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ShareAlike — If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original. No additional restrictions — You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits. You do not have to comply with the license for elements of the material in the public domain or where your use is permitted by an applicable exception or limitation . No warranties are given. The license may not give you all of the permissions necessary for your intended use. For example, other rights such as publicity, privacy, or moral rights may limit how you use the material. Social engineering is a manipulation technique that deceives individuals or groups to exploit or gain unauthorized access to sensitive information or resources. Since most humans like to help, this cyberattack targets human vulnerabilities rather than technical vulnerabilities by using psychological tactics to exploit our curiosity or impulse to trust.Falling victim to social engineering could lead to unauthorized access to personal, financial, or organizational data; identity theft; financial loss; or compromised network security. To combat social engineering, question suspicious or unsolicited emails, calls, or visits. Be skeptical before providing personal, sensitive, or proprietary data. Educate yourself about security awareness. If they're using an urgent or emotional appeal, think twice. Install strong security protocols such as two-factor or multi-factor authentication to make it more difficult for social engineers to get into your accounts with their illicitly gained information. What are some of the most common social engineering techniques?Almost every type of cybersecurity attack has some traits of social engineering, here are some common methods that attackers use:Phishing: Attackers send deceptive emails or messages designed to persuade you to click on a link, download a malicious file, or provide sensitive data.Smishing: Bad actors use messaging, such as texting or WhatsApp, to get you to send payments, download attachments, or provide personal information.Spoofing: Cybercriminals create websites that look like they belong to legitimate organizations to trick you into revealing sensitive information. Baiting: This involves leaving physical or digital devices, such as infected USB drives, in strategic locations to tempt individuals into using them. You're trying to help and get that device back to its rightful owner, but you unknowingly grant access or compromise your systems.Pretexting: An attacker takes on an alternative persona to entice you to disclose data or your access credentials. Often they will appear to be authority figures, such as the IRS or a business supervisor.Tailgating: Someone gains unauthorized entry to a restricted area in a physical location, such as a building, by following closely behind a person who is allowed to enter. The individual might appear as a repair person, or they might come up with their hands full of balloons and a cake and ask you to hold the door open for them.Quid pro quo: This involves offering something of value, such as a gift or service, in exchange for personal information or access to systems. When you see something that's too good to be true—say free Apple products—don't fall for this type of social engineering. Someone offering you IT support in return for your access information is another common version of quid pro quo.Learn how to fight social engineering scams on Coursera Take the next step toward a career in cybersecurity by enrolling in the Google Cybersecurity Professional Certificate on Coursera. This Professional Certificate is your gateway to exploring job titles like security analyst (SOC (security operations center) analyst, and more. Upon completion, you'll have exclusive access to a job platform with over 150 employees hiring for entry-level cybersecurity roles and other resources supporting your job search. Social engineering attacks manipulate people into sharing information that they shouldn't share, downloading software that they shouldn't download, visiting websites they shouldn't visit, sending money to criminals or making other mistakes that compromise their personal or organizational security. An email that seems to be from a trusted coworker requesting sensitive information, a threatening voicemail claiming to be from the IRS and an offer of riches from a foreign potentate are just a few examples of social engineering. Because social engineering uses psychological manipulation and exploits human error or weakness rather than technical or digital system vulnerabilities, it is sometimes called "human hacking". Cybercriminals frequently use social engineering tactics to obtain personal data or financial information, including login credentials, credit card numbers, bank account numbers and Social Security numbers. They use the stolen information for identity theft, enabling them to make purchases using other peoples' money or credit, apply for loans in someone else's name, apply for other peoples' unemployment benefits and more. But a social engineering attack can also be the first stage of a larger-scale cyberattack. For example, a cybercriminal might trick a victim into sharing a username and password and then use those credentials to plant ransomware on the victim's employer's network. Social engineering is attractive to cybercriminals because it enables them to access digital networks, devices and accounts without having to do the difficult technical work of getting around firewalls, antivirus software and other cybersecurity controls. This is one reason why social engineering is the leading cause of network compromise today according to ISACAs State of Cybersecurity 2022 report. According to IBM's Cost of a Data Breach report, breaches caused by social engineering tactics (such as phishing and business email compromise) were among the most costly. Stay ahead of threats with news and insights on security. All and more weekly on The Tech Newsletter. Social engineering tactics and techniques ingrained in the science