



# PHISHING FIREWALL

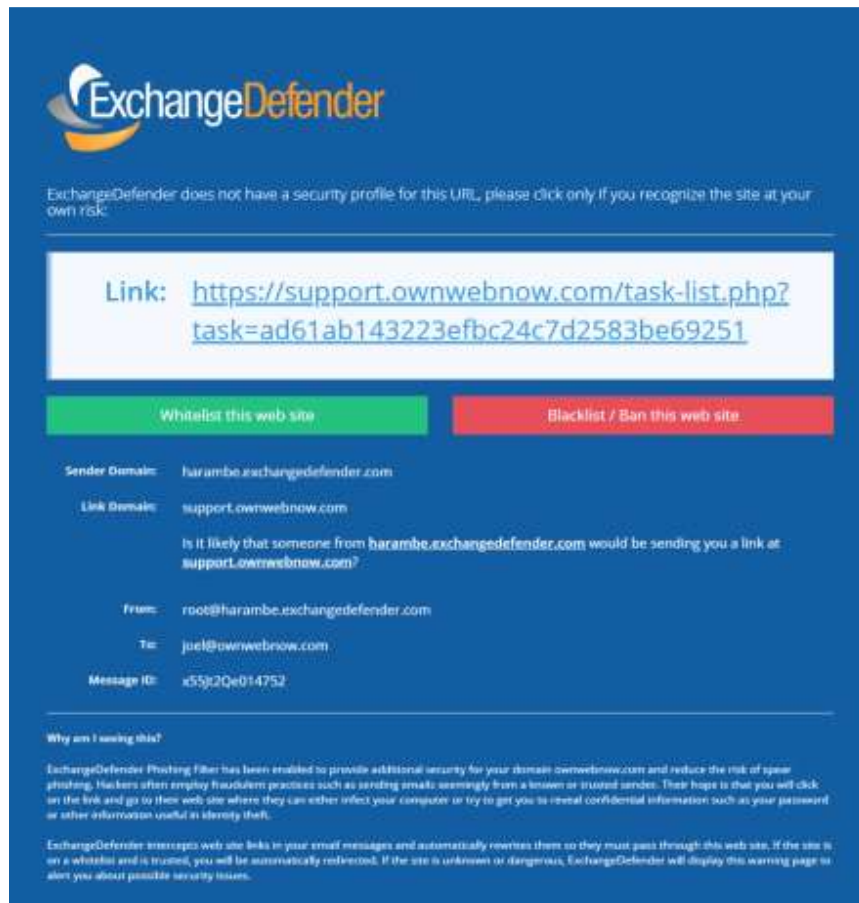
User Guide

## Executive Summary

ExchangeDefender Phishing Protection is a cloud-based firewall service that secures email by blocking automated or accidental access to dangerous web sites.

ExchangeDefender Phishing Firewall (EPF) encodes HTML links in your email during delivery, so that dangerous HTML content cannot be masked, hidden, or obfuscated. When you click on email links in your email client (on your computer, mobile device, or webmail), your web browser will be redirected through EPF and passed through safe sites. If a site/link has a bad or nonexistent reputation, you will see a warning and will be given an option to either proceed or blacklist/whitelist.

Starting **June 13, 2019**, you will see the following screen when you click on dangerous or suspicious links in your email:



