# Gmail and Google - Compromise Cleanup

## Improving Your Security If You Think Someone Else Has Gotten In

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### Compiled by the Clinic to End Tech Abuse

Last Updated: July 24, 2020

#### Who is this guide for?

Anyone who suspects or knows that an abusive partner or someone else may have gotten into their Google or Gmail account.

#### What does it cover?

- Checking for recent logins by others
- Checking the recovery email and phone number
- Securing the account so that it is safer
- Changing your password and setting up a stronger one
- Checking if your emails are being forwarded to another account

#### Before we start:

- Make sure you can log into the account.
- Is it safe for you to make changes to your account? If anyone else has access to your account, they may learn quickly about any changes you make, such as if you change your password. Some abusers may become more violent if they get locked out of your account. If this is a concern for you, we strongly recommend that you carry out safety planning with a domestic violence or other support professional before making any changes to your account.
- Google provides detailed instructions on how to secure a hacked or compromised account. If you like, you can follow their instructions here: <u>https://support.google.com/accounts/answer/6294825</u>
- We have marked steps that an abuser could find out about with the following warning:



## Step 1: Check recovery email and phone number

If someone else has gotten into your account, they may have changed the recovery email address and/or phone number to theirs. This can help them get access back into the account even if you do something like change the password.

To check the recovery email and phone number, click on **Personal info** (on the left menu) and scroll down to *Contact info*.

Do you recognize all the email addresses and phone numbers that are shown?

Google Account Q Sea	arch Google Account		0 🖩 J
	BIRTHDAY	February 29, 1988	>
Home	GENDER	Female	>
Personal info			
Data & personalization	PASSWORD	Last changed Aug 9, 2019	>
Security			
People & sharing	Contact info		
Payments & subscriptions	Contact into		
	EMAIL	jenny4g2254@gmail.com	>
		bob5155@hotmail.com	
	PHONE	651-341-1111	>

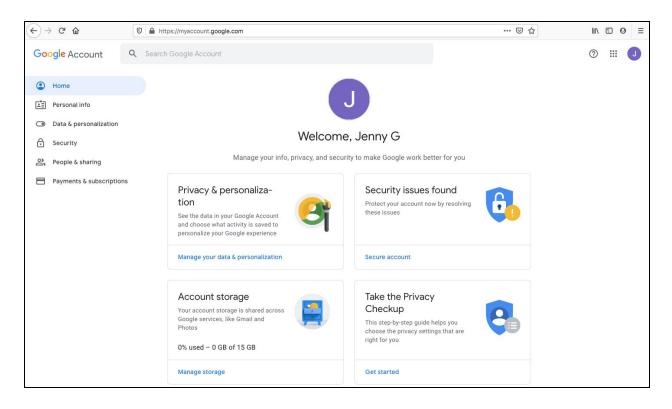
**Important:** To fully recover the account, we suggest changing the recovery email and phone number to ones that belong to you. Please know that if your recovering email or phone number belongs to someone else, and you change that information, the other person could realize this immediately.



If you are unable to get access to your email account or phone number in order to set them as your "recovery" information, you can try carrying out a Google account recovery: <u>https://accounts.google.com/signin/recovery</u>.

## Step 2: Check for recent logins

Login to your Google account by going to <u>https://myaccount.google.com</u>. You should see a webpage that looks like the following:



Click on **Security** in the left-hand menu, or just click on this link: <u>https://myaccount.google.com/security</u>.

If you scroll down, you should see a section called Recent security activity:

9	New sign-in on Mac	New York, NY, USA - 2:15 PM	

Clicking on **Review security events** will give a screen that should look something like what you see below. Each entry is for a device that has recently logged into the account, and includes information about the device (Google's best guess about what kind of computer or phone was being used), the time the device logged in, the location, the web browser used, and the IP address. (An IP address is an online identifier that can show approximately where the device was when it logged in.)

Google only shows information about logins during the past 28 days.

