




CYBER-SECURITY CHECKLIST

Consider Taking These Steps If Your Family's Devices Are Attacked

Best practices to help you respond to a cyber event

- Disconnect your devices from the Internet.** By immediately unplugging your Internet cable (or turning off your Wi-Fi), you can help to prevent the criminals from taking further destructive steps.
- Scan your network and devices.** Once you're offline, check for infected files or malicious programs with a strong antivirus program. Apply software patches and security updates to your devices. If you don't have an antivirus program on your system or it's outdated, call a cyber-security professional to eradicate any suspicious programs and set up better defenses before you go back online with that machine.
- Determine what happened.** Identify (if possible) what kind of attack occurred, whether it was successful and what was lost or damaged. Recover corrupted files from backups.
- Change all your passwords.** Using a device that hasn't been compromised, change the passwords to all of the sites that contain personal or financial information, preventing the thieves from doing further potential damage. Consider also changing passwords for any apps on your devices that may have been affected.
- Contact your financial institutions.** To protect your assets and stop fraudulent transactions, have your financial institutions put a freeze on any financial accounts that might be affected.
- Call the credit bureaus.** Ask them to place a fraud alert on your credit report and freeze your credit to stop criminals from opening accounts in your name.

 **Contact law enforcement.** If you think your identity might have been stolen, file a report with police and other relevant local authorities. Also, document everything about the attack. The more information you have, the better armed you will be to assist an investigation.

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