UNIVERSITEIT VAN PRETORIA
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Information Technology Services

Information and Cybersecurity Awareness

Email ithelp@up.ac.za | **www.up.ac.za/itsecurity**

Emergency actions

'Do your part – be cyber smart'

An emergency is a serious, unexpected and often dangerous situation requiring immediate action. There are different types of emergencies like natural disasters, accidents and medical emergencies that require immediate attention. But what should you do in a cyber emergency?

Introduction

Most of the themes in this awareness campaign focus on how to protect yourself against cyber threats, or, in other words, how to prevent cyber incidents or emergencies. Despite all your efforts, bad things can still happen to you, and then you need to know how to act and whom to call. This is necessary to limit your damage, prevent potential damage to your contacts or other machines on the same network, and to restore your device to normal.

How to protect yourself

If you have been breached, follow these guidelines/ emergency actions:

SEE MORE

WATCH: Phone lost or stolen? Here's what to do

READ MORE

Am I hacked?

What you need to do when hacked

DO MORE

Prevention is better than cure: Strong passwords, regular backups, awareness, careful clicking, secure Wi-Fi and anti-virus.

1. **Virus/malware/ransomware infection**
   - Disconnect from the wired/Wi-Fi network.
   - Use your anti-virus/malware protection software to remove/clean the malware infection.
   - Do not pay the ransom – recover data from a backup.
   - Contact the IT Helpdesk at 012 420 3051.
   - Communicate to possible other victims who could have been infected by you.
2. **Phishing attack to steal information or install malware**
   - Reset your password(s) and enable two-factor authentication on your mail account.
   - Alert your bank/credit card companies.
3. **Stolen credentials/breached account**
   - Reset your password(s).
   - Alert your bank/credit card companies.
   - Contact the IT Helpdesk at 012 420 3051.
4. **Lost/stolen device**
   - Use the 'Find my phone/iPhone' function if you activated it before the event.
   - Remotely wipe the device if you activated that function before the event.
   - If it is a device with a SIM card, contact your service provider and block the number.
   - If it was a UP asset, report it to Security Services at 012 720 2310.
5. **Identity theft**
   - Report to SAFPS at https://www.safps.org.za/.