

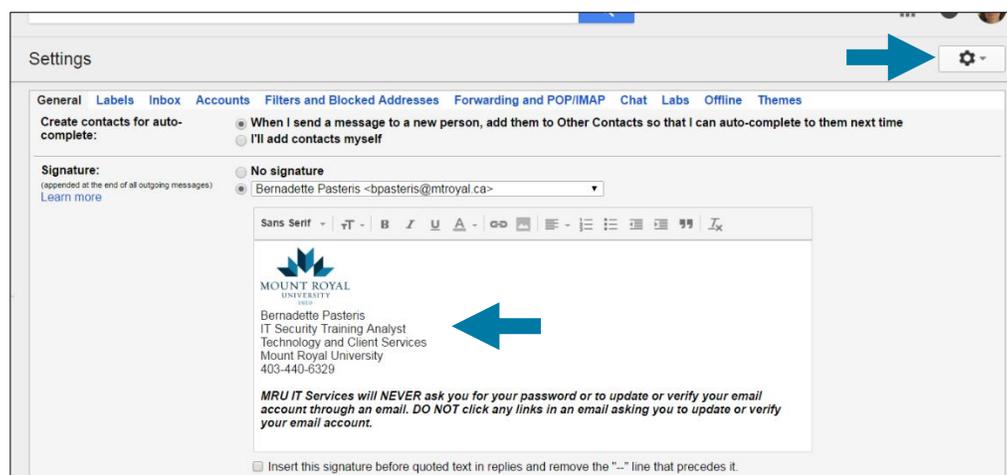
Recovering from a Gmail account compromise:

If your Gmail account has been compromised, your first call is to the ITS Service Desk at 403-440-6000. They will reset your account for you, putting it back into your control. However when cyber criminals gain access to an account, they will often change its settings allowing them to regain control of it after it has been reset. To ensure your Gmail account stays firmly within your control, there are several things that need to be checked:

- The signature is correct.
- Links in the signature take users to the correct locations.
- The vacation responder has not been enabled or changed.
- The Send Mail As name and email are correct.
- No one has been granted access to your account.
- Filters have not been added or edited.
- Email is not being forwarded or the forwarding address is correct.

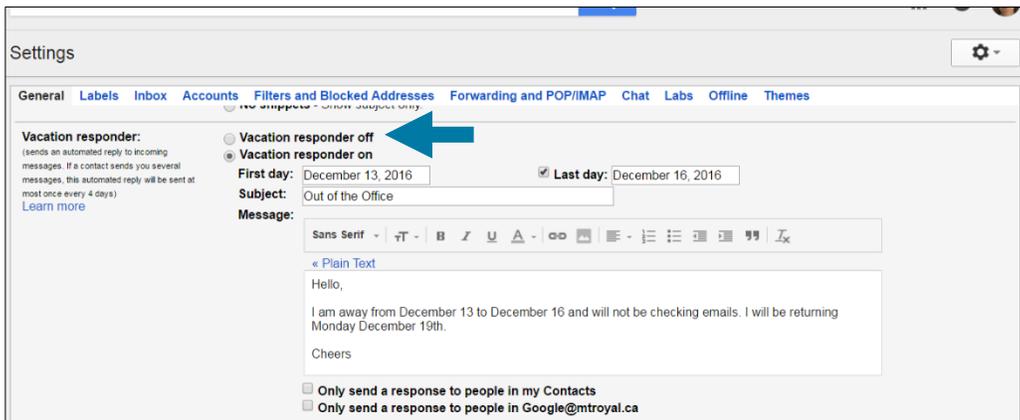
To check your **Signature** and the **Vacation Responder**:

1. Open Gmail.
2. Click the settings button. The General settings page appears.
3. Scroll down to locate the **Signature** settings.



4. Confirm that the signature is correct.
5. Delete and recreate any links contained within the signature.
6. Scroll down to locate the **Vacation responder** settings.

