



DELAWARE DEPARTMENT OF TECHNOLOGY & INFORMATION

DTI eSecurity News — Hacked!

We Are All At Risk



No matter how many preventive measures are taken to protect information, there is still a risk that your devices will be hacked. The earlier an incident is detected, and the faster you react to it, the better the chance of significantly reducing damage to your data and devices.

Is My Account Compromised?

Keeping track of online accounts and identifying when an account is compromised is an ongoing challenge. Here are some steps to help identify and respond to compromised accounts.

- **You are not able to log into the website, even though you know the password is correct.**
If you can still log in, change your password immediately. Use a strong password.
- **Friends and co-workers are receiving emails from you - emails you never sent!**
Contact your service provider and/or notify your Information Security Officer.
- **Contact information or other settings on your online accounts are being changed without your knowledge or consent.**
Once you regain access, review all your account settings to make sure nothing has been changed by the attacker.
- **A website or service provider publicly announces they have been hacked and user accounts or passwords have been compromised.**
Make sure you change your password on any other accounts that have the same password.

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eSecurity Newsletters

Is My Device Compromised?

Once attackers control your device, they have the ability to intercept every action you take on that device. Here are some steps to help you identify and respond to infected devices.

SYMPTOMS

- Your smart phone is making expensive calls or purchasing apps without your permission.
- Your device is continually crashing or rebooting.
- Your anti-virus program reports an infected file.
- Your computer is running programs that you never installed.
- Your computer is taking you to websites you do not want to go to.

RESPONSE

- Perform a full scan with updated anti-virus definitions.
- If your device cannot be secured by your security software, consider reinstalling the operating system or performing a full factory reset, installing the latest version of anti-virus, and recovering your data from your backup.

If you have a work-related device, work account, or work information hacked, report the incident immediately to your Information Security Officer.

The SOONER you identify that you have been compromised, and the FASTER you respond, the more you can MINIMIZE the harm.

Questions or comments?
Email us at eSecurity@state.de.us