

University-wide Cyber Security Services

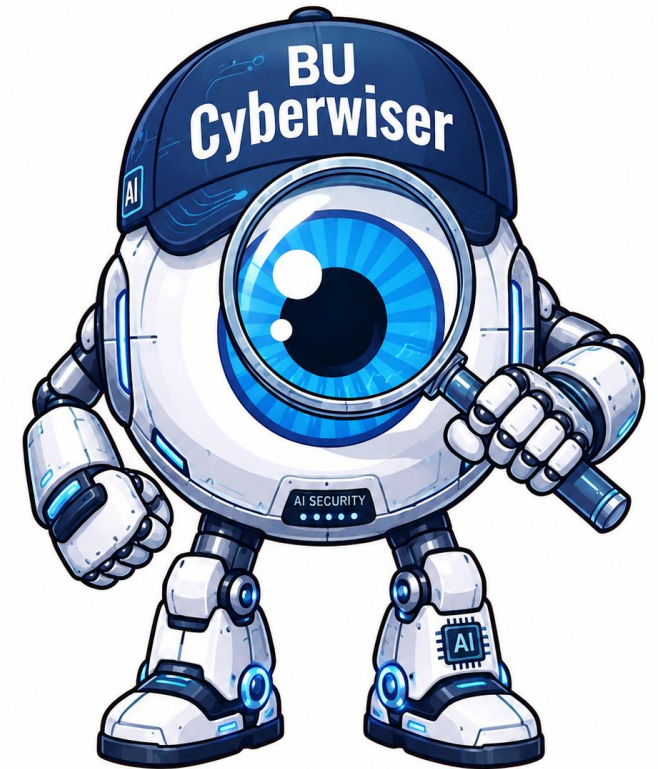


23 September 2026



Topics to be Covered

- **Safeguard Your Email and Personal Data**
- **Identify and Report Scam Email**
- **Data Loss Protection for Outgoing Email**
- **Remote Access Service (VPN and SASE)**
- **HKBU Passwordless Single Sign-on**



Safeguard Your Email and Personal Data

3



Safeguard Your Email and Personal Data

4

Safeguard Your Email and Personal Data

BOOST YOUR DATA SECURITY & PROTECTION

4 Use Official HKBU Email



Official university business requires official HKBU email (@hkbu.edu.hk).

5 Think Before You Share



Be mindful of who sees what you share. From documents to social media posts.

6 Keep Password Unique



SSOid Password

Other modors

For other key (for streaming, social media)

