Experiencing a cyber attack? Here's what to do.

Department for Education

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.

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Contact the people who need to be involved and informed.

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

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Follow any instructions from your specialist IT support.

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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.

https://cyber-security-hub.education.gov.uk/in-a-live-attack