

Recovering a hacked account

A step by step guide to recovering online accounts.

Whether it's your email, a social media account, or your online bank, losing access to a digital account can be stressful. This guidance explains what you can do to minimise the damage, and how you can regain access to your accounts.

How to tell if you've been hacked

Check your online accounts to see if there's been any unauthorised activity. Things to look out for include:

- being unable to log into your accounts
- changes to your security settings
- messages or notifications sent from your account that you don't recognise
- logins or attempted logins from strange locations or at unusual times
- unauthorised money transfers or purchases from your online accounts

Steps to take if your account has been hacked

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|---|------|
| 1. Contact your account provider | Show |
| 2. Check your email account | Show |
| 3. Change passwords | Show |
| 4. Log all devices and apps out of your account | Show |

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| 5. Set up 2-step verification (2SV) | Show |
| 6. Update your devices | Show |
| 7. Notify your contacts | Show |
| 8. Check your bank statements and online shopping accounts | Show |
| 9. Contact Report Fraud | Hide |

If you've lost money, tell your bank and report it as a crime to [Report Fraud](#), the UK's reporting centre for cyber crime (in Scotland, contact the police by dialling 101). You'll be helping the NCSC and law enforcement to reduce criminal activity, and in the process, prevent others from becoming victims.

If you can't recover your account

In some cases, it may not be possible to recover your account with the online service. In such cases, you'll have to create a new account, if you want to continue using the service. Once you've done this, it's important to give contacts your new details, and tell them you've abandoned the old account. Make sure to update any bank, utility or shopping websites with your new details.

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WRITTEN FOR

You & your family

Self employed & sole traders

Small & medium sized organisations