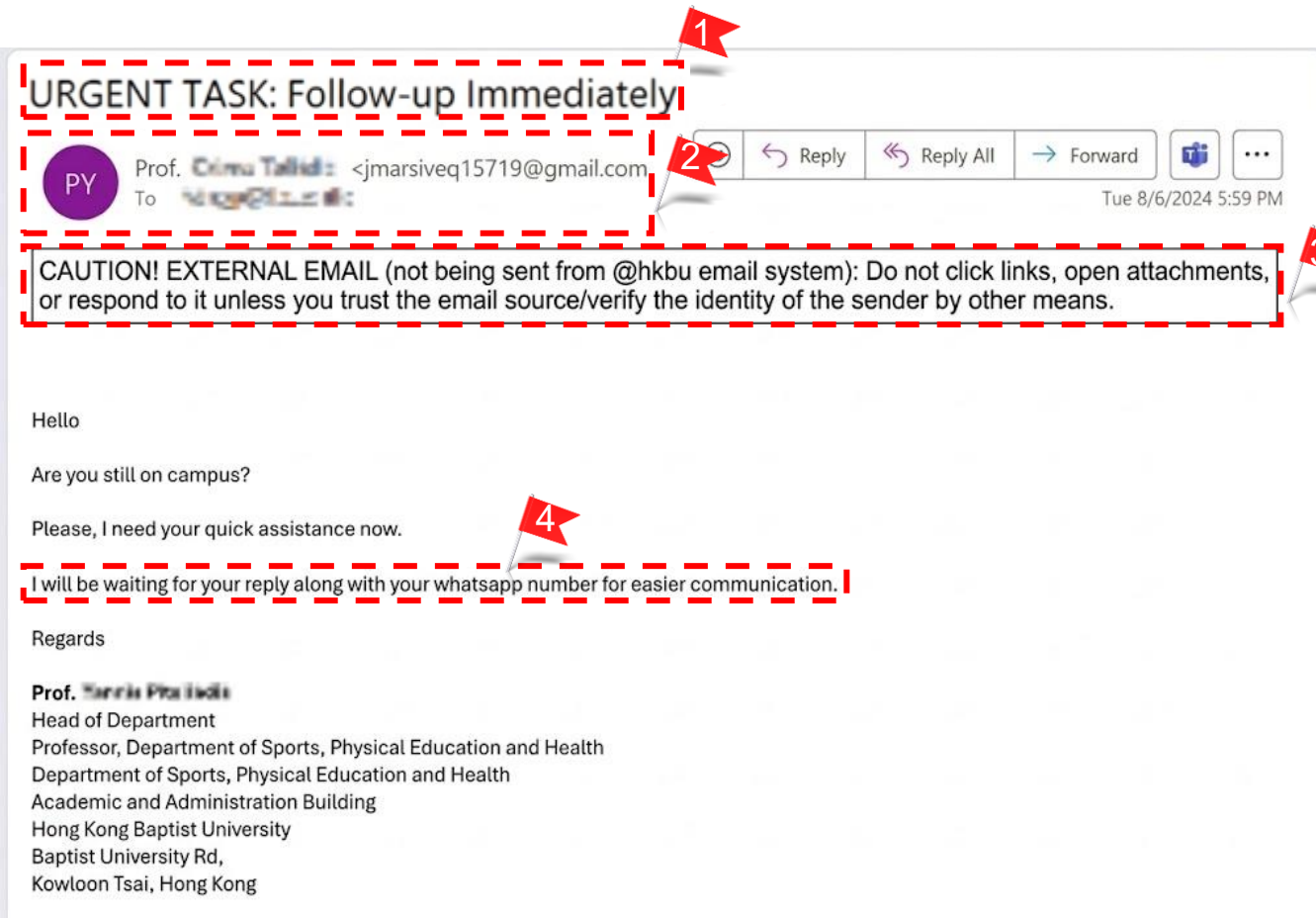
7 Enable MFA



Authorize Login?

Samples of Phishing scam...

5



Flag 1

Sense of Urgency: Phishing attempts create artificial pressure using phrases like “URGENT” to bypass critical thinking.

Flag 2

Suspicious Sender Email Address: The sender claims to be a University Professor/Head of Department, but the actual email address is a generic Gmail account (jmarsiveq15719@gmail.com) rather than an official institutional domain (@hkbu.edu.hk).

Flag 3

External Email Warning Header: The system automatically flags the message with **CAUTION! EXTERNAL EMAIL (not being sent from @hkbu email system)**, confirming it originated outside the university network.

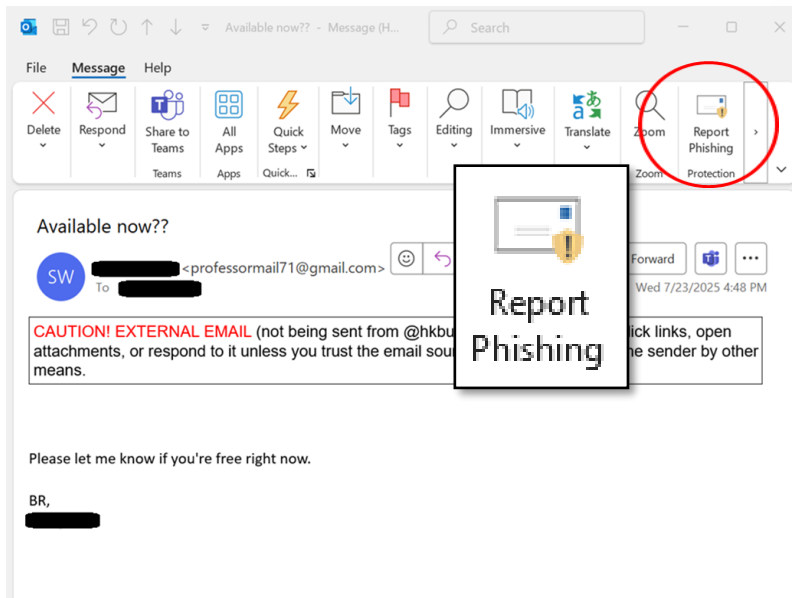
Flag 4

Off-Platform Communication Request: Requesting your WhatsApp number (your WhatsApp number for easier communication) attempts to move communication off monitored institutional email channels where security filters apply.

