

Ways you might know you are in a cyber attack:

- Being locked out of accounts, systems or documents, like losing access without explanation or getting repeated log-in failures
- Messages or pop-ups asking for payment (“ransom”) to access files or return your system to normal
- People telling you about strange or unexpected emails coming from your account



Actions to take immediately:

If you have a [cyber response plan](#), follow it. If you don't have one, use our [processes for cyber incidents](#).



Contact the people who need to be involved and informed.



If you have an IT support provider (for example, your managed service provider or Trust IT team), call them immediately.



Follow any instructions from your specialist IT support.



Think about who you need to communicate with now, for example staff or parents.

 If you are experiencing an incident, scan to follow our response process.

