Cybercriminal activity continues to be on a massive rise in this digital age. One of the most common ways these threat actors steal data and information is through phishing. Phishing emails and texts typically tell a story that brings forth a sense of urgency for the end-user to react immediately through a sudden course of action.

4 signs of a phishing email are as follows:

- 1. An unfamiliar greeting
- 2. Email addresses or domains that do not match
- 3. Misspelled words or bad grammar
- 4. Urgency "IMMEDIATE ACTION REQUIRED...ACT NOW by a specific date/time.... etc."

We encourage Pioneer email customers to continue to be diligent and aware of these types of phishing email tactics. Please mark these as spam and/or delete them as necessary when you see them. If you are concerned that you may have entered any information through a phishing email that may have been obtained by a threat actor, we ask that you call Pioneer technical support immediately so we can assist you in changing your email password. We can also answer any questions you have about the legitimacy of any email you receive.

In this document example, we will be showing you exactly how these cybercriminals operate after immediately gaining access to a victim's email. This document explains their methodology of navigating to the "Preferences" of a customer's email account and manipulating and setting up "Incoming Mail Forwards" to their email account. They also create various "Mail Filters" to hide the email activity that typically follows, as they begin to infiltrate and collect data from the various services associated with your email address. When these cybercriminals do this, it means that even if you change your email password, they may still have a form of access to your incoming mail that is being forwarded/filtered from your account back to theirs.

It is highly recommended that you, the rightful email owner, not only change your email password if you suspect foul play, but also to navigate through these preferences/settings to make sure there is no suspicious activity listed and identify and remove any suspicious activity promptly. Checking these webmail preferences from time to time is highly recommended!

- **O**Pioneer Preferences Contacts Calendar Mail Tasks Briefcase Actions 🔻 New Message -Reply Reply to All Forwar Mail Folders □ Sorted by Date ∇ 🛓 Inbox • No results found. 📑 Sent 🔯 Drafts 🌄 Junk Trash Searches Tags Zimlets
- 1. While in your Pioneer Webmail (<u>https://mail.pldi.net/</u>) , find and click on Preferences.

2. In preferences you will see many options. On the left-hand side click on Mail.

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Mail Contacts Cale	endar Tasks Briefcase	Preferences							
Save Cancel	Undo Changes								
Preferences	Sign in								
👸 General	Default Clinit								
Accounts	Default Client:	Advanced (Ajax) Operating # (TAU)							
Mail		⊖ standard (FIIML)							
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🤣 Trusted Addresses	Theme:	Harmony 👻							
Contacts	Font:	Standard 👻							
Calendar	Display Font Size:	Normal 🔻							
🛓 Sharing	Print Font Size:	12pt 💌							
🛕 Notifications									
🔄 Import / Export	Time Zone and Lang	lage							
A Shortcuts									
Z Zimlets	Time Zone:	GMT -06:00 US/Canada Central V							
	Language: English (United States)								
	Compose Direction: Left to Right 🔻 🗆 Show direction buttons in compose toolbar								
	Search								
	Search Folders:	Include Spam Folder in Searches							
		Include Trash Folder in Searches							
Ē		Include Shared Items in Searches							
	Search Language:	Show advanced search language in search toolbar							
	Other Settings								
	Selection:	✓ Disolav checkboxes to select items in lists							
	Email Addresses:	✓ Display names in place of email addresses when available							

Under Mail, look under "Receiving Messages" and look in the field for Message Arrival:
 Forward a copy to: If you see an email here that you obviously do not recognize, remove it immediately! (*If you see nothing here continue to Step #4*)

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Ma	il Contacts Ca	lendar Tasks Briefcas	e Preferences								
Save	Cancel	Undo Changes									
▼ Pre	eferences	Displaying Message									
÷	General	Displaying message.									
	Accounts	Check New Mail:	5 minutes 💌								
	Mail	Display Mail:	As HTML (when possible)								
Ŷ	Filters		○ As Text								
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2	Out of Office	wessage rieview:									
	Trusted Addresses		Louple-click opens message in new window								
Ă	Contacts										
	Calendar	Images:	Display external images automatically in HTML Email								
<u> </u>	Notifications	Reading Falle.	Mark messages in reading pane as read immediately								
	Import / Export		Mark messages in reading pane as read after 0 seconds								
Ā	Shortcuts		O Do not mark messages in the reading pane as read								
Z	Zimlets	Message Selection:	Select message below the deleted or moved message								
-			Select message above the deleted or moved message Select message have an arraying selections (mension up as down)								
		Marrage Calary									
		message color:									
		Default Mail Search: in:inbox									
		Receiving Messages									
		Message Arrival:	Forward a copy to:								
			tommytester@gmail.com								
		Cardo antification muses to									
		- 3	Send a notification message to:								
		-	Enter email adaress								
		Arrival Notifications:	Show a popup notification								
		Notification Folders:	Display notifications for new messages in Inbox								
			O Display notifications for new messages in any folder								
		Read Receipt:	When I receive a request for a read receipt:								
		•									
			○ Always send a read receipt								
			Ask me								
		Messages from me:	When I receive a message originally sent by me:								
			Place in Inbox								
			O Place in Inbox if I'm in To: or Cc:								
	February 2023 🕨 🍽		O Discard message automatically								
S N 29 3	M T W T F S 0 31 1 2 3 4 5 7 8 0 10 11	Duplicate Messages:	Automatically delete duplicate copies of the same message when received								