behind human motivation. They manipulate victims' emotions and instincts proven to drive people to take actions that are not in their best interests. Most social engineering attacks employ one or more of the following tactics: Posing as a trusted brand: Scammers often impersonate "spoof" companies that victims know, trust and perhaps do business with often or regularly, so regularly that they follow instructions from these brands reflexively, without taking the proper precautions. Some social engineering scammers use widely available kits for staging fake websites that resemble those of major brands or companies. Posing as a government agency or authority figure: People trust, respect or fear authority (in varying degrees). Social engineering attacks play on these instincts with messages that appear or claim to be from government agencies (example: the FBI or IRS), political figures or even celebrities. Inducing fear or a sense of urgency: People tend to act rashly when scared or hurried. Social engineering scams can use any number of techniques to induce fear or urgency in victims. For instance, telling the victim that a recent credit transaction was not approved, that a virus has infected their computer, that an image used on their website violates a copyright and so on. Social engineering can also appeal to victims' fear of missing out (FOMO), which creates a different kind of urgency. Appealing to greed: The Nigerian Prince scam, an email wherein someone claiming to be a Nigerian royal trying to flee his country offers a giant financial reward in exchange for the recipient's bank account information or a small advance fee, is one of the best-known examples of social engineering that appeals to greed. This type of social engineering attack can also come from an alleged authority figure and creates a sense of urgency, which is a powerful combination. This scam is as old as email itself, but was still raking in USD 700,000 per year as of 2018. Appealing to helpfulness or security: Social engineering plays can also appeal to victims' "helper nature". For instance, a message that appears to be from a friend or a social networking site can offer technical help, ask for participation in a survey, claim that the recipient's post has gone viral and provide a fake website or malware download. Phishing attacks are digital or voice messages that try to manipulate recipients into sharing sensitive information, downloading malicious software, transferring money or assets to the wrong people or taking some other damaging actions. Scammers craft phishing messages to look or sound like they come from a trusted or credible organization or individual, sometimes, even an individual the recipient knows personally. There are many types of phishing scams: Bulk phishing emails are sent to millions of recipients at a time. They appear to be sent by a large, well-known business or organization, such as a national or global bank, a large online retailer, a popular online payments provider and so on. In these emails they make a generic request such as "we're having trouble processing your purchase, please update your credit information". Frequently, these messages include a malicious link that takes the recipient to a fake website that captures the recipient's username, password, credit card data and more. Spear phishing targets a specific individual, typically one with privileged access to user information, the computer network or corporate funds. A scammer researches the target, often using information that is found on LinkedIn, Facebook or other social media to create a message that appears to come from someone the target knows and trusts or that refers to situations with which the target is familiar. Whale phishing is a spear phishing attack that targets a high-profile individual, such as a CEO or political figure. In business email compromise (BEC), the hacker uses compromised credentials to send email messages from an authority figure's actual email account, making the scam that much more difficult to detect. Voice phishing or vishing, is phishing that is conducted through phone calls. Individuals typically experience vishing in the form of threatening recorded calls claiming to be from the FBI. SMS phishing, or smishing, is phishing through a text message. Search engine phishing involves hackers creating malicious websites that rank high in search results for popular search terms. Angler phishing is phishing using fake social media accounts that masquerade as the official accounts of trusted companies' customer service or customer support teams. According to the IBM® X-Force® Threat Intelligence Index, phishing is the leading malware infection vector, identified in 41% of all incidents. According to the Cost of a Data Breach report, phishing is the initial attack vector leading to the most costly data breaches. Baiting lures (no pun intended) victims into knowingly or unwittingly giving up sensitive information or downloading malicious code by tempting them with a valuable offer or even a valuable object. The Nigerian Prince scam is probably the best-known example of this social engineering technique. More current examples include free but malware-infected games, music or software downloads. But some forms of baiting are barely artful. For example, some threat actors leave malware-infected USB drives where people will find them, grab them and use them because "they, free USB drive". In tailgating, also called "piggybacking", an unauthorized person closely follows an authorized person into an area containing sensitive information or valuable assets. Tailgating can be conducted in person, for example, a threat actor can follow an employee through an unlocked door. But tailgating can also be a digital tactic, such as when a person leaves a computer unattended while still logged in to a private account or network. In pretexting, the threat actor creates a fake situation for the victim, and poses as the right person to resolve it. Very often (and most ironically) the scammer claims that the victim has been