

North East Regional Special Operations Unit Notification



NERSOU | *Protecting communities
from organised crime*
NORTH EAST REGIONAL SPECIAL OPERATIONS UNIT

Recovering a hacked account



Update your devices

- The Operating Systems and apps on the devices you use should all be updated.

Contact your provider

- If you can't access your account, go to the account provider homepage and find a link to their help or support pages. These will detail the account recovery process.

Change passwords

- Change the passwords on all accounts which have the same password as the hacked account.
- Change the passwords for all accounts that send password reminders to the hacked account.

Set up 2-factor authentication

- This provides an extra layer of protection against your account being hacked in the future.

Notify your contacts

- Let your contacts know you've been hacked to help them to avoid being hacked themselves.

If you can't recover your account

- You may choose to create a new one. Notify your contacts that you are using a new account. Make sure to update any bank, utility services or shopping websites with your new details.

If you have been a victim of fraud or cyber crime, report it to Action Fraud

ActionFraud
Report Fraud & Internet Crime
0300 123 2040