← Re	cent sec	curity activity
		-related actions you've taken (like changing your password or adding t 28 days. Learn more
	e	Notice anything suspicious? Secure your account
0	<b>New sign-in</b> Today at 2:15 F	on Mac PM (1 hour ago)
	Device: Time: Location: Browser: IP address:	Mac 1 hour ago New York, NY, USA Firefox 74.0

Just bellow *Recent security activity*, you will find a box called *Your devices*:

Google Account Q Sea	rch Google Account		2	0	***	J
Home     Home     Personal info     Data & personalization	Recent security activity	New York, NY, USA - 2:15 PM	A			
Security	Review security events					
People & sharing						
Payments & subscriptions	Your devices         You're currently signed in to your Google Account on these devices         Mac         Mew York, NY, USA         This device         Image: Linux         New York, NY, USA - 2:56 PM         Linux         New York, USA - Sep 14, 2019         Find a lost device	These are trusted apps I devices. Remove any the Google Chron				
	Manage devices	Manage access				

Check to make sure you recognize all of the devices that are logged in. If you don't recognize one of them or think it belongs to someone else, you can log the device out.



Be careful -- if you log a device out of your account this way, the person who was logged in could realize this immediately.

In order to log a device out of your account, click on **Manage devices** inside the *Your devices* box. Then, select the device you want to log out and click **Sign out**.

Another way to check for recent logins is by going to <a href="https://www.google.com/gmail/">https://www.google.com/gmail/</a>

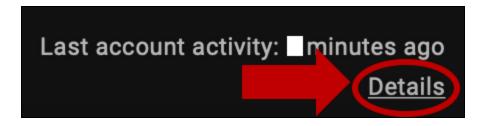
Enter your email address and password. When you log in, you will see something like this:

= 🎽 Gmail	Q Search mail		÷		0 🕸 🏼	
- Compose	□· C :			1–21 of 21 <	> <b></b> •	31
Inbox	Primary	Social	Promotions			
★ Starred						
<ul><li>Snoozed</li><li>Important</li></ul>						
<ul> <li>Sent</li> <li>Drafts</li> </ul>						+
Meet						
<ul> <li>Start a meeting</li> <li>Join a meeting</li> </ul>						
Hangouts			Your emails			
,,						
Sign in						
Signing in will sign you into Hangouts across Google Learn more						
± 🛛 📞						

Scroll down until you see something like this:

of 15 GB used Manage	Terms · Privacy · Program Policies	Last account activity: minutes ago Details
Manage		Details

Click on **Details** (it appears on the left below *Last account activity*):



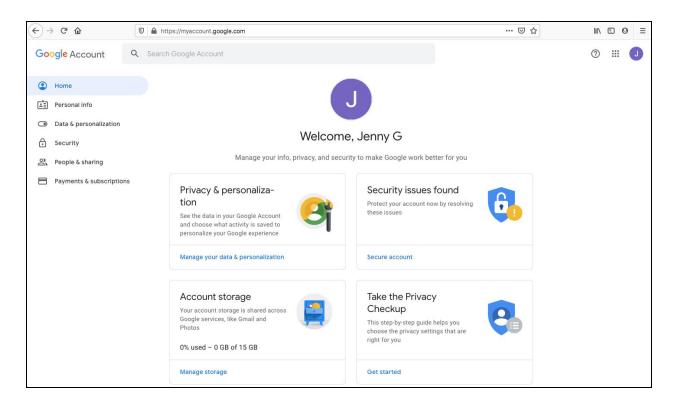
A new window will appear:

ave not been signed out. /isit <u>Security Checkup</u> for mor	re details	
Recent activity:		
Access Type [ ? ] (Browser, mobile, POP3, etc.)	Location (IP address) [ ? ]	Date/Time (Displayed in your time zone)
Browser (Safari) <u>Show details</u>	*	3:24 pm (7 hours ago)
Browser (Safari) Show details	*	2:30 pm (8 hours ago)
Mobile		2:29 pm (8 hours ago)
Browser (Safari) <u>Show details</u>		11:01 am (11 hours ago)
Mobile		10:57 am (11 hours ago)
Mobile		10:20 am (12 hours ago)
Mobile		Jul 23 (1 day ago)
Browser (Safari) <u>Show details</u>		Jul 23 (1 day ago)
Browser (Safari) <u>Show details</u>		Jul 23 (1 day ago)
Browser (Safari) Show details		Jul 23 (1 day ago)
indicates activity from the current se		,

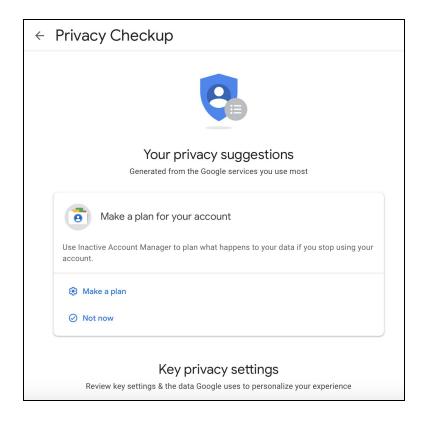
The window will show you recent login information about your Gmail account. The information shown includes: access type (browser or mobile), IP address and country, and date/time.

