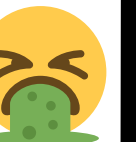
Hey Jenny - What's the issue? Can you hit me up on slack?

Figuring out the problem on a small screen isn't fun.

+ Shehzad

Shehzad - that's one of the problems I'm having. I can't get a hold of the deliverable team cause every time I log in, my computer is throwing up a "can't log in" error. My slack is on my computer.

Uggg... why did this have happen today! My stomach is in knots.



+ (703) 898-6321

Don't worry. I got you.

Just reset your  
password. It's  
298Mnx#@ .

Good luck on your  
deliverable to Dan!



+ Shehzad

Thanks Shehzad!

Super busy. But let's try  
to grab coffee some  
time.

I owe you for saving my  
neck!

Make sure to save my  
number! I saved yours!



+ Jenny

No problem!

Love to grab coffee  
sometime!

# What do you think?

Since Jenny reached out to Shehzad should all passwords across the company be reset by admins?



# What do you think?

What's an easy way to prevent unauthorized people from obtaining access to your company's email?



# What do you think?

If an employee is locked out of their computer, what are good policies for a company to enact so that an employee can get their access reset?



# Free resources

Head over to GCA's Small Business Cybersecurity Toolkit to give yourselves the tools and knowledge to protect your business, your employees, and your customers.



GCA  
**Cybersecurity  
Toolkit**