



Well done, the task is done! We will now ask you some questions again.

Some of these questions can be similar to the first form. This is intended, so please try to answer them once more.

What is phishing?

- ☐ A type of online scam where criminals send fraudulent messages to trick people into sharing sensitive information.
- ☐ A type of social engineering used to convince people to buy products they don't need.
- ☐ A type of online advertising that uses deceptive tactics to attract clicks.
- ☐ A type of malware that infects computers and steals personal data.

What are the risks of falling victim to a phishing attack?

- ☐ Computer infected by malware
- ☐ Loss of personal data
- ☐ Financial loss
- ☐ Identity theft
- ☐ All these answers are correct

What is a common type of content found in phishing emails?

- ☐ Threats of account deactivation or legal action if immediate action is not taken
- ☐ Unsolicited job offers
- ☐ Security alert of suspicious login from an unknown location
- ☐ Advertisements for weight loss supplements



Suppose you have received a mail from paypal asking to reset your password, and the email sender address is one of the following. Which one of these mail addresses looks suspicious ?

☐ servicepaypal@gmail.com

☐ support@paypal.com

☐ None

☐ paypal@paypal.com

☐ service@paypal.com

Suppose now you have received a mail from Dropbox saying that a user has shared his dropbox with you. Which one of the following mail addresses looks suspicious ?

☐ no-reply@dropbox.com

☐ None

☐ noreply-dropbox@noreplysupport.com

☐ no-reply@em-s.dropbox.com

The following address is suspicious :
googleaccountsupport@gsupport.com. Why ?

- ☐ It should contain no-reply
- ☐ It is not suspicious
- ☒ The domain address should contain google.com
- ☐ Company names in email addresses always have capital letters, so « google » should be written « Google »
- ☐ It should be a gmail address



Among the following sentences, which one would you be the most susceptible to find in a phishing mail ?

- ☐ "Your bank account password has been compromised ! If you don't act fast, hackers might steal your money ! Click here to reinitialize your password"
- ☐ "Click here to view the latest collection of our awesome brand !"
- ☐ "Thank you for your registration ! Click here to see your account details"
- ☐ None

What about these?

- ☐ "It was a pleasure having you as a customer. Don't hesitate to come back or contact us to the following link if you need our help again."
- ☐ "Please visit our official website to update your personal account"
- ☐ None
- ☐ "As a valued customer, we're giving you a special discount! -90 % on all our offers, click here to view more!"

What about these?

☐ None

☐ "This is a notification from the Cybercrime Division of your local police department. Our records indicate that your internet connection was used to access illegal content and distribute malware. To avoid prosecution, you must pay a fine of 500chf within 24 hours. Failure to comply will result in legal action being taken against you."

☐ "We noticed some unusual activity on your account and wanted to confirm whether you made the transaction of 500chf at [Merchant Name] on [Date]. If this was not you, please contact us immediately to resolve the issue."

☐ "As part of our routine account maintenance, we kindly request that you confirm your personal information by visiting our website and completing the validation process accordingly."

What about these?

☐ None

☐ "Plase update your account information to conitnue using our service, click on the following link"

☐ "Don't forget to submit your report by Friday, April 9th. Submit with the following link"

☐ "We are excited to announce our new website and features. Find more by clicking on the following link"

☐ "Please make sure to verify your account information with the following link"



Suppose you have received an email that can contain one of the following links. Which one looks **legitimate**?

- ☐ <https://cutt.ly/V8rT54mnJ90>
- ☐ <https://www.you.tube.com/account>
- ☐ <http://google-file-share.c.com>
- ☐ <https://www.youtube.com/watch?v=dQw4w9WgXcQ&t=3s>
- ☐ None

Suppose attached to a mail you have one of the following files. Which one looks **legitimate**?

- ☐ bank_account.pdf.exe
- ☐ Important_doc.docx
- ☐ paypal_account_details.exe
- ☐ None
- ☐ bank_invoice.scr



If you fall for a phishing scam, what should you do to limit the damage?