## Step 3: Securing the account

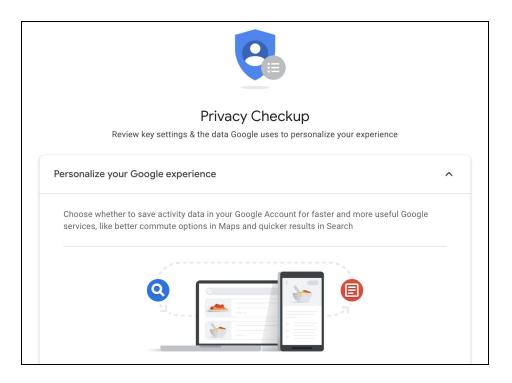
We recommend you to do the **Privacy Checkup** Google offers. In order to access this feature, make sure you are on the following webpage (myaccount.google.com):



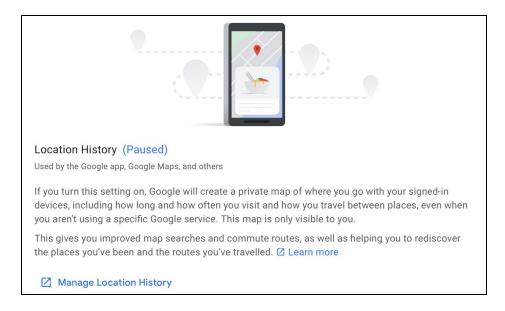
In the *Take the Privacy Checkup* box that appears near the center of the screen, click on **Get started**. You might see something like this:



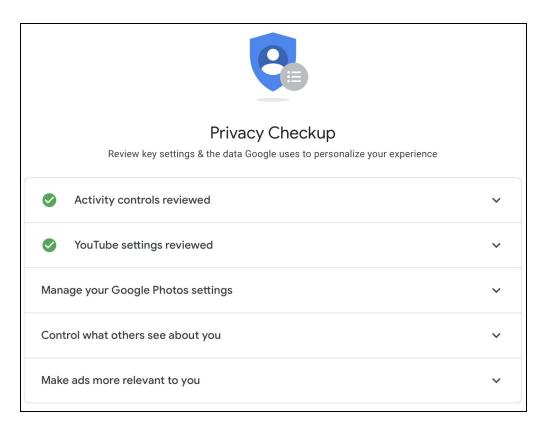
In this page, Google will show you important privacy and security settings you might want to review. For example, in the **Key privacy settings** section, you can stop Google from storing your activity when you browse the Internet (if you use Google Chrome as your web browser) or use Google apps (such as Google Maps):



Inside the step 1 of the Privacy Checkup (Personalize your Google experience), make sure location history is paused if you are concerned about someone else getting access to it (as shown in the next image):



The Google Privacy Checkup will consist of more steps, such as reviewing YouTube and Google Photos settings:



We also recommend turning on two-step verification. Doing this can help keep someone else from signing into your account and seeing your information even if they guess your password. Please see the **Gmail and Google Apps - Turning on Extra Security** guide located at <u>https://www.ceta.tech.cornell.edu/resources</u>).