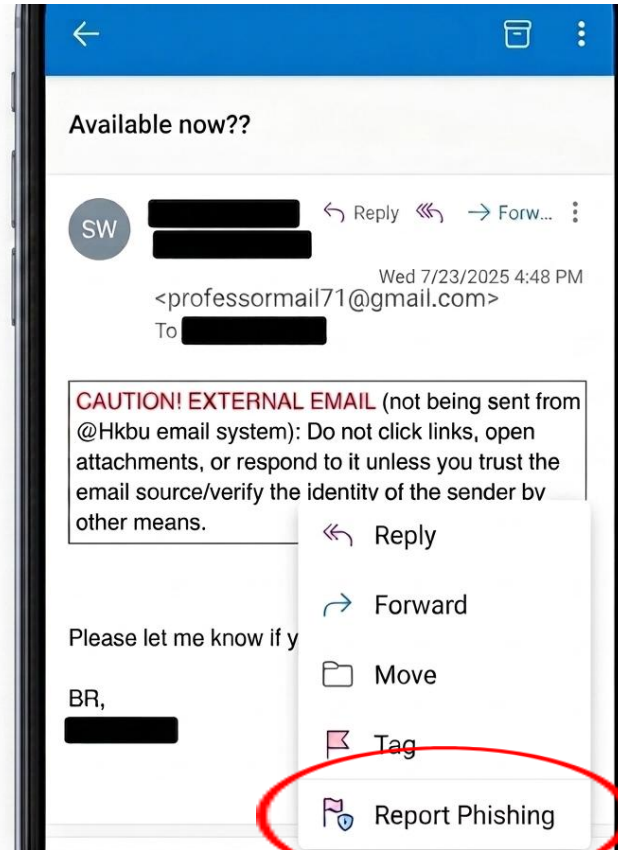
How to Report Phishing Email

6

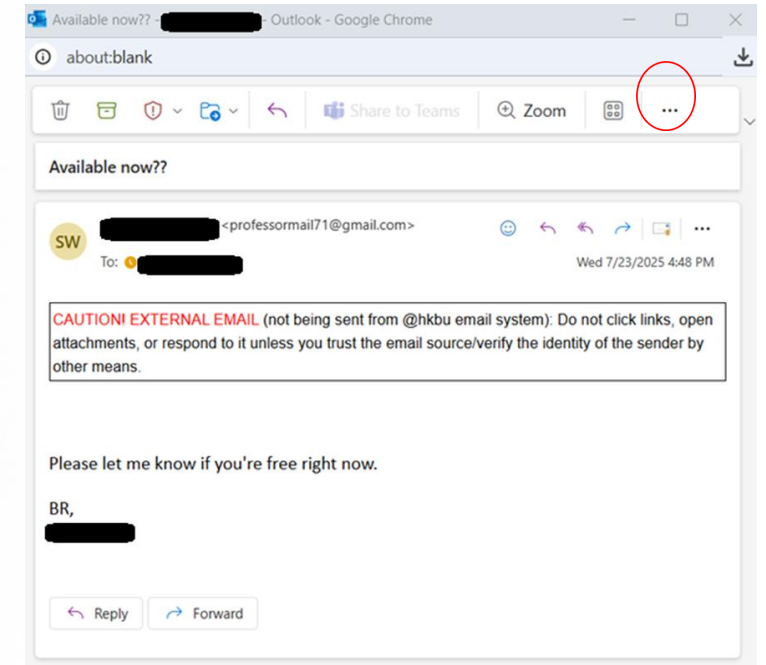
Outlook



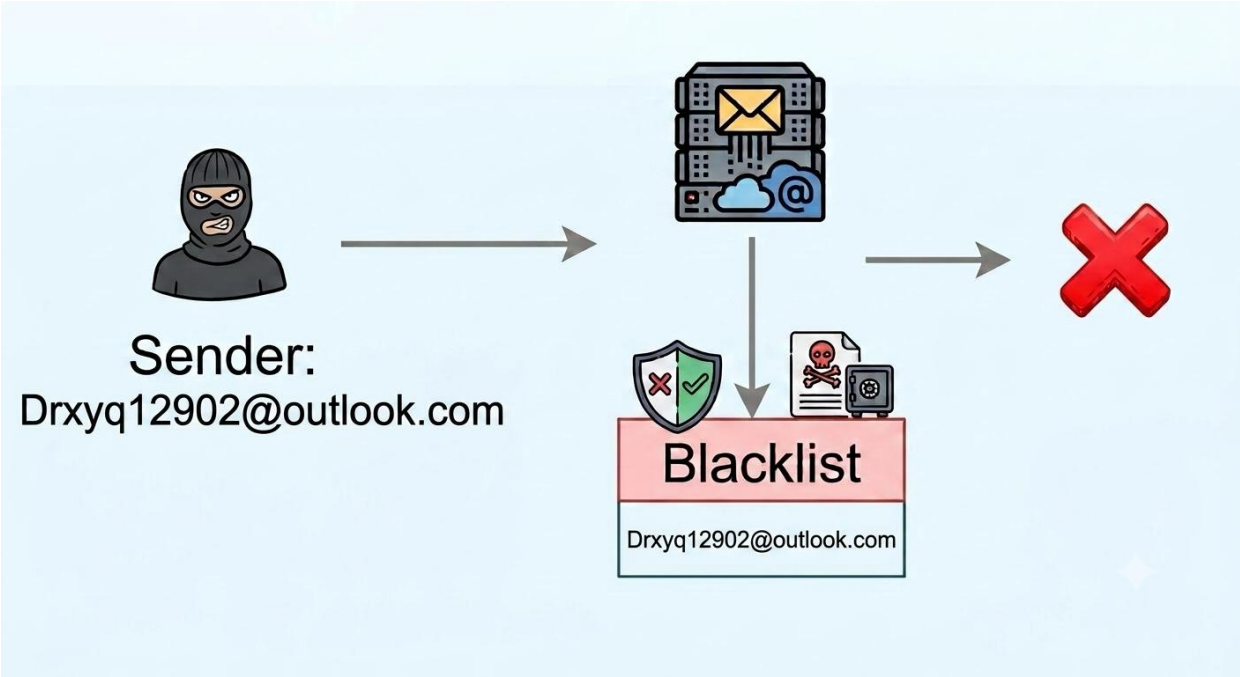
Outlook (App)



