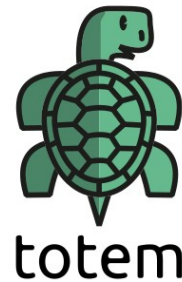


Totem's Phishing Attacks

Phishing Action Card - TP_PM_001



Instructions: If you downloaded a virus

If you have clicked on a link or opened a document, and you are afraid you downloaded and installed a virus:

1. Do Not Panic
2. If possible, take the device you think is infected offline (i.e. disconnect from the internet)
3. Assess the damage. Do you still have access to the device, or are you locked out (by ransomware)?
4. If possible, contact a digital security expert. This could be your organization's IT person, or a local IT specialist. If you don't know anyone, ask around in trusted network
5. If you still have access to your device, run your antivirus scanner and if possible ask a trusted IT person for help. Your IT person can help you run this malware scanner: <https://www.virustotal.com/>
6. If you no longer have access to your device, ask your IT person to wipe your device and restore your latest backup (yes, another good reason in the long list of excellent reasons to regularly backup your devices)
7. Tell your contacts and colleagues, or your workplace, that you have been phished, and that attackers could possibly have accessed information
8. Assess the damage; if possible with the help of a trusted person who will help you think calmly. What information was compromised? What could someone do with this information? How can you control the damage, or render the information they have useless? (e.g if they got your password, by changing the password and logging out of all devices)
9. If everything else fails, you can reach out to - among others:
 - Access Now Helpline: <https://www.accessnow.org/help/>
 - Digital Defenders: <https://www.digitaldefenders.org/>