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:

- \Box 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.
- $\hfill\square$ 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.

eneral Labels Inbox Acco	unts Filters and Blocked Addresses Forwarding and POP/IMAP Chat Labs Offline Themes
Create contacts for auto- complete:	When I send a message to a new person, add them to Other Contacts so that I can auto-complete to them next time I'll add contacts myself
ignature:	─ No signature
appended at the end of all outgoing messages) Learn more	Bernadette Pasteris@mtroyal.ca>
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	Ne
	MOUNT ROYAL UNIVERSITY
	Bernadette Pasteris
	Technology and Client Services Mount Royal University 403-440-6329
	MRU IT Services will NEVER ask you for your password or to update or verify your email account through an email. DO NOT click any links in an email asking you to update or verify

- 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.

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

Settings			\$-
General Labels Inbox Accor	unts Filters a	Ind Blocked Addresses Forwarding and POP/IMAP Chat Labs Offline Themes	
Vacation responder: (sends an automated reply to incoming	 Vacation r Vacation r 	esponder off	
messages, this automated reply will be sent at	First day:	December 13, 2016 Cecember 16, 2016	
most once every 4 days)	Subject:	Out of the Office	
Learn more	Message:		
		Sans Serif	
		« Plain Text	
		Hello,	
		I am away from December 13 to December 16 and will not be checking emails. I will be returning Monday December 19th.	
		Cheers	
		Only send a response to people in my Contacts Only send a response to people in Gocole@mtroval.ca	

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

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

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

Settings								
General Labels Inbox Accounts	Blocked Addresses Forwarding and POP/IMAP Chat Labs Offline Themes							
Change account settings:	Google Account settings Change your password and security options, and access other Google services.							
Send mail as: (Use Google@mtroyal.ca Mail to send from your other email addresses) Learn more	Bernadette Pasteris bpasteris@mtroyal.ca> Add another email address							
Check mail from other accounts: Learn more	Add a mail account							
Grant access to your account: (Allow others to read and send mail on your behalf) Learn more	Add another account Mark conversation as read when opened by others Leave conversation unread when opened by others 							
Add additional storage:	Using 1.54 GB. Need more space? Purchase additional storage							

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.

General	Labels	Inbox	Accounts	Filters and Blocked	Addresses	and POP/IMAP	Chat	Labs	Offline	Themes
The 6-11-1						g and a state				
ine tollov	wing filters a	are app	biled to all in	icoming mail:						
Select: Al	I, None <									
Export	Delete									
					Create a ne	w filter Import filters				
The follo	ving email a	address	ses are bloc	ked Messages from th	nese addresses will	appear in Spam [.]				
						appear in opain.				
You curre	ntly have no	blocked	d addresses.							
Select: Al	l, None									

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.

General Labels Inbox Acc	counts Filters and Blocked Addresses Forwarding and POP/IMAP				
Forwarding: Learn more	Add a forwarding address				
	Tip: You can also forward only some of your mail by creating a filter!				
POP Download: Learn more	1. Status: POP is enabled for all mail Enable POP for all mail (even mail that's already been downloaded) Enable POP for mail that arrives from now on Disable POP				
	2. When messages are accessed with POP keep Google@mtroyal.ca Mail's copy in the Inbox				
	3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail) Configuration instructions				
MAP Access: (access Google@mtroyal.ca Mail from other :lients using IMAP)	Status: IMAP is disabled Enable IMAP Disable IMAP				
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