



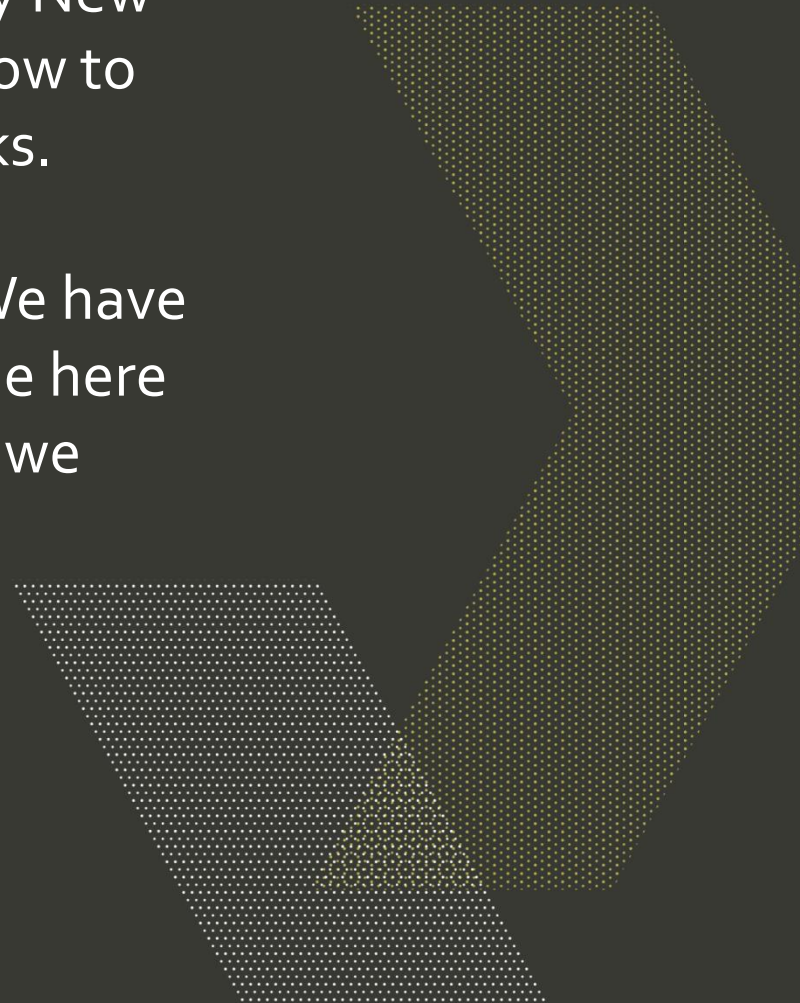
SeniorNet Symposium

Kat Norman, Senior Stakeholder and Engagement Advisor
9 May 2019



As a government-enabled organisation, CERT NZ's job is to advise everyday New Zealanders and organisations on how to avoid or manage cyber security risks.

We're uniquely placed to do that. We have privileged access to data and people here and internationally. The more data we have, the more we can achieve.



CERT NZ's core functions



THREAT IDENTIFICATION

We analyse the international landscape and report on threats.



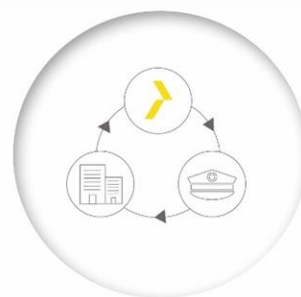
VULNERABILITY IDENTIFICATION

We analyse data and report on vulnerabilities in New Zealand.



INCIDENT REPORTING

We triage reported incidents and make referrals.



RESPONSE COORDINATION

We lead the response to some incidents, coordinate the response to others and we support the national emergency response process.



READINESS SUPPORT

We help to define best practice, and raise awareness of cyber security risks, mitigations and impacts.

We work across the cyber security ecosystem

Not all incidents reported are within our scope. But as part of our role in the ecosystem, we help people get to the right place.

We work closely with incident “referral” partner organisations including:



CERT NZ also plays a connecting role working alongside or coordinating with partner agencies to resolve incidents where required.

