FLUXLABS

CHECKLIST · EMAIL SAFETY

I clicked a link. Now what?

Act fast and tell IT right away. You are not in trouble: the first 15 minutes matter more than anything else.

Right now

- [ ] Stop. Don't type anything else into the page, and close it.
- [ ] Opened a file or something installed? **Leave the computer on**, but unplug the network cable or turn off Wi-Fi.
- [ ] Typed a password? Call IT so it can be changed and you're signed out everywhere.
- [ ] Call your IT support now.

In the next hour

- [ ] Entered card or bank details? Call your bank's fraud line.
- [ ] Don't approve any sign-in prompt you didn't start, even if it keeps asking.
- [ ] Let your manager know, so others don't open the same email.

Tell IT

Your name _____

Computer name _____

Time you clicked _____

Email subject _____

Sender's address _____

What you typed or opened _____

Please don't

- Delete the email. IT may need it to protect everyone else.
- Forward it to coworkers.
- Download a cleanup tool from the internet.
- Wait to see what happens.

Why speed matters

Someone who gets a password usually tries it within minutes. If it's changed before they get in, the problem ends there.