Outlook (Web)



Phishing Alerts from ITO



CAUTION: Fraudulent Mail Detected [XSOAR ID: 33078]

phishing_report

To: Undisclosed_Recipients

Wed 8/7/2024 10:54 AM

香港浸會大學
HONG KONG BAPTIST UNIVERSITY

Office of Information Technology
資訊科技處

To: User

CAUTION:
Fraudulent Mail Detected

We have detected that a fraudulent email has been sent to you on 2024-07-23 11:28:19 (plus or minus 2 hours) with details as follows:

* From: DRxy212902@outlook.com

* Subject: are you still on campus

* XSOAR ID: 12345

Please DO NOT RESPOND to this email.

In addition, please CHANGE your SSoid password at https://iss.hkbu.edu.hk/buam/buam2/change_pwd/index.seam? as soon as possible if you have clicked on any link, opened any attachment or provided your SSoid password in any way.

Similar fraudulent emails were reported frequently in the past. Always verify that an email indeed has a sender's email address consistent with where it purports to have come from. In any case, please report to us immediately if you suspect that you have fallen victim to any fraudulent email.

Should you need any assistance, please feel free to contact our Service Call Centre by phone 3411 7899 or email us at hotline@hkbu.edu.hk.

Regards,

Office of Information Technology
Hong Kong Baptist University

Office of Information Technology
資訊科技處

[Note: This message is generated by the XSOAR system.]



Data Leakage Prevention (DLP) for Outgoing Emails⁸

Why is my email NOT sending out?



DLP for outgoing emails prevents emails from being **sent by mistake**

An email will be **quarantined** and will **NOT** be sent out if it has been detected to contain “a certain amount of” personal data: For example:

- HKID, Passport / Personal identity number
 - Staff / Student number
 - Bank account / Credit card number
- And More...



Encrypt (or *STRONG password-protect) Email attachments containing restricted/confidential data

Email Quarantined by DLP → What shall I do?

9

DLP Quarantined Email - FW: Seek ITO's advice: Audio Rental for Moon Party 2023 (LQC) PR#1045151

ITO Data Leakage Prevention <hkbuitolp@link.hkbu.edu.hk>
To: St N
Mon 14/8/2023

This message was sent with High importance.

香港浸會大學
HONG KONG BAPTIST UNIVERSITY

Office of Information Technology
資訊科技處

Email Data Leakage Prevention (DLP)

Quarantine Notification

The email you sent on 14 Aug 2023 17:57:45 with Subject: FW: Seek ITO's advice: 1 has been QUARANTINED as it has been detected to contain the following type of sensitive data:

Phone Number

and may have violated the [Data Leakage Prevention \(DLP\) Policy](#).

Please kindly **REVIEW** the message and its attachment(s) in the "Sent Mail" / "Sent" folder of your email account.

Sent Date/Time: 14 Aug 2023 17:57:45

Subject: FW: Seek ITO's advice: 51

From: syv bu.edu.hk

To: anv edu.hk

CC: ps .hk

ITO Reference: 085: 4CU18



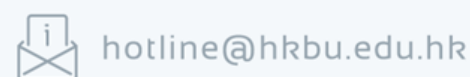
If you think it has been incorrectly quarantined and **NO** sensitive/personal data is present, including but not limited to **HKID, Passport/Identity No., Staff/Student/Applicant No, Bank Account/Credit Card No., Phone No., Sensitive Dates (e.g. Date of Birth), Personal Email Address, and Residential/Correspondence Address, etc.**

Please click the **[Release Email]** button below to release the email. Otherwise, please click the **[Discard Email]**.