CERT NZ Reporting Tool

Responding to **cyber security** threats in New Zealand.

CERT NZ is your first port of call when you need to report a cyber security problem. We support businesses, organisations and individuals affected by cyber security incidents, and provide trusted and authoritative information and advice.

IT specialists

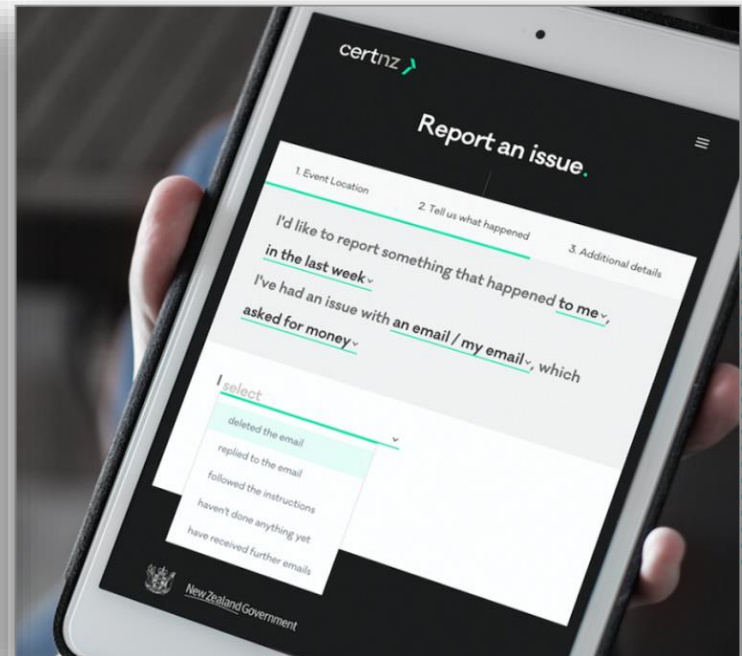
[Advisories](#) [Guides](#)

[Report an incident](#)

Businesses and individuals

[Recent threats](#) [Explore](#) [Guides](#)

[Report an issue](#)



CERT NZ Reporting Tool cont...

I'd like to report something that happened
to my business / a business I work for ▾, in the last week ▾
The business has an issue with an email / their email ▾,
which asked for money ▾
We followed the instructions ▾ and
we've lost some money ▾ NZD \$500 . The issue
hasn't been resolved ▾

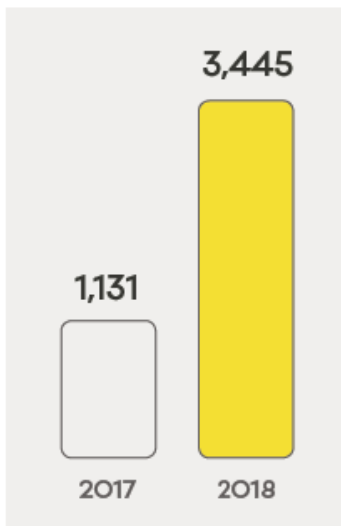
This sounds like a scam or fraud.

Online scams are intended to manipulate or trick people into giving away their personal details, financial details, or money. If you can tell us a bit more about what's been happening, we'll see if this can be investigated further and will let you know what your next steps are.

Provide additional details

2018 summary – what we've seen

Reported incidents

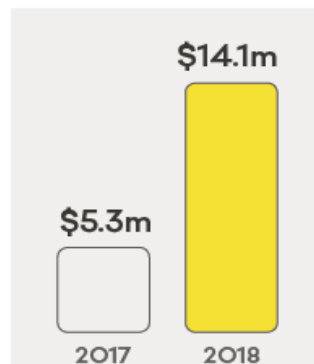


In 2018, incidents reported to CERT NZ **increased by over 200%**. These reports were received from individuals, small businesses and large organisations from all over New Zealand.

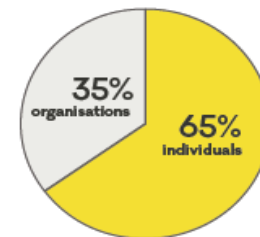


Financial loss

18% of reports made to CERT NZ had some form of financial loss with a total value of **\$14 million**.

