

# Online safety

## Desktop and mobile devices

- Only provide access to people who need it.
- Limit who can update your website and social media.
- Set your devices to lock after a certain time.
- Update your security software regularly and at a time that suits you – [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au)
- If you do suffer from a cyber-attack, report it at [report.acorn.gov.au](http://report.acorn.gov.au)

## Passwords

- Make passwords longer than 10 characters and use a mix of numbers, symbols and upper and lower case letters.
- Use different passwords for each program and don't use words related to you or your business.
- Change passwords every few months and implement a secure way of storing them.
- Update passwords when an employee leaves.

## Emails

- If it looks or feels suspicious, don't open the email, attachment or links. Delete it and report it – [scamwatch.gov.au](http://scamwatch.gov.au)
- Don't provide sensitive information in an email. If in doubt about a request, make a phone call.
- Use a contact form on your website that requires the other party to provide their details. This will help hide your email address, which helps avoid scammers from emailing you.

## Follow these tips to be safe online

### Did you know?

About 30% of all cyberattacks are the result of basic human error. You can have an expensive anti-malware subscription but when someone from the inside clicks on a phishing email, or doesn't lock a device, your defences are left open to attackers.

### Two days and \$40,000 later

The Pharmacy Guild received an email that appeared to be legitimate. When a staff member clicked on a link in the email, the entire computer system was infected and crashed.

It took two days to restore the system at a cost of \$40,000. Although data was restored from a back-up, some data was lost because of the time lapse since the last back-up.

Since this cyber attack, the Pharmacy Guild has educated their staff on the risks of hoax emails and upgraded their infrastructure.

case study