The screenshot shows a warning page from ExchangeDefender. At the top left is the ExchangeDefender logo. Below it, a message states: "ExchangeDefender does not have a security profile for this URL, please click only if you recognize the site at your own risk." The central focus is a white box containing the text "Link: <https://support.ownwebnow.com/task-list.php?task=ad61ab143223efbc24c7d2583be69251>". Below this box are two buttons: a green "Whitelist this web site" button and a red "Blacklist / Ban this web site" button. The bottom section of the page contains a simulated email header with the following details: Sender Domain: harambe.exchangedefender.com; Link Domain: support.ownwebnow.com; From: root@harambe.exchangedefender.com; To: juel@ownwebnow.com; Message ID: i55j2Qe014752. A question is posed: "Is it likely that someone from harambe.exchangedefender.com would be sending you a link at support.ownwebnow.com?". At the very bottom, there is a section titled "Why am I seeing this?" which explains that the Phishing Filter is enabled to provide additional security for the domain ownwebnow.com and reduce the risk of spear phishing. It notes that hackers often employ fraudulent practices such as sending emails seemingly from a known or trusted sender. It also states that ExchangeDefender intercepts web site links in your email messages and automatically rewrites them so they must pass through this web site. If the site is on a whitelist and is trusted, you will be automatically redirected. If the site is unknown or dangerous, ExchangeDefender will display this warning page to alert you about possible security issues.

# How does ExchangeDefender Phishing Firewall keep me safe?

ExchangeDefender Phishing Firewall (EPF) helps eliminate the process known as *spear phishing*, which currently accounts for over 90% of all security breaches:

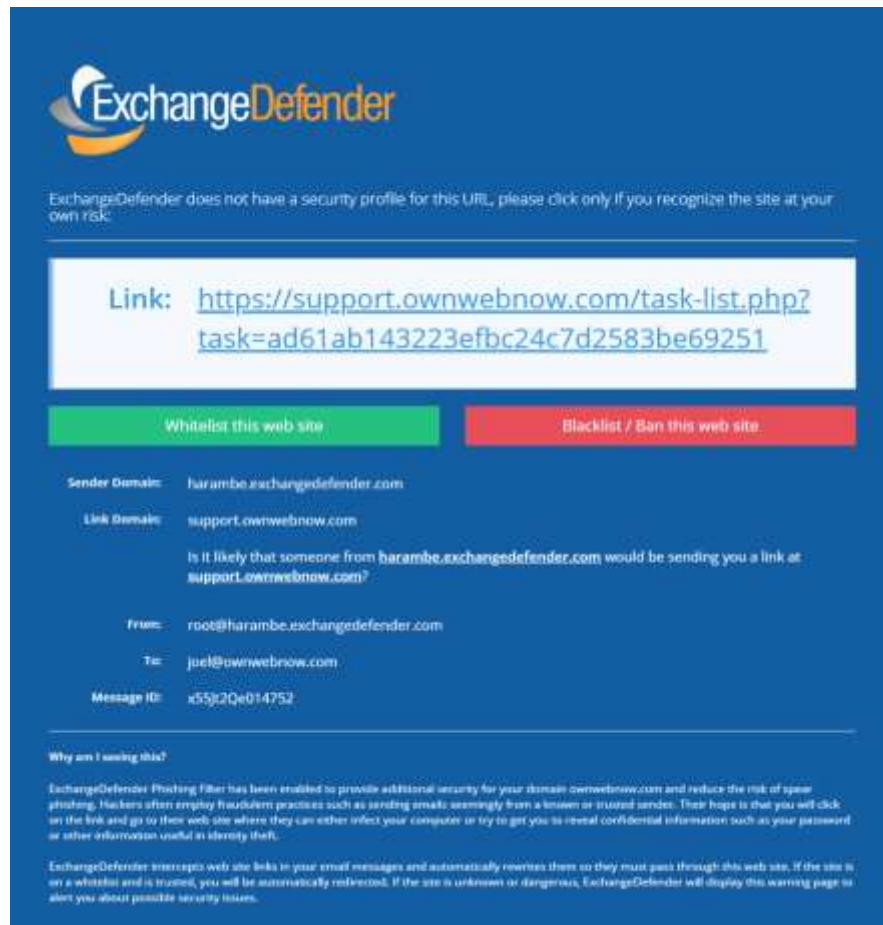
Spear phishing (n): “the fraudulent practice of sending emails ostensibly from a known or trusted sender in order to induce targeted individuals to reveal confidential information.”