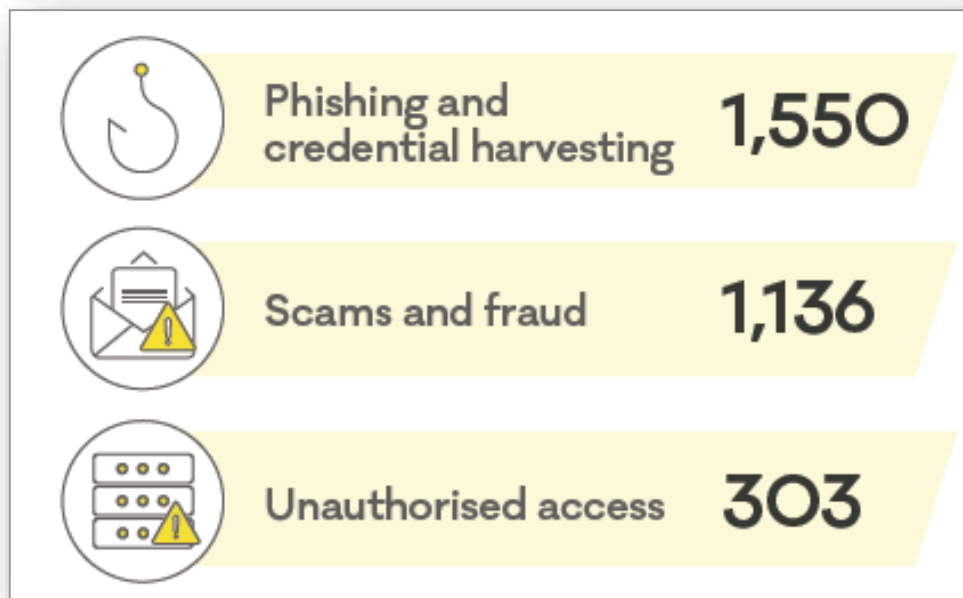


65% of the reports of financial loss **affected individuals**.



Over \$8m of this loss was attributed to **scam and fraud reports**.

Top incident categories of 2018



2018 summary – what we've done

What we've done

Get **Cyber Smart**

Get Cyber Smart is CERT NZ's primary platform to reach everyday Kiwis. In 2018 we worked with more partners who helped us reach more people than ever before.



