

Phishing Awareness Answer Key

Answers are marked in green. Passing score: **8 of 10**. Employees who pass can receive the certificate of completion.

1 What is phishing?

- ☐ A A virus that slows down your computer
- ☒ B **A message pretending to be someone you trust, to get you to click, pay or share information**
- ☐ C Any advertising email
- ☐ D A problem with your Wi-Fi

Phishing is a fake message (email, text or call) that pretends to come from someone you trust.

2 An email arrives from **billing@yourcompany.com**. Your company is **yourcompany.com**. What's the red flag?

- ☐ A Nothing: it's the billing department
- ☐ B The time it was sent
- ☒ C **It's a look-alike domain: "rn" pretending to be "m"**
- ☐ D It has no attachment

Always read the real address. Scammers register domains that look almost identical to yours.

3 The "owner" texts you from an unknown number: they're in a meeting and need you to buy gift cards, quickly and quietly. What do you do?

- ☐ A Buy the gift cards: the boss asked
- ☐ B Reply and ask for more details
- ☒ C **Contact the owner using the number you already have, and tell I.T.**
- ☐ D Forward the text to coworkers to ask if it's real

Urgent + secret + money is a classic scam. Verify using a number you already know, never the one in the message.

4 A regular vendor emails an invoice and says their bank account has changed. What's the safest response?

- ☐ A Pay the new account so the invoice isn't late
- ☐ B Reply to the email to confirm
- ☒ C **Call the vendor at a number you already have, and get a second person's approval**
- ☐ D Ignore the invoice

Vendor email accounts get hacked. Any change to payment details must be verified by phone, with a second approval.

5 How can you check where a link really goes before you click it?

- ☒ A **Hover your mouse over it (or press and hold on a phone) and read the address**
- ☐ B Click it quickly and close the page
- ☐ C Look at the button text
- ☐ D Check the logo in the email

The button text can say anything. The real address appears when you hover, or press and hold on a phone.

6 True or false: a QR code in an email you weren't expecting is safe to scan, because it isn't a link.

- ☐ A True
- ☒ B False

A QR code is just a hidden link, and your phone makes the fake address harder to check.

7 What does "Stop. Look. Report." mean?

- ☐ A Stop using email, look for a new job, report to HR
- ☒ B Pause when a message feels rushed or scary, check the sender, links and request, then report it
- ☐ C Stop the computer, look for viruses, report to the police
- ☐ D Stop reading, look away, report later

Pause, check, and report it, so I.T. can protect everyone else too.

8 In the new Outlook or Outlook on the web, how do you report a phishing email?

- ☐ A Forward it to everyone in the office
- ☐ B Reply with "STOP"
- ☒ C Select the message, click Report, then choose Report phishing
- ☐ D Move it to a folder named Phishing

The Report button sends it to your security team. No Report button? Tell your I.T. contact.

9 You clicked a link and typed your password into a page that now seems fake. What should you do first?

- ☐ A Wait and see if anything happens
- ☒ B Tell I.T. immediately and change your password
- ☐ C Delete the email and forget about it
- ☐ D Clear your browser history

Minutes matter. Nobody is in trouble for reporting. Waiting is the real mistake.

10 You get a text with a sign-in code, but you did NOT just try to sign in. What does it most likely mean?

- ☐ A Nothing: codes are sent at random
- ☒ B Someone may have your password. Don't share the code, change your password, and tell I.T.
- ☐ C Your phone needs an update
- ☐ D You should reply with the code to cancel it

An unexpected code means someone is trying to sign in as you. Never share a code with anyone.