

## **SAFE Tipsheet**

You've Been Hacked...Now What?



## Signs an online account may be compromised or hacked:

- There are posts to your social media page that you didn't create that may be encouraging your followers to click on a link.
- You are seeing frequent, random popups.
- Your online passwords are not working.
- Your contacts or colleagues report they are getting email from you that you never sent.
- Your information was exposed in a data breach, malware infection or lost/stolen device.

## Now what do I do?

- Notify all of your contacts of what happened and tell them they may receive spam messages appearing to come from you and they shouldn't
- open it, or click on any links sent from your account.
- If you think your computer is infected, be sure your security software is up to date, and scan your system for malware.

- Change passwords to all accounts that have been compromised and all other key accounts as soon as possible.
- If you can't access your account because the password has been changed, contact the service provider immediately. Then just follow their steps to recover your account.

Facebook, Twitter, YouTube, Instagram, Gmail/Google, Yahoo and others, all have resources online to help. Once you're back in control you should review all security and privacy setting of all your online accounts.