impacted by a security breach, and then offers to fix things if the victim will provide important account information or control over the victim's computer or device. Technically speaking, almost every social engineering attack involves some degree of pretexting. In a quid pro quo scam, hackers dangle a desirable good or service in exchange for the victim's sensitive information. Fake contest winnings or seemingly innocent virtual rewards ("thank you for your payment, we have a gift for you") are examples of quid pro quo ploys. Also considered a form of malware, scareware is software that uses fear to manipulate people into sharing confidential information or downloading malware. Scareware often takes the form of a fake law enforcement notice accusing the user of a crime, or a fake tech support message warning the user of malware on their device. From the phrase "somebody poisoned the watering hole", hackers inject malicious code into a legitimate web page that is frequented by their targets. Watering hole attacks are responsible for everything, from stolen credentials to unwitting drive-by ransomware downloads. Social engineering attacks are notoriously difficult to prevent because they rely on human psychology rather than technological pathways. The initial malicious code is also significant: In a larger organization, it takes just one employee's mistake to compromise the integrity of the entire enterprise network. Some of the steps that experts recommend to mitigate the risk and success of social engineering scams include: Security awareness training: Many users don't know how to identify social engineering attacks. In a time when users frequently track personal information for goods and services, they don't realize that surrendering seemingly mundane information, such as a phone number or date of birth, can allow hackers to breach an account. Security awareness training, combined with data security policies, can help employees understand how to protect their sensitive data and how to detect and respond to social engineering attacks in progress. Access control policies: Secure access control policies and technologies, including multifactor authentication, adaptive authentication and a zero trust security approach can limit cybercriminals' access to sensitive information and assets on the corporate network even if they obtain users' login credentials. Cybersecurity technologies: Spam filters and secure email gateways can prevent some phishing attacks from reaching employees in the first place. Firewalls and antivirus software can mitigate the extent of any damage done by attackers who gain access to the network. Keeping operating systems updated with the latest patches can also close some vulnerabilities that attackers exploit through social engineering. Also, advanced detection and response solutions, including endpoint detection and response (EDR) and extended detection and response (XDR), can help security teams quickly detect and neutralize security threats that infect the network through social engineering tactics. Related solutions IBM X-Force IBM X-Force's threat-centric team of hackers, responders, researchers and analysts help protect your organization from global threats. Explore IBM X-Force Threat detection and response solutions IBM threat detection and response solutions strengthen your security and accelerate threat detection. Explore threat detection solutions X-Force Red Penetration Testing Services IBM X-Force Red provides penetration testing services for applications, networks, hardware and personnel to uncover and fix vulnerabilities. Explore penetration testing services Social engineering is the act of exploiting human weaknesses to gain access to personal information and protected systems. Social engineering relies on manipulating individuals rather than hacking computer systems to penetrate a target's account. Social engineering is illegal.Social engineering attacks can happen to an individual online or in person.Identity theft is a social engineering attack.There are many precautions you can take from creating a two-step authentication system for your accounts to using a different password for each account.There are many forms of social engineering attacks, but the most common is phishing. Social engineering refers to the manipulation of a target so that they give up key information. In addition to stealing an individual's identity or compromising a credit card or bank account, social engineering can be applied to obtain a company's trade secrets or exploit national security. For example, a woman might call a male victim's bank, pretend to be his wife, claim an emergency, and request access to his account. The woman can successfully socially engineer the bank's customer service representative by appealing to the representative's empathetic tendency, she may succeed in obtaining access to the man's account and stealing his money. Similarly, an attacker might contact an email provider's customer service department to obtain a password reset, making it possible for the attacker to control a target's email account rather than hacking into that account. Social engineering is complex for potential targets to prevent. Precautions such as strong passwords and two-factor authentication for accounts can be used, but accounts can still be compromised by third parties with access to accounts, such as bank employees. However, individuals can decrease their risk in many ways. These include avoiding giving out confidential information, being cautious when sharing information on social media, and not repeating passwords to your accounts. Additional ways to decrease hacking are using two-factor authentication, using fake or difficult-to-guess answers to account security questions, and keeping a close eye on accounts, particularly financial ones. Set your spam filters to high to keep out unwanted messages, and never open an attachment without careful consideration of what it contains. And it is always a wise decision to pay close attention to any emails that seem suspicious or out