



# Cyber Snapshot



## SECURITY QUESTIONS

### OVERVIEW:

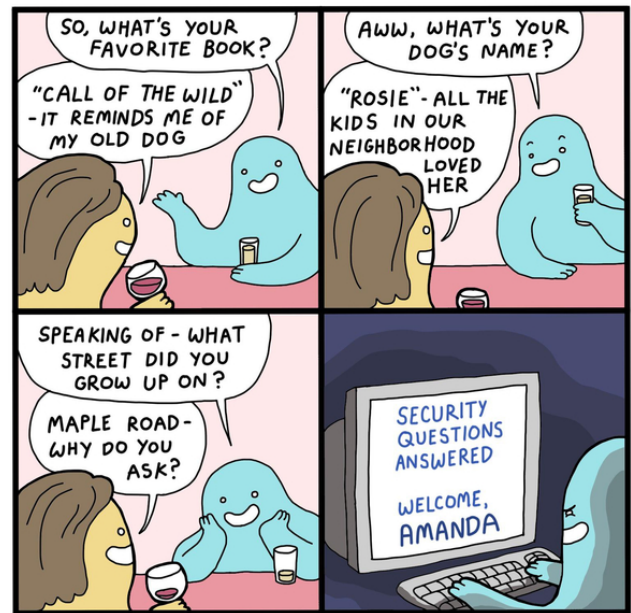
When signing up for an online account, the website may require security questions be completed. These security questions are meant to help authenticate the user or assist with account recovery when a password has been forgotten. However, due to the vast amount of personal information available on social media and the Internet, many answers to security questions can easily be guessed. As a result, these security questions can lead to compromised accounts that are then used by malicious actors to commit fraud and steal sensitive information.

If provided with a choice, accounts should not be secured with security questions and instead should be secured via another method, such as multi-factor authentication (MFA). MFA adds an extra layer of security and often includes receiving a one-time PIN (OTP) that is obtained via text message or an authenticator application.

If a website requires security questions, they should never be answered truthfully. Instead, the answers should be unique, random, and treated just like strong passwords. Meaning answers to security questions should avoid common words/phrases, be at least 15 characters long (the longer the better), and contain a random mix of uppercase, lowercase, numbers, and special characters. Alternatively, a passphrase, which is a sentence-like string of

random words, can also be used. If more than one security question needs to be answered for an account, consider using the same answer for each question to make them easier to manage. To help keep track of security question answers, it is recommended users store these answers in a safe location separate from where they store their account passwords.

People are reminded to limit the amount of personal information they post on social media. Online social media quizzes should never be completed. Users should also be mindful of social engineering, which occurs when a malicious actor manipulates someone on the Internet into providing confidential information. This can occur when a malicious actor impersonates a friend or family member on social media.



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