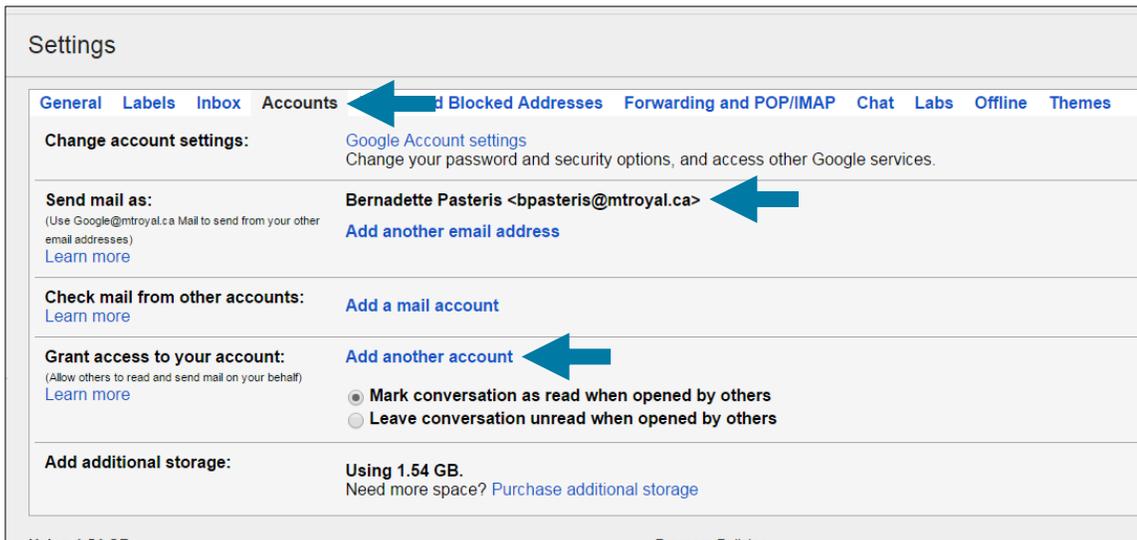
- Turn the **Vacation responder off** or check that the settings are correct.



- Scroll down to the bottom of the page.
- Click the **Save Changes** button.

To check the *Send mail as* name and who has access to your account:

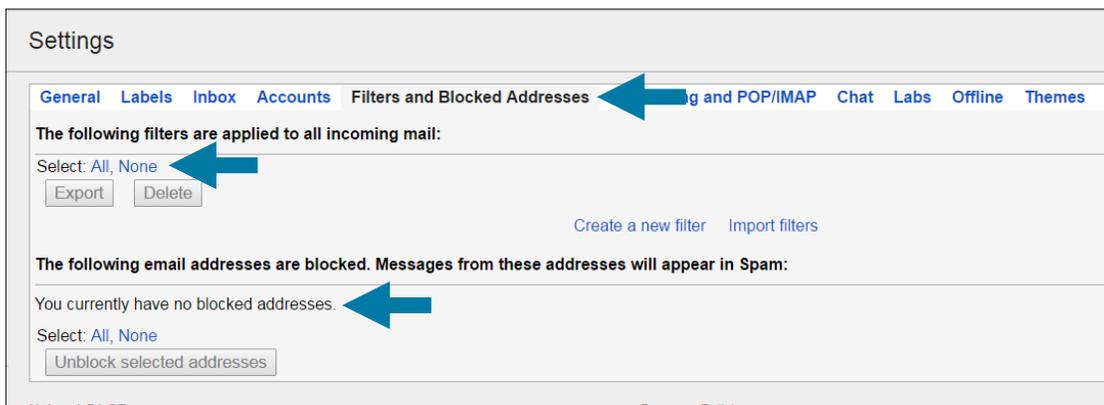
- Open Gmail.
- Click the settings button. The General settings appear.
- Click the **Accounts** tab. The Accounts settings appear.
- In the **Send mail as** section, check to make sure only your name and email address appear.
- In the **Grant access to your account** section, make sure another account is not listed.



To check if filters have been added:

1. Open Gmail.
2. Click the settings button. The General settings appear.
3. Click the **Filters and Blocked Addresses** tab. The filter settings appear.
4. Check that there are no added filters.

Note: By default there are no filters added to Gmail.



5. Check that there are no blocked addresses.

To check if mail is being forwarded:

1. Open Gmail.
2. Click the settings button. The General settings appear.
3. Click the **Forwarding and POP/IMAP** tab. The forwarding settings appear.
4. Check that a forwarding address has not been added.

Note: If you make any changes to these settings, click the **Save Changes** button at the bottom of the screen before you leave the page.

