

How to handle IT emergencies



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



**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 WWU-CERT: cert@uni-muenster.de

Share and document relevant information:



- Which WWU 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