95
partners

Advisories

8 businesses and individuals advisories

8 IT specialists' advisories

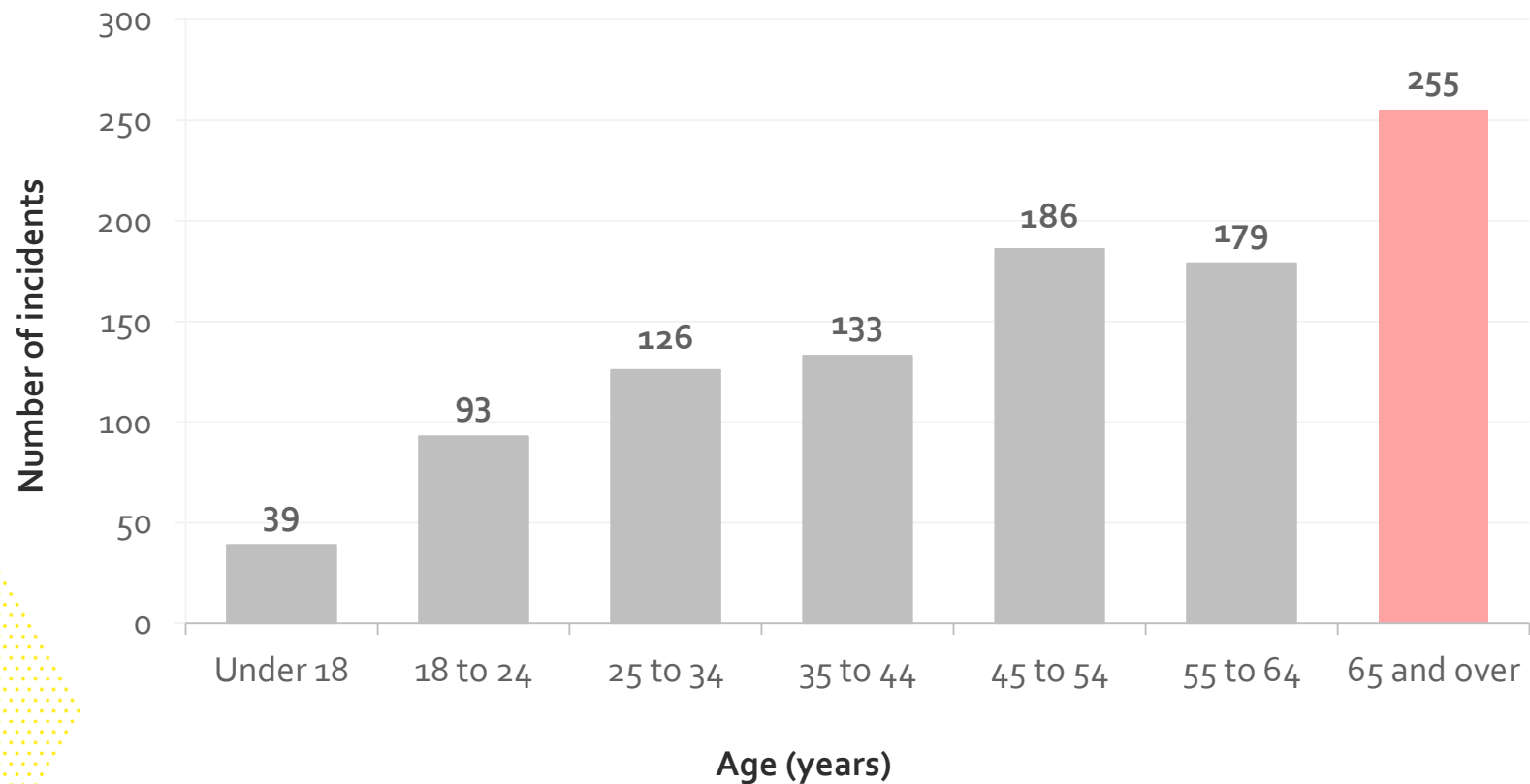
Advisories are our early warning system for New Zealanders. We triage incident reports we receive, and information about international cyber threats to get timely, actionable advice out to New Zealanders **so they can protect themselves online.**

