

# Securing your device

Devices like smartphones, tablets and PCs are getting more secure, but hackers are using more sophisticated methods to infect them with malware. Fortunately, most manufacturers provide easy-to-use guidance on how to secure your devices.

Malware can harm devices such as computers, laptops, smartphones and tablets. If your device has been infected, this malicious software can steal your data, erase it completely, or even prevent you from using your device.

## What to do if you think your device has been compromised?



**Run an anti-virus scan.** If you think your device has been infected, open your anti-virus (AV) software, and run a full scan. Follow any instructions given.



**Be aware of common scams.** If you receive a phone call offering help to remove viruses and malware on your computer, hang up immediately (this is a common scam).



**Seek advice from an IT professional.** If the problems persist after running the scans, you may want to consider seeking advice from an accredited IT professional or your device manufacturer.

## How to protect yourself in the future?



Take time every 3 months to review your device's manufacturer's security guides. You can make sure you are viewing their most up-to-date guide by accessing their guides directly on their website.



Never download apps from an unofficial app store or website.



Always download software from the provider and avoid unofficial free versions of paid software.



Keep your device up-to-date with the latest software. Applying software updates is one of the most important things you can do to protect your devices. Update all apps and your device's operating system when you're prompted.



Always use anti-virus software on your devices and make sure it is kept up to date. Set all software and devices to update automatically, including your AV software.



Make sure your anti-virus software is set to automatically scan all new files, such as those downloaded from the internet or stored on a USB stick, external hard drive, SD card, or other type of removable media.



You should consider replacing devices that are no longer supported by manufacturers with newer models. You can search online to see how long your current device will be officially supported.

