

PHISHING: WHAT TO DO

Someone clicked: the first hour

People click. What matters is what happens next.

Straight away

Tell whoever runs your IT

No blame. Speed matters more than embarrassment.

Password typed

Change it from another device

And anywhere it's reused. Then sign the account out of every session.

File opened

Disconnect the device

Unplug it or turn off Wi-Fi. Don't switch it off or wipe it.

Money or card

Call your bank

Use the number on your card or the bank's website, not one in the message.

Then

Check, warn and report

Check sign-in methods and mailbox rules, warn colleagues, and forward the email to report@phishing.gov.uk.



If money was lost, report it to Report Fraud (Police Scotland on 101 in Scotland).