Exercises

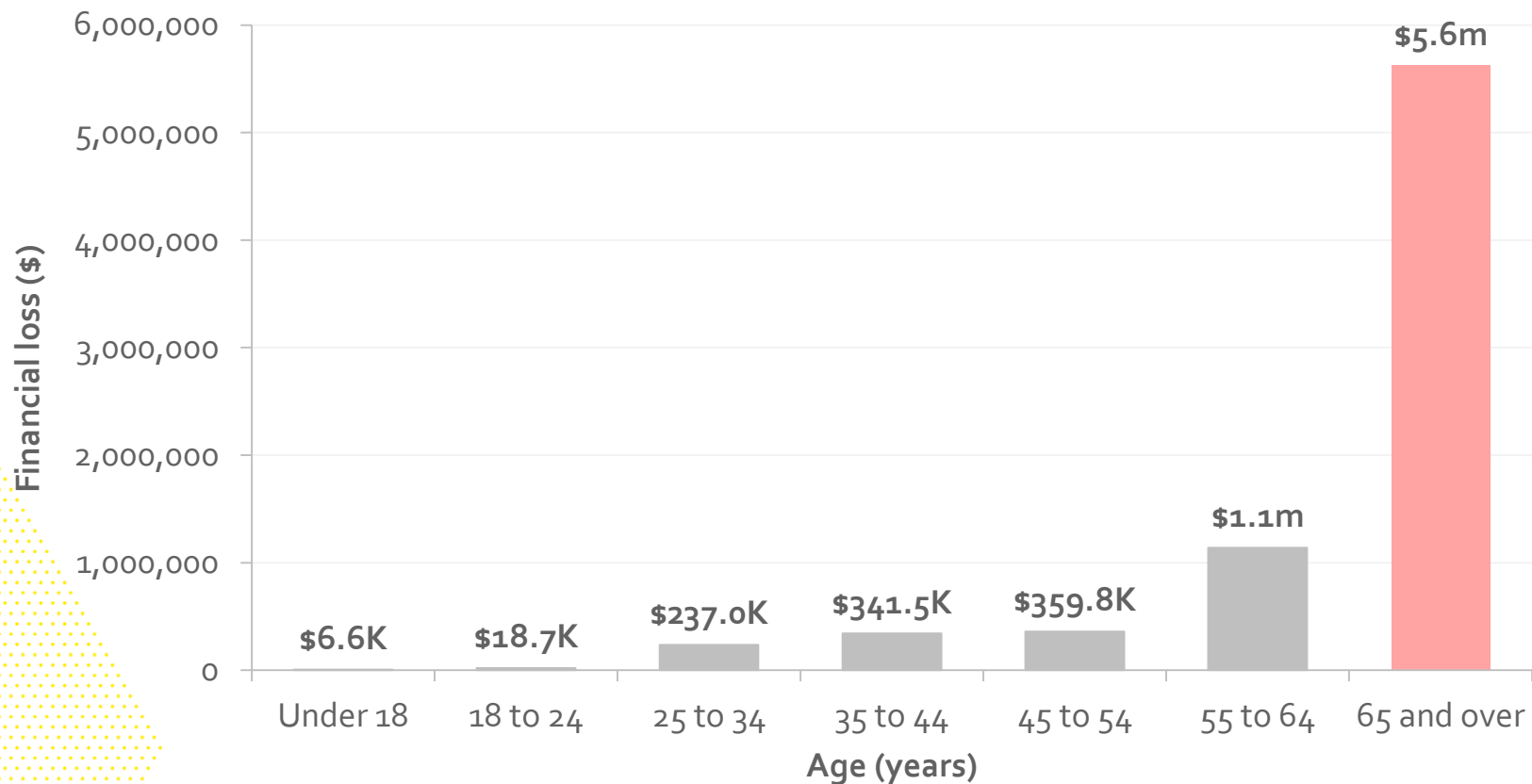


In 2018 we contributed to the national and global cyber exercise programme, contributing to and participating in **4 cyber exercises which help us test our national and international ability** to respond to cyber security incidents.

