

What to Do When You Encounter a Security Issue on Your Computer

This tip is to notify you of the proper steps to take when you encounter a computer security issue. Security issues can appear in many ways. Some examples are:

- You get a strange email and you don't know how to handle it,
- A website or email has asked for your computer username and password.
- A pop-up has appeared on your screen like in the picture below.



If you see something similar to the pop up above, please follow these directions:

First, DO NOT click anything, because this will make things worse. Remember, simply clicking undo or close will not remove the threat.

Contact IT by calling ext. 7444, stop by the IT department personally, or have a coworker email IT at ithelpdesk@gotriangle.org and tell us who is having the issue, your computer number, and your location.

Wait for instructions from IT. Please be ready with the following information to help IT further:

- What were you doing before this happened?
- What sites did you visit?
- What links did you click?
- What are the messages you saw if they are no longer appearing?
- Did you plug anything into the computer (ex: USB/DVD)?
- Did you open any attachments from email (both corporate and personal email)?
- Did you ever fill out any information such as passwords or email addresses?