Handling Your Compromised Account

When someone other than you gains access to your credentials (username, NetID, passwords), your account is considered to be compromised. This means that someone can use your credentials to pretend to be you, and the privacy of your data is at risk. ITS monitors email traffic, and if our systems find a suspicious pattern or behavior, we will notify you that your account is compromised. If you receive this notification, below are steps that you can take immediately to protect your information.

Please be suspicious of any message that you receiving urging you to take immediate action; a false sense of urgency is a red flag for a phishing scam. If you receive a message from ITS, it will not ask you to enter your credentials but will send you to an official site (netid.uconn.edu) or location (Technology Support Center).

Securing Google Apps Account (students)

1. You should change your password if it was compromised or if you believe it may have been compromised. Please create a new password at email.uconn.edu/g-suite/ and then follow these steps to secure your account:
2. Navigate to Gmail settings.
3. Go to the General tab, and check the Signature.
4. Go to the Accounts tab, and review the Send Mail As setting.
5. Go to the Filters and Blocked Address tab and review the filters and blocked addresses.
6. Go to the Forwarding and POP/IMAP tab and review all these settings. Pay extra attention to any listed forwarding address.
7. Press Save at the bottom to update all changes.
8. Update any tickets that may require updating.

Securing Office365 Account (faculty/staff)

Old Office365 Look

1. Log in to the Office365 account through email.uconn.edu. Go to the Gear Icon > Your App Settings (header)> Mail
2. Under Mail > Automatic Processing, check Inbox and Sweep Rules. Ensure the rules are recognized.
3. Under Mail > Accounts, check Blocked or allow and Connected Accounts. Under Blocked or Allow, ensure on the safe senders list there aren't any unfamiliar addresses. Under Blocked Senders, there shouldn't be any familiar addresses. There shouldn't be any connected accounts.
   • These options may have addresses listed, which is okay if they are recognized.
4. Under Mail > Layout, check Email Signature. Ensure the signature is recognized.
5. Update any tickets that may require updating.

New Office365 Look

1. Log into your Office365 account through email.uconn.edu. Go to the Gear Icon > View all Outlook settings.
2. Click Mail on the left tab, if it’s not selected already.
3. Under Compose and Reply, check the Email signature.
4. Check the Rules tab, and make sure there are only rules that the you have set up. If there are any unfamiliar rules, review them and/or delete them.
5. Check the Sweep tab. As with Rules, make sure the you set these sweep rules up, reviewing and deleting unfamiliar sweep rules.
6. Check the Junk email tab. Review all settings in this tab. Make sure UConn emails aren't blocked and no spam/unknown emails are considered "safe senders."
7. Check the Forwarding tab and make sure it is disabled UNLESS you specifically set it up.

Account Security

1. Please remember that ITS will never ask for a password, and that you should not share passwords.
2. Please change any other passwords that were the same as your NetID password.

Related Articles

- Handling Your Compromised Account
- Reporting Spam and Phishing Messages
- Troubleshooting Certificate Errors in Web Browsers
- Reporting Suspicious Emails for Analysis
- Restricting Permissions on Sent Mail in Outlook
- Sending Daily Quarantine Message to Your Junk Folder
- Increasing Junk Mail Protection in Outlook