☐ Unplug your computer to get rid of the malware

☐ Change any compromised password

☐ Delete the phishing email

What should you do as an employee if you suspect a phishing attack?

☐ Report it so the organization can investigate

☐ Show your coworkers to see what they think

☐ Ignore it

☐ Open the email and see whether it looks legitimate



Please indicate the degree to which you agree or disagree with each statement. In each case, make your choice in terms of how you feel right now, not what you have felt in the past or would like to feel. There are no wrong answers.

	1 -Strongly Disagree	2	3	4	5- Strongly Agree
I don't always click on links in emails just because they come from someone I know.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It's risky to open an email attachment from an unknown sender.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It can be risky to download files on my work computer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nothing bad can happen if I click on a link in an email from an unknown sender.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Just because I can access a website at work, doesn't mean that it's safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If an email from an unknown sender looks interesting, I click on a link within it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When accessing the Internet at work, I visit any website that I want to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I download any files onto my work computer that will help me get my job done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

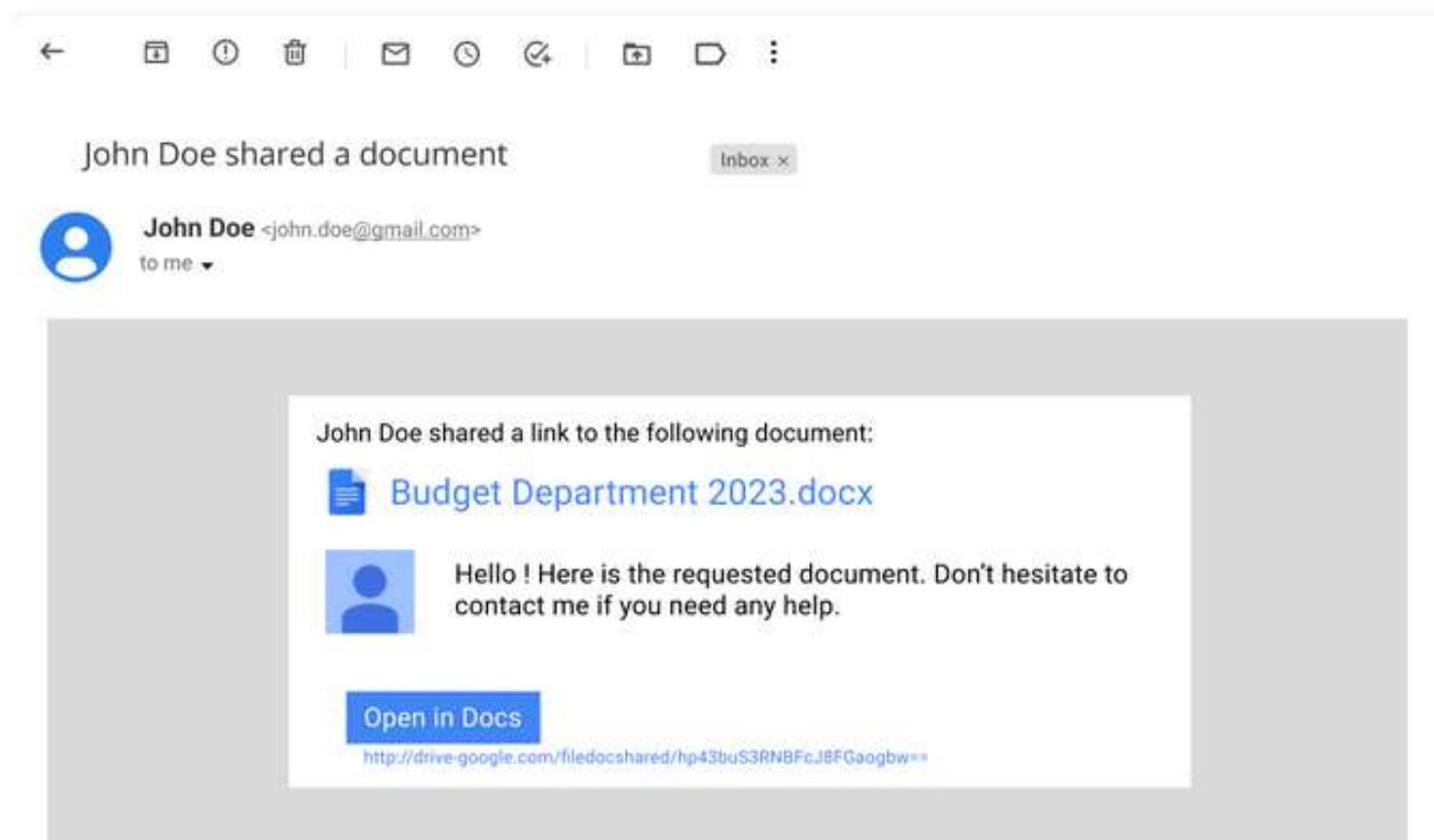
It's always safe to click on links in emails from people I know.

