

I've Been Hacked: Home User Recovery Checklist

A practical checklist for personal email, phones, computers, banking, shopping, social media, Microsoft, Google and Apple accounts.

Before a breach: information to pull together

Keep this information somewhere safe and separate from the accounts or devices it describes. Do not write down passwords in this checklist.

Done	Item	Notes / account / date / case number
■	Main email address and recovery email or phone number	
■	Important accounts: banking, Microsoft, Google, Apple, shopping and social media	
■	Device list: phones, laptops, tablets and shared family computers	
■	Backup location for photos, documents and important files	
■	Bank contact number from the card, statement or official app	
■	Trusted helper or family contact who can assist from a clean device	

If you think you have been hacked: follow this order

Stage	What to do	Record
1 Identify	Work out what looks affected: money, email, device, social account, shopping account or cloud storage.	Account, device, time noticed
2 Stop	Use a clean device. Disconnect anything that may be infected. Call the bank first if money is at risk.	Bank case number, affected device
3 Save	Keep screenshots, alerts, messages, phone numbers, payment references, web addresses and dates.	Evidence saved location
4 Secure	Secure your main email first, then passwords, recovery details, MFA and important accounts.	Password reset date, MFA checked
5 Recover	Review sign-ins, remove unknown devices and apps, then recover affected accounts safely.	Unknown access removed
6 Protect	Report where needed, replace reused passwords, scan devices and test backups.	Reports made, backups checked

Evidence and recovery notes

Done	Item	Notes / account / date / case number
■	Screenshots of warnings, emails, text messages or sign-in alerts	
■	Dates and times when the problem started	
■	Names, phone numbers, web addresses or email addresses used by suspicious contacts	
■	Payment references, order numbers or bank case numbers	
■	Accounts secured and accounts still to check	

Useful UK links: [NCSC hacked account guidance](#), [Report Fraud](#), [Have I Been Pwned](#) and [ICO breach guidance](#). Use official websites and avoid links in suspicious messages.