Email containing sensitive/personal data **MUST BE ENCRYPTED** with **STRONG Password** when being sent.

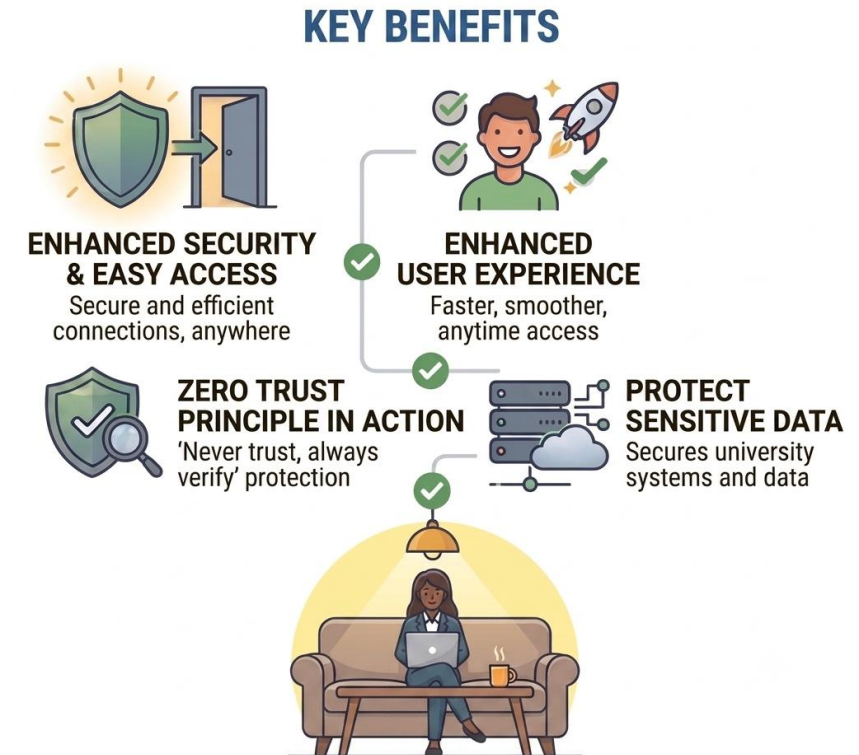
For any questions, please contact ITO Service Call Centre below.



The DLP Quarantine Notification email will arrive in **minutes** after the email was sent.

Remote Access Service

- Traditional Way - VPN (Virtual Private Network)
- SASE (Secure Remote Access Service) 
 - Modern service provides secure and efficient connections to HKBU sensitive data and systems—anytime, anywhere
 - Allows you to access the following services which **VPN can not provide:**
 - Reach internal and restricted systems
 - network shared drives
 - Print to office network printers