Email is an excellent delivery mechanism for these attacks because it’s time consuming and sometimes difficult to identify a legitimate link from a forgery. Hackers often send very sophisticated and “legitimate looking” messages hoping that you recognize the branding or the name and click on a dangerous link where they can inject malware, send you rootkits, viruses, and so on.

ExchangeDefender EPF protects you from this danger by encoding (rewriting) HTML links and elements in email and redirecting web traffic through a service that can provide additional information and automatically block traffic to bad and dangerous sites.



The whole process is completely automated, requires no software installation or configuration, and is completely transparent so long as you don't click on anything suspicious. If you click on a link that is taking you to a dangerous site or one that there is no established reputation score or organizational whitelist, you will see the following screen:



You can simply click on the link and your web browser will proceed to the web site (not recommended).

If you are logged into ExchangeDefender, you will see options to Whitelist or Blacklist/ban the web site. ExchangeDefender will then apply that choice to all future links to this web site. For example, if you choose to whitelist “support.exchangedefender.com”, every time you click on the link to support.exchangedefender.com you will be automatically sent there instead of ExchangeDefender EPF.

# Frequently Asked Questions

## **Q: Does ExchangeDefender PF work on every device I receive email on?**

A: Yes, ExchangeDefender PF automatically encodes all links sent through our system in HTML messages and redirects them through ExchangeDefender PF. This means that the link will be secured no matter which device you use to access your ExchangeDefender-protected email.

## **Q: Does ExchangeDefender PF protect me from non-email links?**

A: ExchangeDefender only protects you from email links in HTML messages sent to your email address through ExchangeDefender. If your mail client downloads mail from 3<sup>rd</sup> party external services (Yahoo, AOL, Microsoft, Google) that are not protected by ExchangeDefender, you will not be protected.

## **Q: Is ExchangeDefender PF available in ExchangeDefender Essentials?**

A: ExchangeDefender PF is only available in ExchangeDefender Pro and ExchangeDefender Enterprise.

## **Q: Is there any way to turn off URL encoding for specific domains or users?**

A: ExchangeDefender encodes the URL at the edge, as the message is being scanned for malware and other phishing forgeries.

## **Q: I don't want to see the ExchangeDefender PF warning/site, can I bypass it?**

A: Yes, you can simply whitelist the domain and ExchangeDefender PF will not be displayed. Whitelisted domains are automatically displayed without ExchangeDefender PF. ExchangeDefender maintains a list of known good/legitimate domains so the likelihood that you will see a dangerous (or questionable) web site is very low. Additionally, your IT department or IT Solution Provider has access to organization-wide whitelist and can bypass ExchangeDefender PF to any site you need to visit.

## **Q: Is it possible to still get hacked/compromised even with ExchangeDefender PF?**

A: ExchangeDefender PF simply applies your organizational policies to traffic and gives you additional information about the link you have clicked on. If you ignore warnings, or if you proceed to a dangerous site as a part of your organizational policy, you can still be compromised.

# Privacy Policy

ExchangeDefender does not collect, store, resell, audit, or in any way view the links that you click on.

ExchangeDefender does not embed or send any tracking cookies.

ExchangeDefender EPF functions in anonymous mode by default (does not collect or prompt for personally identifiable information).

Whitelist/Blacklist data: ExchangeDefender does store the domain name of the sites you click on *only if* you explicitly choose to Whitelist or Blacklist a site. In that scenario we store your username and the domain name of the site only so that the ExchangeDefender EPF service can automatically redirect or block a request on your behalf the next time you click on a dangerous link associated with that domain.

Logging of other non-identifiable data (such as web site system logs, email transaction logs, transit logs) are collected automatically by server software, and is automatically destroyed in accordance to our Data Destruction Policy.

**For more information about ExchangeDefender Phishing please see:**  
<https://www.exchangedefender.com/phishing>