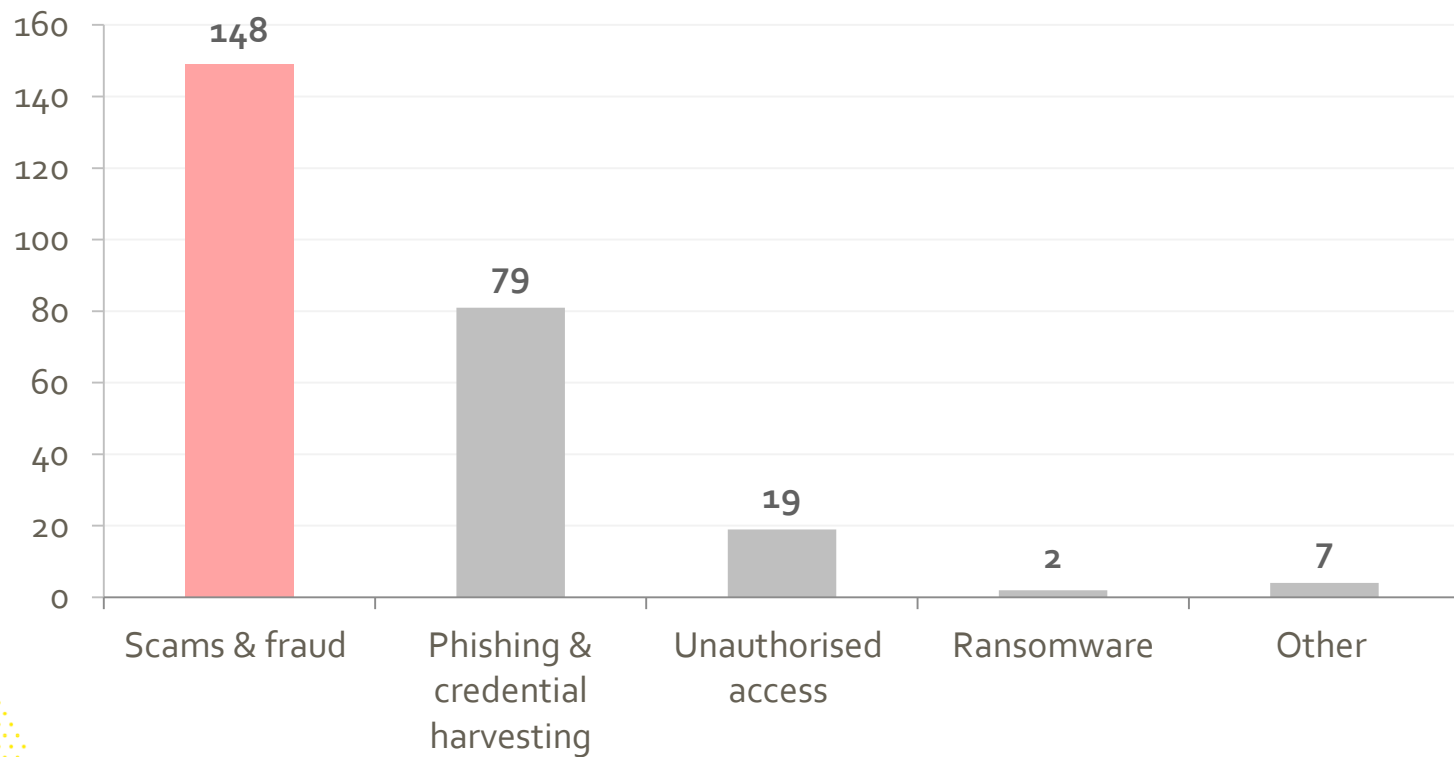
Individual reports, breakdown by age



Distribution of direct financial loss by age



Incident types for 65+ age group





Get password smart!

Get **Cyber Smart** ///





Strength in numbers!

A string of four or more words makes a **strong password** that's easy to remember.

Using strong passwords for each of your accounts will help you protect yourself, your family and your finances online.

Learn how to get password smart at:
www.cert.govt.nz/password-smart

Get Cyber Smart
certnz How Online & Smart

A string of four or more words makes a strong password that's easy to remember.

SeniorNet Case Study

Grant Sidaway from SeniorNet shares his tips for creating a strong password ^



One easy way to make a long and strong password is to use four or more words. It's also easier to remember than a combination of letters, numbers and symbols but is hard for attackers to guess.

To make my passwords long and strong, I like to use a mix of languages. For example creating a phrase that uses both English and Māori words. Bringing the words 'hui', 'staple', 'waka' and 'singer' together creates huistaplewakasinger – that's a long and strong password and it uses 21 characters!

It's important to create long and strong passwords, and it's fun to create crazy phrases, so get password smart, stay secure online and make a different password for each of your accounts.

Grant Sidaway is Executive Director of SeniorNet, a community training network that supports and motivates people aged 50+ to enjoy and use technology in their everyday lives.

An advertisement with a purple background. Three elderly women are smiling and taking a selfie with a smartphone. One woman is holding the phone. The text 'Strength in numbers!' is overlaid in large white letters. Below the image, there is text about strong passwords and a link to a website.

Strength in numbers!

A string of four or more words makes a **strong password** that's easy to remember.

Using strong passwords for each of your accounts will help you protect yourself, your family and your finances online.

Learn how to get password smart at:
www.certnz.govt.nz/password-smart

Get Cyber Smart
 certnz Technology for Government



**Embrace
your
uniqueness!**

Stay secure online by making each **password unique** - just like you!

Using unique passwords for each of your accounts will help you protect yourself, your family and your finances online.

Learn how to get password smart at:
www.certnz.govt.nz/password-smart

 Get **Cyber Smart**

 New Zealand Government

Stay secure online by making each password unique – just like you!



