**If your account has been compromised/hacked or you have, or think you may have, clicked on a link within a phishing email and provided your University username and password, then as a matter of urgency, please visit the IT**[Self Service Portal](https://password.londonmet.ac.uk/) t**o change your password to something significantly different.**

**We also recommend that you change that password anywhere else that you have used it (such as online banking, Facebook, Amazon).**

**You also need to log into your University email account via a web browser and perform the following checks:**

1. **Go to Details (scroll to the bottom right corner) to see recent account activity. Click on Sign out of all other sessions.**
2. **Click on the cog icon in the top right and go to:**
3. **Settings - General:**
4. **Check that your Signature and Out of Office AutoReply settings have not been tampered with - if they have, then change them back**
5. **Settings - Accounts**
6. **Send mail as - Check that your account name hasn't been changed. If it has click on edit info and update this**
7. **Grant access to your account - Are there any account names in there that you don't recognise? If so delete them**
8. **Settings - Filters and Blocked Addresses**
9. **Delete any filters that you did not create yourself**
10. **Check the details of the filter. In many cases the phishers will set a filter to delete all incoming email. If this is the case, delete the filter then check your Bin for any genuine email that has been deleted**
11. **Settings - Forwarding and POP/IMAP**
12. **Remove any forwarding addresses that you have not added yourself**
13. **Check Apps connected to your account - go to**[Google Security Permissions](https://security.google.com/settings/security/permissions)**and remove any apps that you haven't given access to yourself.**
14. **Let us know -**[Self Service Portal](https://servicedesk.londonmet.ac.uk/sw/selfservice/)**- log a ticket or Chat with us**

**Please also email**[cybersecurity@londonmet.ac.uk](mailto:cybersecurity@londonmet.ac.uk)**with the details.**