Remote Access Service

11

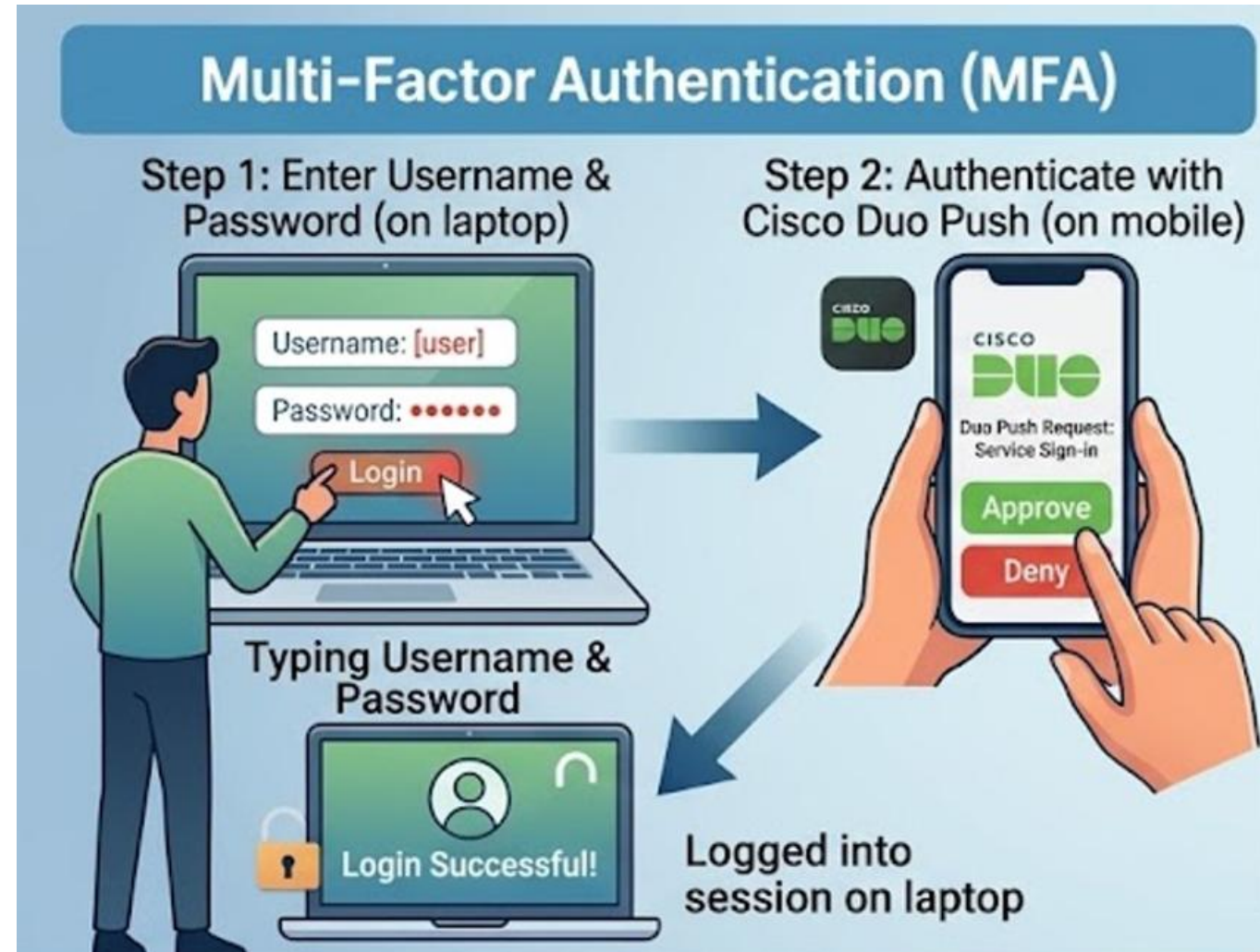


SASE User Guide + FAQ

<https://ito.hkbu.edu.hk/services/it-security/sase.html>

MFA (Mutli-Factor Authentication)

- HKBU implemented since 2018
- HKBU MFA System: DUO
- Sign-in requires
 - Password
 - 2nd factor for verification (e.g. Authentication Prompt)



Passwordless

13

- Password is no longer required
- HKBU Passwordless is just like “iAM Smart”
- Combining
 - Something you have (**your device**)
 - Something you are (**your biometrics**)
- Enjoy a faster and more secure login



Advantages of Passwordless



Faster:
Only one-step verification. Sign-in time greatly reduced.