☐☐☐☐☐

If it helps me to do my job, it doesn't matter what information I put on a website.

☐☐☐☐☐

Suppose you received the following mail:



Would you classify this mail as phishing?

☐ No

☐ Yes



What about this mail:

Do you remember this photo ??

Inbox ×



John Doe <john.doe@gmail.com>

to me ▼

Hey :) Do you remember [this photo](#) ??

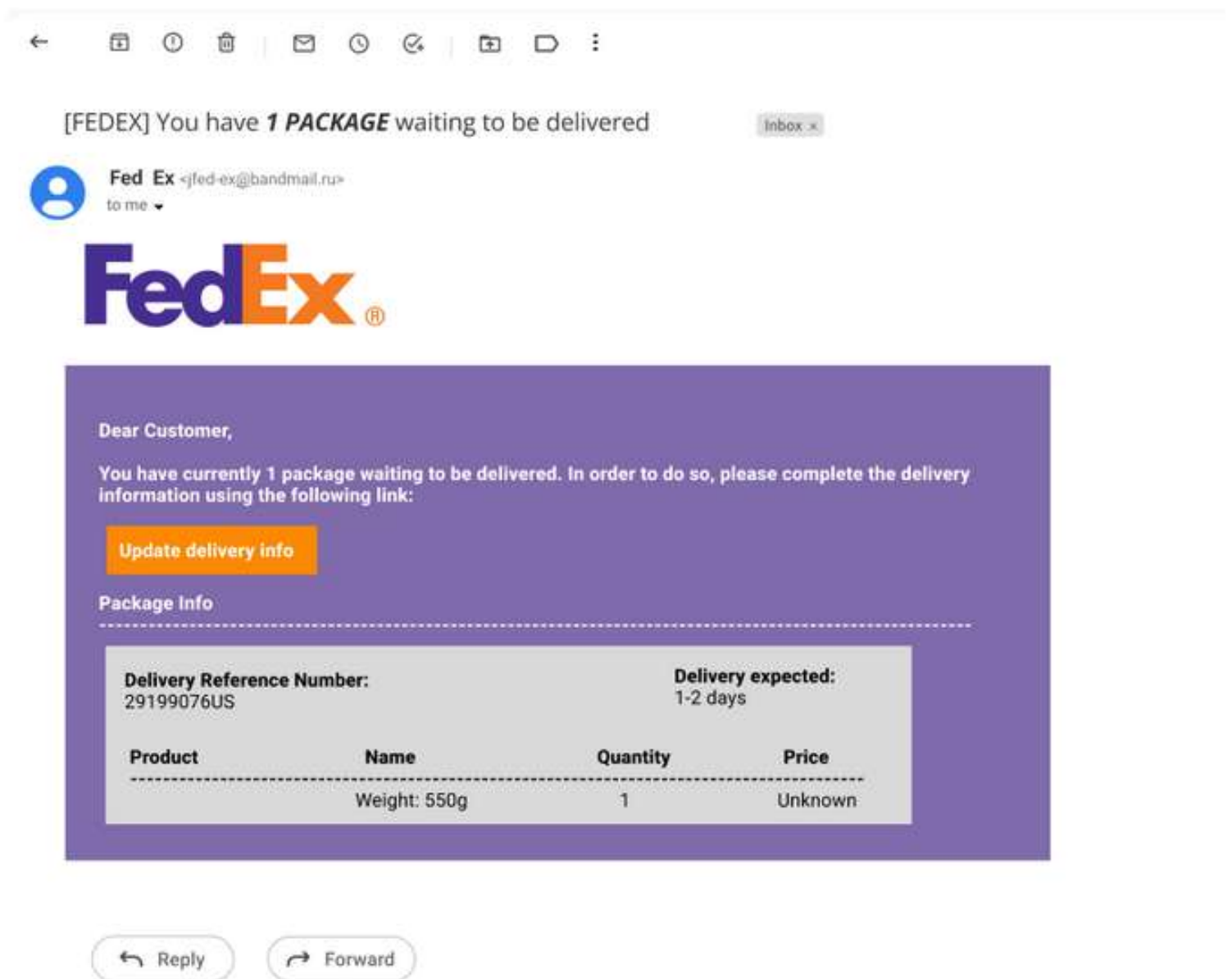
Would you classify it as phishing?

