

IF YOU CLICKED, SAY SO NOW.

Nobody is in trouble. These emails are convincing, and the only thing that makes it worse is waiting.

- 1 Tell someone immediately.**
The sooner it is contained, the less there is to fix.
- 2 Unplug that computer from the network.**
Pull the network cable, or turn off the Wi-Fi. Stop using it.
- 3 Do not try to fix it yourself.**
Do not run a virus scan and assume it is clean. It will not find this.
- 4 From a different computer, change your email password.**
Turn on two-step verification. Sign out of all sessions.
- 5 Assume every password saved on that machine is taken.**
Change them. Banking first.
- 6 Tell your contacts.**
They are about to receive the same email from your address.

Report it: cyber.gov.au/report

Your IT provider should assess the machine properly, check mailbox rules, review sign-in logs, and check every other machine. A scan is not enough.