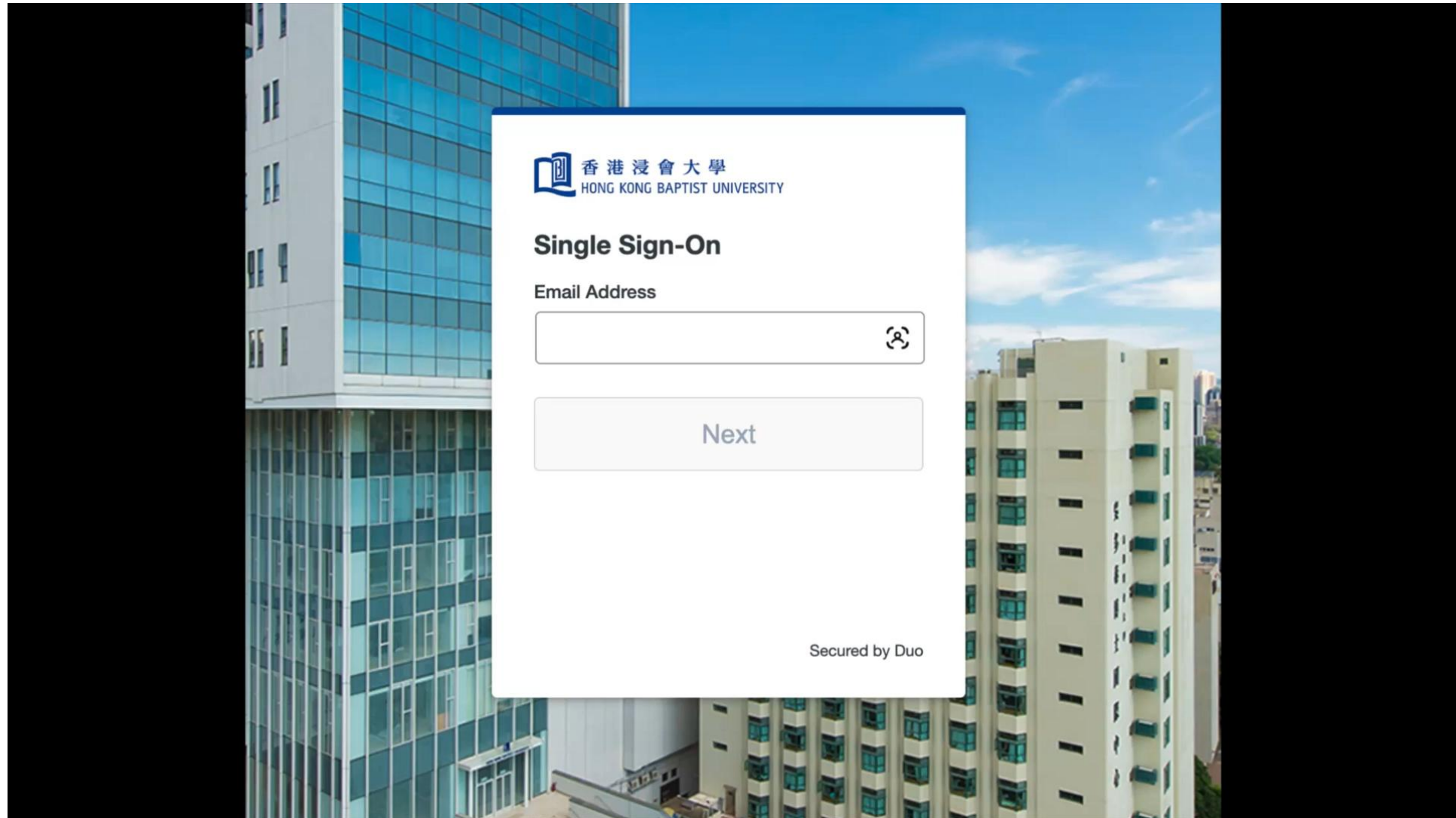
More Convenient:
No complex passwords to remember. Eliminates forgotten password risk.



More Secure:
Biometric data is stored locally for unbeatable security against phishing.

