IN CASE OF A CYBERATTACK

First Steps

The first 15 minutes decide how serious the attack becomes. Stay calm and follow these steps.

1 Disconnect, don't turn off

Unplug the network cable and turn off Wi-Fi. Leave the computer **on**: its memory holds useful evidence.

2 Call immediately

IT support, then your manager. If money was sent, call **the bank right away**.

3 Pay nothing, delete nothing

Do not reply to the attacker. Do not delete emails or files: they are evidence for the insurer and the police.

4 Write down what you saw

The time, the message on screen, what you were doing just before. Take a photo of the screen.

5 Fill in the incident report form

You are not to blame: a quick report protects the whole company.

DO

- ✓ Keep the computer on
- ✓ Unplug the network cable and turn off Wi-Fi
- ✓ Photograph the screen with a phone
- ✓ Tell colleagues not to touch shared files
- ✓ Communicate by phone or text

DON'T

- ✗ Turn off or restart the computer
- ✗ Pay the ransom or reply to the attacker
- ✗ Delete emails or files
- ✗ Plug in a USB key or backup drive
- ✗ Try to fix it yourself

IT SUPPORT · APPELEZ LE TECH
514-444-1041

INTERNAL CONTACT
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INSURER (EMERGENCY LINE)
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BANK (FRAUD LINE)
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