**Mum's
the word!**

Passwords should be your best kept secret. Store them somewhere safe separate from your computer.

Keeping your passwords safe will help you protect yourself, your family and your finances online.

Learn how to get password smart at:
www.cert.govt.nz/password-smart


certnz  New Zealand Government

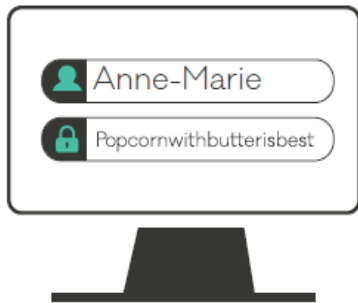
Passwords should be your best kept secret. Store them somewhere safe and separate from your computer.



Protect yourself online – be smart with passwords

Top tips for great passwords

Having long, strong and unique passwords on each of your accounts is one of the easiest ways to protect yourself online. Here's how to create good passwords:



Create long and strong passwords

Create a password that is a string of four or more words. Using a combination of words makes a long password that's hard for attackers to guess but easy for you to remember.



Use unique passwords

Use a different password on each of your online accounts so if an attacker gets hold of one of your passwords, only that one account can be accessed.



Bonus tip:

If you need help remembering your different passwords, write them down and keep them somewhere safe away from your computer and phone.

Guide to changing your passwords

Now you know what makes a good password, it's time to change your old ones. Here's how:

Step 1 Log in to your account

Go to the website of the account you'd like to change—email, bank or social media is a good place to start. Log in using your current password.

Step 2 Find the account settings

Look for account settings. These are often in the top menu of the website under 'account', 'settings', or an icon of a cog. If your account has a profile picture, try clicking on it.

Step 3 Find password settings

Password settings are in different places on different websites. To find them, try looking under 'security', 'privacy' or 'personal details'.

Step 4 Change your password

You'll be prompted to enter your current password and then the new password you have chosen. Make sure your new password is long, strong and unique!

For more information about staying safe online, see www.cert.govt.nz



/// Get **Cyber Smart**

Embrace your uniqueness!

Stay secure online by making each password unique — just like you!


Learn more at:
www.cert.govt.nz/password-smart

certnz 

Investing in the campaign



Advertisement



Rob Pope

Bank on a strong password

I've been thinking a lot lately about the changes that we've experienced over the last decade or so.

More and more, the services we all rely on at home or at work are moving to the online world. Our banks, shops and utility companies are all beefing up their online services - who would have thought you could get a home loan without needing to meet the bank manager?

I get to have conversations with people about this very topic all the time, especially when they find out what I do in my job at CERT NZ. But there are also a lot of conversations not being had - maybe because people are unsure about how to manage things online or, understandably, are embarrassed or shy to ask for help.

I also hear about the unfortunate impacts that people experience as a result of financial loss through poor cyber security. Believe me, it happens more often than you probably realise. More and more, we need to be very careful about protecting our online financial accounts so they can't be attacked.

This sounds scary. Losing money is scary - but protecting your online accounts isn't.

The single most effective form of protection is the password. If there is one thing you do today, please look at one (or more) of your online financial accounts, and make one simple change: change at least one password so it is strong and unique to that account.

Every account is a little different but changing your password to a strong one will only take a moment or two.

Log in to your online account
Click on settings (this often looks like a cog or a wheel). Find the password section and update your password. You'll probably be asked to enter your new password twice.

Make your new password long so it is strong
A string of four or more words is as strong as using a mix of numbers, letters and characters. Try not to include personal information such as your birth date, pet's name, address or names of your loved ones. This is exactly the type of information that people might be able to find out about you, or even guess. Strong and unique passwords are your best defence in this digital world - please make it a priority to create strong passwords for each of your accounts.

By protecting your finances you can protect your way of life.

PS: If you're like me, you'll need help to remember your passwords. It's OK to write them down but make sure you store them somewhere safe, away from your computer and phone. Or consider using a password manager.

Rob Pope is the Director of CERT NZ. CERT NZ helps New Zealanders to protect themselves by improving cyber security. www.certnz.govt.nz has helpful information about strengthening passwords.



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