

Something feels wrong: what to do first

If something about your computer, your email, or your bank activity does not feel right, take a breath. Calm steps beat fast ones, and you do not need to be certain anything is wrong to use this page. Checking about a false alarm costs nothing.

1 Call or text **701-306-0188**

Any hour. Your message goes directly to Michael, not a queue. If it involves your main computer, reach out from your phone instead.

2 If money moved, call your bank right now

This is the one step that beats calling us. Banks can sometimes freeze or recall a transfer in the first hours. Write down the time you called and the name of the person you spoke with, and let whoever reconciles the account know.

3 Take the affected computer off the network, and leave it alone

Unplug its network cable or turn off its Wi-Fi, then stop using it, and let the office know not to use it either.

Do not reset, wipe, reinstall, or run cleanup tools.

It feels like the responsible thing to do, and it erases the record that tells us what happened, what was taken, and whether it spread. Let us look first.

4 Keep the evidence

Do not delete the suspicious email, text, or file, and do not empty the trash. Do not reply to or forward a suspicious message. Photos of the screen, taken with your phone, are a good way to capture things.

5 Use a device you trust

Reach us, and do any urgent account work, from a computer or phone that was not involved.

6 Write down what happened while it is fresh

What was clicked or opened, what appeared on screen, roughly when, and who was involved. Three sentences with times in them are worth more than a perfect memory tomorrow.



When you reach us: we will talk through what you saw, decide together whether anything is actually wrong, and if it is, contain it and walk you through the next steps in plain English. Nobody gets judged for clicking something. That is what the layers are for.