

# Hacked Account Checklist

If your online account has been hacked, it may be worrying. We have created this checklist and steps to follow to help you secure your account, warn others, and prevent further hacking.

<b>STEPS</b>	<b>Actions to be taken</b>	<input checked="" type="checkbox"/>
<b>STEP1.</b> Contact your account provider.	Go to the account provider's website and search their help or support pages. These will explain the account recovery process in detail. It's likely to be different for each account.	<input type="checkbox"/>
<b>STEP2.</b> Check your e-mail account.	Check that your e-mail account does not have unwanted forwarding rules. Cybercriminals may set up rules that allow them to automatically receive copies of all emails sent to your account, enabling them to reset your password.	<input type="checkbox"/>
<b>STEP3.</b> Change your passwords.	Please change the password for any hacked account and any accounts that have used the same password. Cybercriminals know that people use the same password for different accounts and will try the same hacked password across multiple accounts.	<input type="checkbox"/>
<b>STEP4.</b> Force all devices and apps to log out.	This can usually be done from the app or website's settings menu or as part of the privacy or account options. Once you've done this, you will be prompted to supply the new password for any attempt to use your account.	<input type="checkbox"/>
<b>STEP5.</b> Set up two-step verification.	Two-step verification, also known as two-factor authentication, usually works by sending you a PIN or code or an SMS message, which you must enter to prove it is you. So, even if a criminal knows your password, they won't be able to access your account.	<input type="checkbox"/>
<b>STEP6.</b> The next step is to update your devices.	Apply updates to your apps and device software as soon as they are available. Updates include protection against viruses. Applying these updates promptly is one of the most important and quickest ways to prevent your account from being hacked.	<input type="checkbox"/>
<b>STEP7.</b> Now notify your contacts,	Contact your account contacts, friends or followers. Let them know you were hacked and suggest they treat any recent messages from your account suspiciously. This will help them to avoid being hacked themselves.	<input type="checkbox"/>
<b>STEP8.</b> Check your bank statements and online shopping accounts.	Look for unauthorised purchases and check your bank account for any unusual transactions. You can contact your bank directly for further support. Always use official websites or social media channels or type the address directly into your browser. Don't use the links and any messages you have been sent.	<input type="checkbox"/>
<b>STEP 9.</b> Please could you report it?	Contact Action Fraud if you've lost money, tell your bank and report it as a crime to action fraud, the UK's reporting centre for cybercrime. You will be helping the National Crime Cyber Security Centre to reduce criminal activity.	<input type="checkbox"/>