4. After you have removed the suspicious forwarded email address, navigate to the left-hand side, and select **Filters.**

O Pioneer			
Mail Contacts	Calendar	Tasks Briefcas	e Preferences
Save	Undo Cha	nges	
 Preferences 			∴ ∴ As Text
🍪 General			
Accounts		Message Preview:	☑ Display snippets of messages in email list
🖂 Mail			Double-click opens message in new window
Y Filters			Always display received time in email list
🔄 Signatures		Images:	Display external images automatically in HTML Email
b Out of Office		Reading Pane:	• Mark messages in reading pane as read immediately
💙 Trusted Addresse			O Mark messages in reading pane as read after 0 seconds
Contacts			O Do not mark messages in the reading pane as read
Calendar		Message Selection:	Select message below the deleted or moved message
Sharing			O Select message above the deleted or moved message
Notifications			\bigcirc Select next message based on previous selections (moving up or down)
Import / Export		Message Color:	: \Box Set color of messages and conversations according to tag color.
Z Zimlets			
		Default Mail Search:	in:inbox
	Rece	iving Messages	;
		Message Arrival:	Forward a copy to:
			Enter email address
			Remove local copy of message
			Send a notification message to:
	=		Enter email address
		Arrival Notifications:	: Show a popup notification
		Notification Folders:	Display notifications for new messages in Inbox
			O Display notifications for new messages in any folder

5. While in Filters, please look for anything suspicious under the "Active Filters" column. The threat actor typically comes here and sets up a mail filter on your account that has keywords in it such as "Bank, banking, amazon, password...etc", this tells the server to filter out any email that contains those words and immediately deletes it and moves it to trash, or to move it into another folder they are monitoring inside your mailbox. This happens right under the nose of the rightful email account owner. Also, most of the time, these cybercriminals will name the filter in just symbols instead of words to make it harder to notice this suspicious activity. If you notice a filter that you did not setup, select it and click **Delete Filter**.

<u> </u>	Pioneer							
Mail	Contacts	Calendar Ta	isks Briefc	ase Preferences				
Save	Cancel	Undo Chang	es					
Prefe	erences							
🎲 Ge	eneral	Activity	Stream Filters					
🚵 Ac	counts	Activit	y Stream Settings	Rules may be set so when y	ou receive less important	messages, they are moved out of your	Inbox and into an Activity St	ream folder that you can check at your convenience.
🖂 Ma	ail			Í				
🚽 🌄 Filt	ters	Incon	ning Message Filte	Outgoing Message F	ilters			
🌛 Sig	gnatures	Creat	te Filter Edit F	ilter Delete Filter R	un Filter	u ana a filtar liatad k	a wa that	
a 🕹 Ou	ut of Office				Пуо	u see a filter listed h	ere that	
🥏 Tru	usted Addresses	Active F	ilters		you o	aid not set up, selec	t Delete	Available Filters
💄 Co	ontacts	2				Filter immediatel	🖌 💦	
📑 Ca	lendar			\			Remove 🔊	
嚞 Shi	aring	•						
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🔩 Im	port / Export		Yo	u can select "E	Edit Filter''		Hove Down	
A Sh	ortcuts		he	re if you want t	to see the			
z Zir	mlets	=	c	details of what	the filter			
		-	ent	ails, to check i	f you set it			
			up,	or a possible tl	nreat actor.			

6. A confirmation box pops up with a Warning of the filter name in question. Click Yes.

Activity Stream Filters		
Activity Stream Settings Rules may be set so when you receive less importa-	int messages, they are moved out of your Inbox and into an A	ctivity Stream folder that you can check at your c
Incoming Message Filters Outgoing Message Filters		
Create Filter Edit Filter Delete Filter Run Filter		
Active Filters		Available Filters
n	Add	
	Remove	•
	Warning	
	Delete filter ""?	
	Yes	No

If you did select and delete a filter, you should see a green confirmation box at the top that says **Filter Deleted**.



7. Lastly, before navigating away from Preferences always click **Save** to ensure all the changes you reviewed and made are successfully saved.

6	Pioneer								
Mail	Contacts	Calendar	Tasks	Briefcase	Preferences				
Save Prefei	Cancel en 7 neral	Undo C	Changes	n Filters					
🚵 Acc 🖂 Mai	ounts il		Activity Stream	n Settings Rules	may be set so when Outgoing Message	you receive less imp Filters	portant messages, they are	moved out of your Inbo)x an
🦙 Sigr	natures of Office		Create Filter	Edit Filter	Delete Filter	Run Filter			
Con	ntacts endar	Ad	ctive Filters		No	results found.		•	•
📥 Sha 🛕 Not	ring tifications							1	1
	Pioneer						Preferences Saved	1	
Mail	Contacts	Talandar T	asks Br	iefcase Pre	ferences			1	



As always, if you are concerned that your email account has been compromised, feel free to reach out to our technical support team at 1-888-782-2667 or you can submit a SmartHub ticket for our support team to call you back directly. We would be happy to help you with this process or any other questions or concerns that you have. Our customers' security and well-being are very important to us!