

# Scam recovery checklist



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Think you've been scammed or clicked on a link that you probably shouldn't have? This checklist is your guide on where to get help and what to do to protect yourself at UOW and at home.

	Where the scam occurred	Action you should take
<input type="checkbox"/>	UOW account	<ul style="list-style-type: none"> <li>Reach out to the <a href="#">UOW IT Service Desk</a>.</li> <li>If you use your UOW password on any other service, change that password as well.</li> </ul>
<input type="checkbox"/>	Personal device	<ul style="list-style-type: none"> <li>Update your software.</li> <li>Install or update your anti-virus software.</li> <li>Change all passwords.</li> </ul>
<input type="checkbox"/>	Credit card/bank account	<ul style="list-style-type: none"> <li>Change your online banking password.</li> <li>Call your bank/financial institution.</li> </ul>
<input type="checkbox"/>	Personal email	<ul style="list-style-type: none"> <li>Change your email password(s).</li> <li>Change your password on any accounts that the attacker have access to.</li> </ul>
<input type="checkbox"/>	Social platforms (eg. Instagram/ TikTok)	<ul style="list-style-type: none"> <li>Change your password(s).</li> <li>Alert your contacts not to accept new requests from you.</li> <li>Report the scam to the social media platform.</li> </ul>
<input type="checkbox"/>	Other online account	<ul style="list-style-type: none"> <li>Change your password(s).</li> <li>If you use your password on any other service, change that password as well.</li> </ul>



Check out the [Cyber Safety website](#) which has a range of tips to help keep you safe at UOW and at home.



The **UOW IT Service Desk** can only assist you with **UOW issued devices or accounts**, not with personal accounts or devices.

