

Email Hacked? What to Do, Step by Step

Take your account back, lock it down, and stop the damage.



*We Make
I.T.
Happen!™*

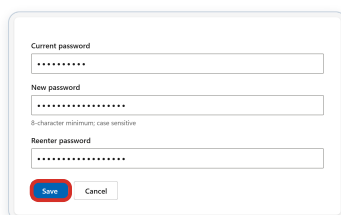
1 Know the Signs

Friends get spam from you, **Sent** items you didn't write, reset emails you didn't ask for.



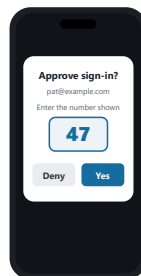
2 Change Your Password

From a **clean device**, set a new, strong password you've **never used** anywhere else.



3 Turn On Two-Factor

A stolen password isn't enough when every new sign-in needs **your phone**.



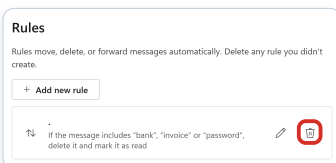
4 Outlook.com: Forwarding

Settings → Mail → Forwarding. Uncheck **Enable forwarding**, then **Save**.



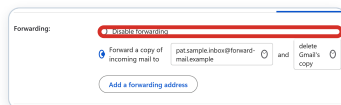
5 Outlook.com: Rules

Mail → Rules. Delete any rule you **didn't create**.



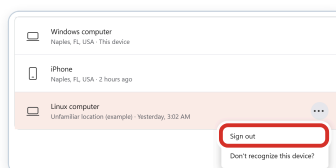
6 Gmail: Forwarding

See all settings → Forwarding and POP/IMAP → Disable forwarding → Save Changes.



7 Sign Out Strangers

Google Account → Security → Your devices. Sign out any device you don't know.



8 Finish the Cleanup

Check **recovery phone & email**, scan your computer, **warn your contacts**, fix reused passwords.



Heads up!

My email was hacked. If you got a strange message or a request for money from me, it wasn't me.
Please don't click the links.



Good to Know

- Gmail also has **Filters and Blocked Addresses**: delete any filter you didn't create.
- **Naples Computers never cold-calls** you to get on your computer. Our remote sessions are scheduled, or started by you.
- Want help? Call **239-513-1960**, then click **Join Remote Session** at naplescomputers.com.



Need Help?

Contact Naples Computers

239-513-1960

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