

# CYBER SECURITY

## newsletter

## HACKED ... NOW WHAT?

### Problem

Using computers on the Internet is like driving a car on the road, you take steps to protect yourself but sooner or later an accident can happen. With computers and the Internet it is the same. You take steps to protect yourself but sooner or later your computer or your personal information may be hacked. In addition you are often not in control of your own data, other companies or organizations control it. Retail stores record your purchases, your mobile company tracks your phone calls and your doctor stores your medical records. Not only do you have to worry about protecting your own data you have to worry about others protecting your data as well.

### Solution

The key to protecting yourself is detecting and responding to an incident as soon as possible. If you notice something is wrong and you react quickly you can save yourself and our organization a great deal of time and trouble. To help protect you we are going to cover the three most common ways to detect if your data or your computer has been hacked and how to respond.

**1. Online Accounts.** One of the first places you may detect a problem is your online accounts, such as your online banking, online email accounts, online stores you commonly use or any other website where you have an account. Almost every one of these online accounts requires a login and password. The first indication you may be hacked is when you can no longer login, your password does not work. If you know you are using the correct login and password but your login attempts keep failing, someone may have stolen your login and changed your password.

If your password keeps failing on a work account, call the IT help desk or information security immediately. If this is not a work related account then contact the administrators at the website. Every website should have a valid contact email address and phone number. If you believe that your password has been hacked, check to see if you are using the same password on any other accounts, including at work. If you are using the same password then change them immediately.



### You Have Been Hacked

*At some point you may find your computer or your information compromised. Respond quickly and you can save yourself a lot of trouble.*



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# Your Security Team

*You may not realize it but we have a highly trained security team dedicated to helping protect you. These professionals are experts that understand cyber criminals, specifically how they attack and what to do to protect against them. This team has helped design and deploy many of the technologies we are using, including anti-virus and firewalls. In addition our team is constantly monitoring our networks and looking for the latest attacks on our organization.*

*However, our security team can't do everything, we cannot be everywhere at once. We need your help in protecting our organization. One way you can help our security team is alert them if you think you see an infected computer. It is often employees like you that are the first to see or find something wrong. Our security team will be happy to hear from you, they know you are trying to help.*

## **2. Your Financial Accounts:**

One of the primary goals of cyber criminals is to gain control of your financial accounts. The easiest way for them to make money is to simply steal your money. The primary way they do this is somehow steal your login and password to your financial accounts. They may do this through phishing attacks, infecting your computer, or perhaps you use the same login and password for other accounts and one of those was hacked. Once they have your account information they then use it to buy themselves items or transfer your money to themselves.

The simplest way to detect if your financial accounts have been hacked is to monitor your monthly statements. If you see a charge or withdraw that you did not make call your bank right away. You can find your bank contact information on their website, your banking card (if you have one) or in your monthly statement. Often if your bank account has been compromised banks will ask you to change your online password, issue a new credit card or change your ATM PIN.

**3. Your Computer:** Obviously your computer is a primary target for many criminals. Unfortunately determining if your computer is hacked is not as easy as it may seem. When computers are hacked they often perform slowly, crash frequently or may even reboot. But how can you tell if that is because your computer is hacked or just your computer acting up?

One way you can tell is your anti-virus program, every computer should have anti-virus installed. Your anti-virus software should scan your computer every time you save, open or run a file. If it finds a virus on your system, your computer may have been hacked. To ensure your anti-virus is effective make sure you update it every day (it should do this automatically). If anti-virus reports your work computer is infected report it immediately. If this is not a work related computer, then have the anti-virus program clean and fix your computer. In addition, change all your passwords as cyber criminals may have captured them.

Another way you know your computer is infected is when your computer redirects you to websites you do not want to go to, such as gambling sites, medical drugs or pornography. This is known as spyware and it has taken over your system. Cyber criminals are making money by re-directing you to websites they control, or websites that pay cyber criminals for people to visit them. Once again if you are concerned your work computer is hacked report it immediately. Do not use your computer for anything sensitive (such as logging into websites) until you get it fixed.