☐ No

☐ Yes



Now, let's suppose you have received this mail:



Would you classify it as phishing?

☐ No

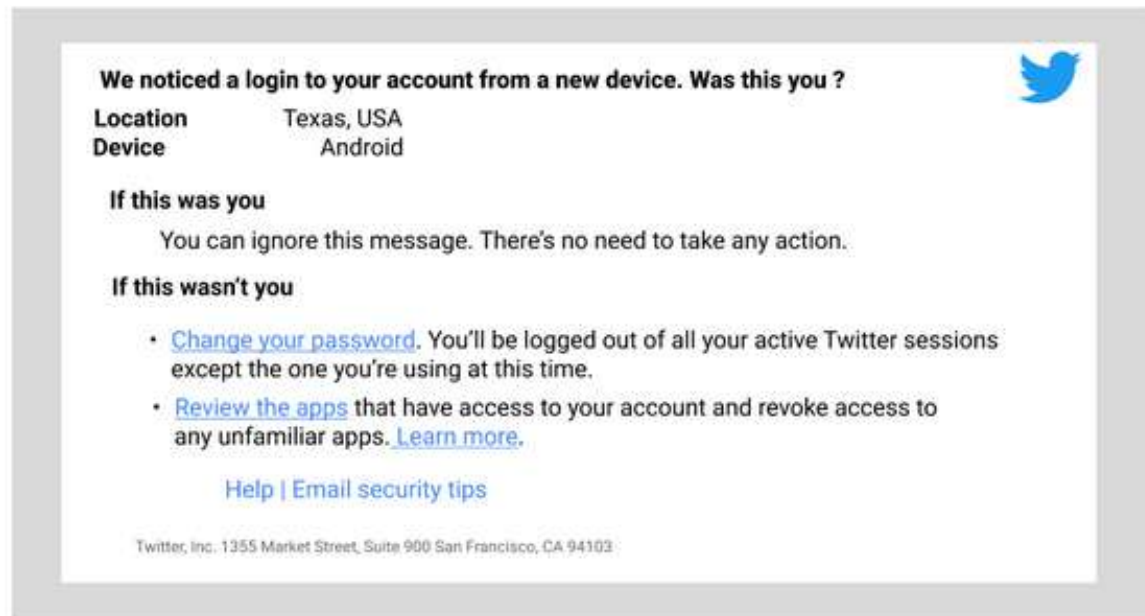
☐ Yes



New login to Twitter from ChromeMobileAndroid on Android Inbox x



Twitter <verify@twitter.com>
to me ▾