## Step 4: Changing your password

In order to change your password, click on this link: <u>https://myaccount.google.com/security</u>

You will see something like this:

Signing in to Google		**
Password	Last changed Apr	>
2-Step Verification	🕑 On	>
App passwords	None	>

Click on **Password**. You will be required to enter your current account password to proceed. Then, you will see something like this:

	euse it for other accounts. Learn mor out everywhere except for devices yo	
New password	Ŕ	
Password strength: Use at least 8 characters. Don't us		
password from another site, or so obvious like your pet's name. Why	mething too	
Confirm new password	Ŕ	

Enter a new password. We recommend choosing a strong password that other people will be unlikely to guess. In particular, we suggest you use:

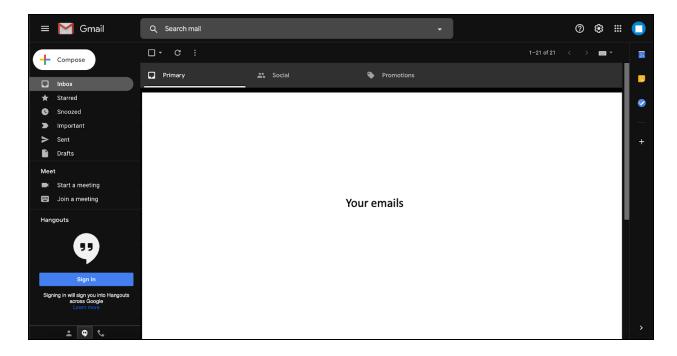
- A mix of capital and lowercase letters,
- Some numbers and symbols (such as &, ?, @, or #),
- A password that is at least 8-12 characters long, and
- A password that doesn't include any words that someone could easily guess, such as your name, children's or pets' names, or birthdays.

Enter your new password again in the **Confirm new password field**. Finally, click on **CHANGE PASSWORD**.

# Step 5: Checking if your emails are being forwarded

#### Go to https://www.google.com/gmail/

Enter your email address and password. When you log in, you will see something like this:



Click on the gear symbol at the top right corner:



A menu will appear. Click on See all settings:

Quid	ck settings	×
	See all settin	ngs
DENS	Default	
0	Comfortable	
0	Compact	

You will see something like this:

Settings	······································
	Inbox Accounts and Import Filters and Blocked Addresses Forwarding and POP/IMAP Add-ons dvanced Offline Themes
Language:	<ul> <li>Gmail display language: English (US)</li> <li>Change language settings for other Google products</li> <li>Enable input tools - Use various text input tools to type in the language of your choice - Edit tools - Learn more</li> </ul>
	<ul> <li>Right-to-left editing support off</li> <li>Right-to-left editing support on</li> </ul>
Phone numbers:	Default country code: Colombia
Maximum page size	: Show 50 onversations per page
Undo Send:	Send cancellation period: 5 0 seconds
Default reply behavior: Learn more	<ul> <li>Reply</li> <li>Reply all</li> </ul>
Hover actions:	• Enable hover actions - Quickly gain access to archive, delete, mark as read, and snooze controls on hover. • Disable hover actions
Send and Archive: Learn more	<ul> <li>Show "Send &amp; Archive" button in reply</li> <li>Hide "Send &amp; Archive" button in reply</li> </ul>

At the top, click on Forwarding and POP/IMAP. You will see something like this:

Settings						
General Labels Inbo	ox Accounts and Import	Filters and Blocked Addresses	Forwarding and POP/IMAP	Add-ons		
	eron forstandsson artonssan hittigado sonaa <b>t</b> o san o			6		
Chat and Meet Advar	iced Offline Themes					
Forwarding:	Add a forwarding address					
Learn more						
	Tip: You can also forward only some of your mail by creating a filter!					
POP download:	1. Status: POP is enabled	for all mail that has arrived since	3/10/11			
Learn more	<ul> <li>Enable POP for all mail (even mail that's already been downloaded)</li> </ul>					
	O Enable POP for mail that arrives from now on					
O Disable POP						
	2. When messages are accessed with POP keep Gmail's copy in the Inbox					
3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)						
	Configuration instructions					
IMAP access:	Status: IMAP is enabled					
(access Gmail from other	<ul> <li>Enable IMAP</li> </ul>					
clients using IMAP)	<ul> <li>Disable IMAP</li> </ul>					
Learn more						
	When I mark a message i	n IMAP as deleted:				
	Auto-Expunge on - Imn	nediately update the server. (defau	ult)			
	<ul> <li>Auto-Expunge off - Wa</li> </ul>	it for the client to update the serve	er.			
	When a message is mark	ed as deleted and expunged from	the last visible IMAP folder:			
	• Archive the message (	default)				
	<ul> <li>Move the message to t</li> </ul>	the Trash				
	<ul> <li>Immediately delete the</li> </ul>	e message forever				

Check the **Forwarding** section. Are there any forwarding addresses?

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