Cyber Attack

FAQs

May 2017

**Staff & GPs**

1. **Can I switch on my computer?**

If a PC is labelled "Do not use" or "Has a virus", do not switch on.

Otherwise, you can switch it on and work as normal unless you receive a ransomware notice (see Question 2)

1. **How will I know if it has been affected by ransomware?**

Your screen may show a message asking for money or it may blue screen. If you think it is infected or it shows the ransomware message asking for payment switch it off immediately, unplug it at the wall and label: "Ransomware: Do not use until reviewed by eHealth".

Ask a colleague with safe, non-infected PC to complete the form at the following link<http://engweb/Asset_Virus_nhsl/Virus_Audit.html> to report the issue to eHealth.

1. **I managed to start my computer but it has logged off again. Has it been affected by ransomware?**

A windows update will run when you log into your computer. This will cause your computer to automatically shut down and will show a message saying that your computer is updating. It will restart computer which means that you will have to login again. This update is to help protect your computer from a virus.

1. **My computer has been infected. When will it be fixed and do I get a replacement in the meantime?**

eHealth are continuing to work to restore services. A number of clinical areas have been identified as a priority such as ED, ERU, ITU, HDU,CCU and OPD and 200 new PCs are being issued from today. Infected PCs will be replaced as quickly as possible. We ask staff across the organisation to remain patient while this work is ongoing.

Please speak to your line manager regarding work that can be undertaken while you wait for a replacement.

1. **Can I bring my own laptop to work to access the web and any web-based systems?**

Staff should not bring in their laptop/tablet.

1. **I cannot access email on my mobile phone.**

We are aware that mobile phone users that have access to email via their mobile phone are experiencing issues.

Users are being asked to ‘Enter the password for the exchange account’. Upon entering your email you will be told the password in incorrect.

This issue has been escalated to our supplier and is being dealt with as a priority.

Staff are reminded that email is available for use via your pc/laptop.

1. **What kind of emails should I be looking out for and what do I do with them?**

Be on the look-out for emails from addresses that you don’t recognise. A guide to suspicious emails is below.