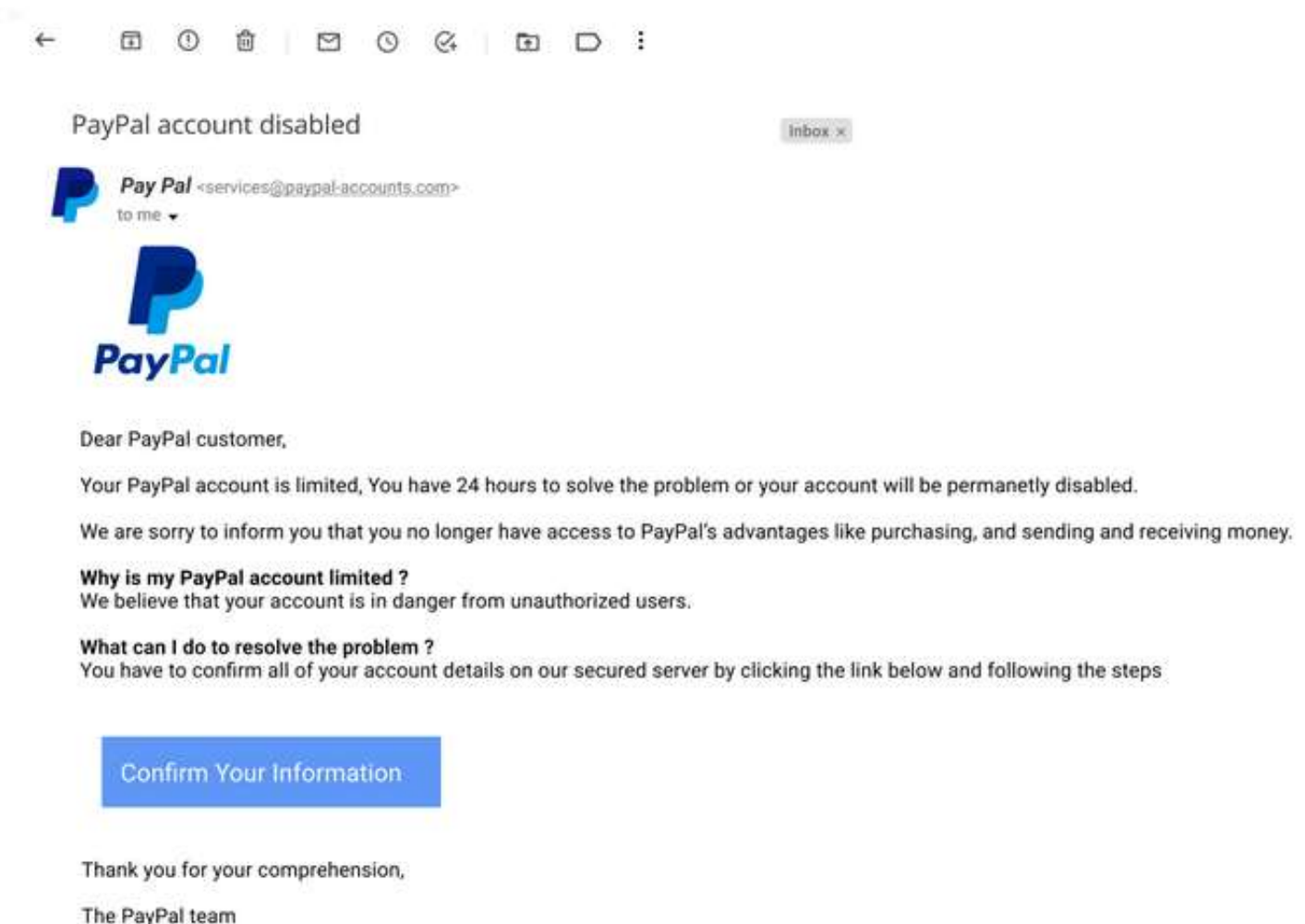
Would you classify it as phishing?

☐ Yes

☐ No



Finally, suppose you received this one:



Would you classify this mail as phishing?

☐ Yes

☐ No



Thank you! Before we end this study, we will now ask you some questions about yourself.

