How to handle IT emergencies

! **Report the emergency and keep calm. Don't hesitate to report, it's better to be safe than sorry**!

Leave the affected device switched on, do not shut it down. Disconnect the affected device from the internet (switch off wifi, remove LAN cable)

Remove external storage devices (USB sticks, external hard drives)

Stop using the affected device (If possible: Take a picture of the screen with the message)

Contact the person in charge and report the incident:

1. IVV or administrator: _____

2. Other contact: _____

3. E-mail of the CERT: cert@uni-muenster.de _____

Share and document relevant information:

- Which ID is affected?
- Which device is affected? Computer name: _____
- How did you work with the device?
- What did you observe?
- Where is the device located? (room, building)

Initiate action as directed by the person in charge