Passwordless Demo – Fingerprint

16



香港浸會大學
HONG KONG BAPTIST UNIVERSITY

Single Sign-On

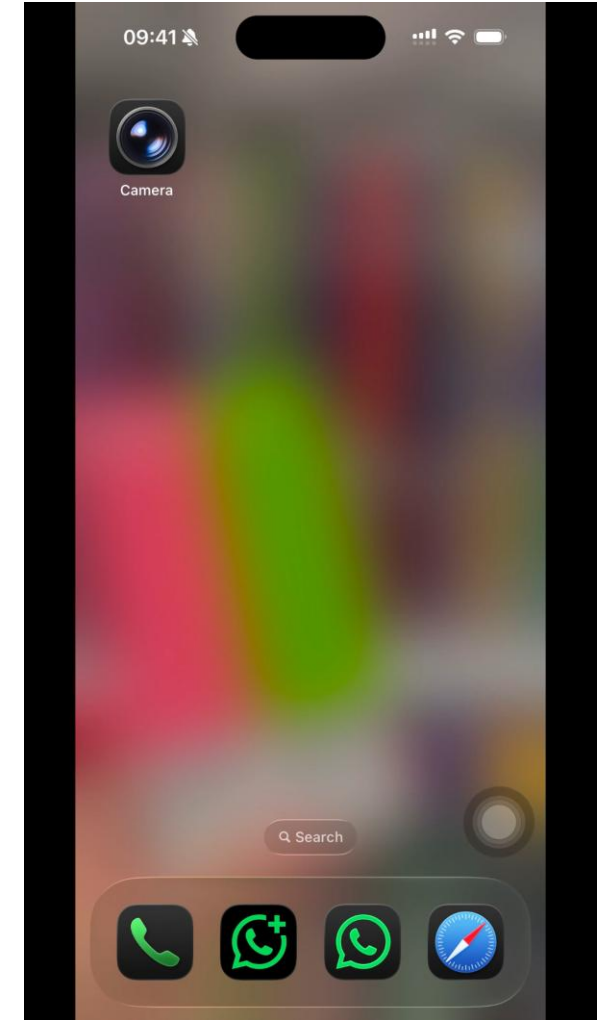
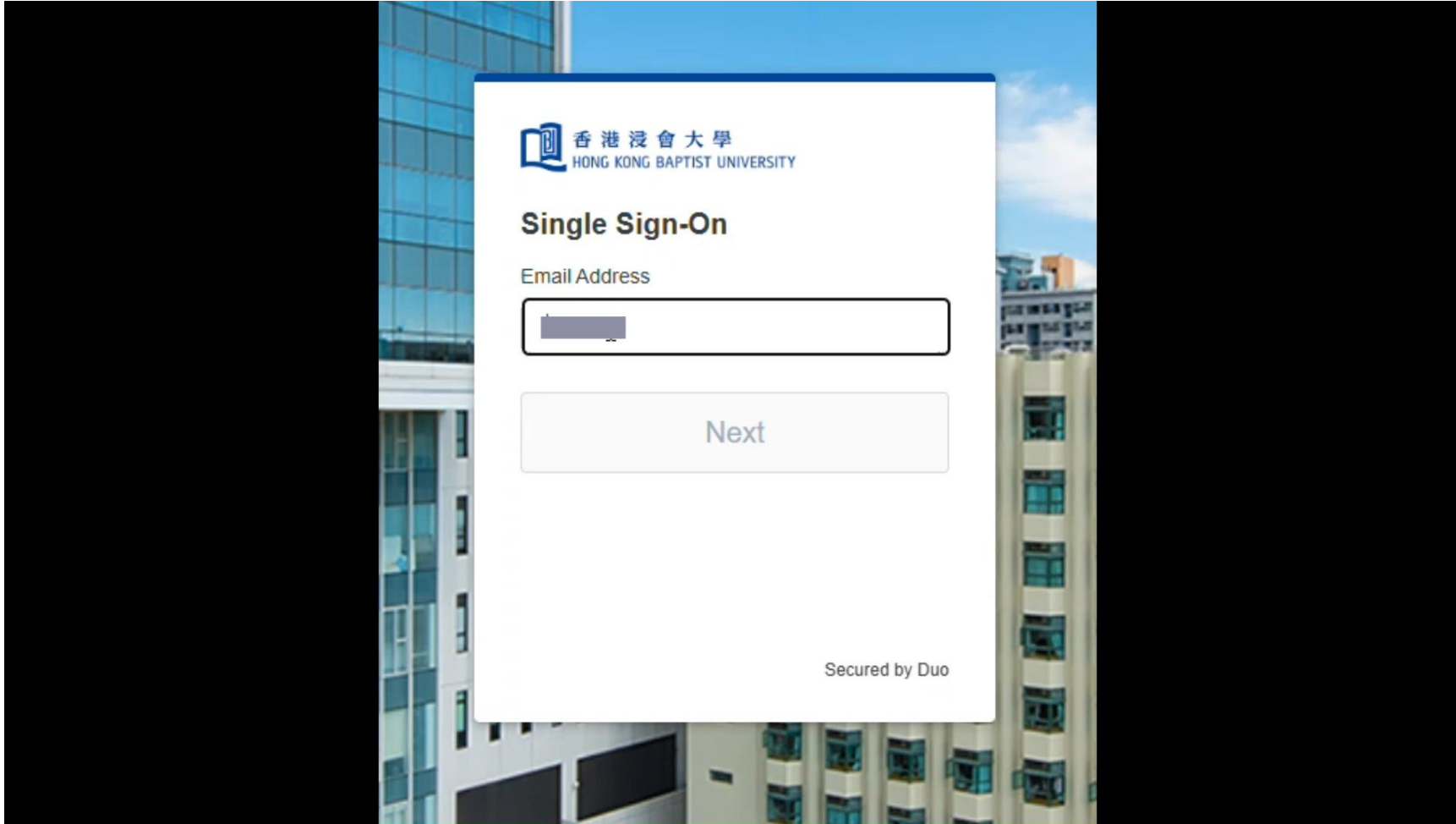
Email Address

Next

Secured by Duo

Passwordless Demo – Using QR Code

17



Passwordless Training and User Guide

18

Zoom Training

- 15-Oct (11:30am – 12:30pm) Cantonese
- 23-Oct (11:30am – 12:30pm) English



Passwordless User Guide + FAQ

<https://ito.hkbu.edu.hk/services/it-security/passwordless.html>

Take Away

- **Maintain High Security Awareness**
 - Always Think Before You Act
- **Try our new Remote Access Service**
 - SASE: A faster, seamless, and more secure
- **Adopt Passwordless Authentication**
 - Upgrade to a faster, simpler, and securer login experience using your device and biometrics





THANK YOU

Q & A

Survey