What age group do you belong to?

☐ 18-25

☐ 26-35

☐ 36-45

☐ 46-55

☐ 56-65

☐ 66-75

☐ >75

☐ Prefer not to say

What is your highest level of education?

- ☐ Did not finish high school
- ☐ Secondary school diploma
- ☐ Associate degree
- ☐ University degree (Bachelor/Master)
- ☐ PhD or similar
- ☐ Other:

Do you have an IT security related background or is your occupation concerned with IT security? You can tick multiple answers if applicable.

- ☐ Yes, studies in Computer Science, IT Security, Cybersecurity or similar
- ☐ Yes, IT specialist, IT security specialist or similar
- ☐ Yes, other IT security related education or occupation:

- ☐ No, other education or occupation

What is your occupation?

- ☐ Training/ Apprenticeship
- ☐ University Student
- ☐ Employee
- ☐ Civil Service
- ☐ Self-employed
- ☐ Unemployed
- ☐ Retired
- ☐ Other:

How well do the following statements describe your personality?

	Disagree strongly	Disagree a little	Neither agree nor disagree	Agree a little	Agree strongly
I see myself as someone who is outgoing, sociable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who gets nervous easily.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who has few artistic interests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who tends to be lazy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who is relaxed, handles stress well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who does a thorough job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who is generally trusting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who is reserved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who tends to find fault with others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as someone who has an active imagination.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

After completing the training, how would you now rate the following aspects?

	very low	rather low	medium	rather high	very high
your knowledge on phishing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
your ability to detect phishing e-mails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
your level of alertness for phishing attacks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



You're nearly done, just answer the following questionnaire and you will be good to go ! Each statement below describes how a person might feel about the use of security measures. Examples of security measures are laptop or tablet passwords, spam email reporting tools, software updates, secure web browsers, fingerprint ID, and anti-virus software. Please indicate the degree to which you agree or disagree with each statement. In each case, make your choice in terms of how you feel **right now**, not what you have felt in the past or would like to feel. There are no wrong answers.

	1 - Strongly disagree	2 - Somewhat disagree	3 - Neither disagree nor agree	4 - Somewhat agree	5 - Strongly agree
I am extremely knowledgeable about all the steps needed to keep my online data and accounts safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I want to change my security behaviors to improve my protection against threats (such as phishing, computer viruses, identity theft, password hacking) that are a danger to my online data and accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am too busy to put in the effort needed to change my security behaviors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I always pay attention to experts' advice about the steps I need to take to keep my online data and accounts safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I seek out opportunities to learn about security measures that are relevant to me.

☐☐☐☐☐

Generally, I diligently follow a routine about security practices.

☐☐☐☐☐

I want to change my security behaviors in order to keep my online data and accounts safe.

☐☐☐☐☐

There are good reasons why I do not take the necessary steps to keep my online data and accounts safe.

☐☐☐☐☐

I am extremely motivated to take all the steps needed to keep my online data and accounts safe.

☐☐☐☐☐

I usually will not use security measures if they are inconvenient.

☐☐☐☐☐

I have much bigger problems than my risk of a security breach.

☐☐☐☐☐

I worry that I'm not doing enough to protect myself against threats (such as phishing, computer viruses, identity theft, password hacking) that are a danger to my online data and accounts.

☐☐☐☐☐

I often am interested in articles about security threats.

☐☐☐☐☐

Please indicate the degree to which you agree/disagree with the following statements.

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
A good consumer online privacy policy should have a clear and conspicuous disclosure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When online companies ask me for personal information, I sometimes think twice before providing it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm concerned that online companies are collecting too much personal information about me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer online privacy is really a matter of consumers' right to exercise control and autonomy over decisions about how their information is collected, used, and shared.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It usually bothers me when online companies ask me for personal information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer control of personal information lies at the heart of consumer privacy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Companies seeking information online should disclose the way the data are collected, processed, and used.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It bothers me to give personal information to so many online companies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