of the ordinary, even if they seem to come from someone or a business you know. Attackers often use surprisingly simple tactics in social engineering schemes, such as asking people for help. Another tactic is to exploit disaster victims by asking them to provide personally identifiable information such as maiden names, addresses, dates of birth, and social security numbers for missing or deceased loved ones. Why? Because these pieces of information can later be used for identity theft. Posing as a tech-support professional or a delivery person is easy to gain unauthorized access to an account, as is sending a seemingly legitimate email with a malicious attachment. Such emails are often sent to a work email address where people are less likely to be suspicious of an unknown sender. Emails can be disguised to appear as though they have originated from a known sender when they are sent by a hacker. More elaborate tactics targeted to specific people might involve learning about their interests and then sending the target a link related to that interest. The link could contain malicious code that steals personal information from their computers. Popular social engineering techniques include phishing, smishing, and baiting. If you aren't expecting a link or attachment from a friend or colleague, the message might use social engineering to encourage you to click on the link. There are many ways hackers create social engineering attacks, from posing as a tech support professional offering to "fix" a bug in your computer to sending you a "friend" request to your social media account. Here are three popular social engineering attacks. Online baiting occurs when hackers send out ads with links that look like opportunities to find jobs, earn side money, or appear to provide useful information. When an unsuspecting person clicks on the bait, malware infects their computer. These scams are done in the form of texts or emails that impersonate a bank or other financial institution, or even a government office, claiming you have violated a policy, forgotten to pay your taxes, or asking you to change your password. These scams are designed to elicit fear or concern from the receiver and get them to give out sensitive information. These types of attacks lure unsuspecting individuals to provide personal information such as bank account numbers, social security numbers, and other sensitive information with the hacker's goal of breaching your financial accounts. Social engineering attacks don't just happen online. Physical interactions can occur, such as an individual pretending to work in your office, and asking you to let them in because they "forgot the door code or their card key." and need help. Phishing used to obtain social security numbers, addresses, and other forms of personal information is the most common form of social engineering. Social engineering is extremely common and hackers and scammers are becoming more sophisticated in their methods. Yes, Social engineering attacks are illegal, and some forms, such as identity theft or breaking into a government facility, are considered serious crimes. Social engineering is a social engineering attack that exploits human error to gain personal information, access, or valuables. In cybercrime, "human hacking" scans tend to lure unsuspecting users into exposing their data, spreading malware infections, or giving access to their private systems. Attacks can happen through phishing, smishing, or vishing, and victims are encouraged to click on the link. Social engineering attacks are especially useful for manipulating user behavior. Once an attacker understands what motivates a user's actions, they can design and manipulate the user effectively. In addition, hackers try to exploit a user's lack of knowledge. Thanks to the speed of technology, many consumers and employees aren't aware of certain threats like drive-by downloads. Users also may not realize the full value of personal data, like their phone number. As a result, many users are unsure how to best protect themselves and their information. Generally, social engineering attackers have one of two goals: Sabotage: Disrupting or corrupting data to cause harm or inconvenience. Theft: Obtaining valuables like information, access, or money. This social engineering definition can be further expanded by knowing exactly how it works. How Does Social Engineering Work? Most social engineering attacks rely on actual communication between attackers and victims. The attacker tends to motivate the user into compromising themselves, rather than using brute force methods to breach your data. The attack cycle gives these criminals a reliable process for deceiving you. Steps for the social engineering attack cycle are usually as follows: Prepare by gathering background information on you or a larger group you are a part of. Infiltrate by establishing a relationship or initiating an interaction, started by building trust. Exploit the victim once trust and a weakness are established to advance the attack. Disengage once the user has taken the desired action. This process can take place in a single email or over months in a series of social media chats. It could even be a face-to-face interaction. But it ultimately concludes with an action you take, like sharing your information or exposing yourself to malware. It's important to beware of social engineering as a means of confusion. Many employees and consumers don't realize that just a few pieces of information can give hackers access to multiple networks and accounts. By using a variety of social engineering attacks, hackers can increase their chances of success. The most common social engineering attacks are phishing, smishing, and baiting. Phishing attacks are the most common, and victims are encouraged to click on the link. Social engineering attacks are especially useful for manipulating user behavior. Once an attacker understands what motivates a user's actions, they can design and manipulate the user effectively. 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