

What to Do If Something Goes Wrong

Topics Covered

- How to recognize when something's gone wrong
- What to do immediately after an incident
- How to protect your accounts and devices
- How to report and recover safely
- How sharing experiences builds community resilience

What is a cyber incident?

- A cyber incident is any situation where something online feels wrong, unsafe, or unexpected

Recognizing an Incident

Cyber incidents can happen to anyone. They're not a sign of carelessness.

Look out for:

- Trouble logging in or unexpected password resets
- Unfamiliar charges or new devices signed into your accounts
- Strange messages from friends or contacts
- Sudden pop-ups or suspicious links

If something seems off, pause and tell someone you trust. Connected Canadians can help you decide what to do next.

Step 1: Record What Happened

Write down what you notice. This can make a big difference later. Include details like:

- When you noticed the issue
- What accounts or devices were affected
- What you did before, during, and after

This helps you stay organized, explain the situation to your bank or the authorities, and support any recovery steps.

Step 2: Protect Your Accounts and Devices

After an incident:

- Change passwords immediately
- Turn on Two-Factor Authentication (2FA)
- Update your software and run a security scan
- Review your account recovery options

Check if your email was involved in a data breach:

👉 haveibeenpwned.com

Scan a URL you want to visit to detect malware, fake websites, and phishing attacks.

👉 <https://nordvpn.com/link-checker/>

Step 3: Report and Get Help

If you lost money or your personal information was exposed, report it right away:

- Canadian Anti-Fraud Centre (CAFC):
 - Website: antifraudcentre-centreantifraude.ca
 - Toll-Free: 1-888-495-8501 (Mon-Fri, 10am - 4:45pm ET)
- Also contact:
 - Your bank or credit card company
 - Your local police or RCMP

Community Recovery and Support

Recovering from a cyber incident can be emotional. You're not alone. Talking about your experience helps others avoid the same scams. Sharing builds confidence, and it helps stop scams from spreading.

Helpful Resources

- <https://www.desjardins.com/ca/security/phishing/index.jsp> - A security page from Desjardins about *phishing*
- <https://phishingquiz.withgoogle.com/> - An interactive phishing quiz created by Google that helps you learn how to spot phishing emails
- [GetCyberSafe.gc.ca](https://www.getcybersafe.gc.ca/) - Government tips on online safety
- [CIRA Canadian Shield](https://www.cira.ca/) - Free secure DNS protection
- [Cyber.gc.ca](https://www.cyber.gc.ca/) - Cyber Centre information and alerts
- [ConnectedCanadians.ca](https://www.connectedcanadians.ca/) - Free digital literacy and cyber safety support

Articles

- https://www.canadianfraudnews.com/toronto-fraud-victim-recovers-most-of-355k-lost-in-international-romance-scam-police/?utm_source=chatgpt.com
- <https://www.cbc.ca/news/canada/montreal/dating-scam-surete-du-quebec-1.5724342>
- <https://www.ottawapolice.ca/en/news/police-foil-grandparent-scam-suspect-arrested-seeking-additional-victims.aspx>
- <https://edmonton.citynews.ca/2025/06/11/bank-refund-edmonton-woman-scam/>

Remember:

1. Recognize and respond quickly
2. Protect and report responsibly
3. Share your story to help others stay safe

If you have questions or would like support with any of the topics discussed here, please reach out to Connected Canadians through our website:

www.connectedcanadians.ca.

Our helpful volunteers are ready to assist you and ensure you feel confident and supported in your digital journey.