



# A voice for cybercrime victims

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**CEO/President**

# Guiding Principles

- (1) bringing a voice to and serving the victims of cybercrime;
- (2) ensuring victims are connected to local, state and federal law enforcement when needed;
- (3) working within existing law enforcement and victim assistance systems to enhance service, collaboration and reporting;
- (4) providing effective training based on adult learning principles; and
- (5) promoting education and awareness for all citizens.



## THE PROBLEM

As incidences of cybercrime continue to grow, victims are searching for direction and resources.

Currently, victims struggle to find the right help, and responses from law enforcement vary by jurisdiction.

# 15%

estimated number of victims who  
report cybercrime to FBI/IC3

# 301,580

victims reported to FBI/IC3 in 2017

# 1.4 billion

victim losses reported to FBI/IC3 in 2017

## THE SOLUTION

CSN is bringing together partners around the country to create a coordinated system to support cybercrime victims.

Soon, the victims will have one number to call and reach a referral specialist who can navigate them through the process of response and recovery.

WHERE  
DO I  
START



# FraudSupport.Org – Mid-October

## Fraud Can Happen to Anyone



I need help with...

Identity Theft

Text/email spam or phish

Goods/Services

Computer Intrusion  
(malware)

Fraud (Financial)

Business Hacked

Harassment/Threats/Stalking

Ransomware

Scams and Impersonation

Wired money to scammer

[SEE ALL CATAGORIES](#)



# National Cybersecurity Awareness Month

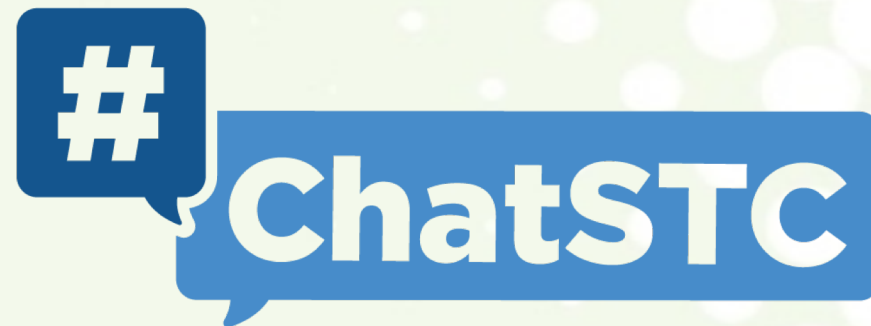
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BE A PART OF  
SOMETHING BIG

# GET INVOLVED ON SOCIAL MEDIA



Use #CyberAware on Twitter  
Like StaySafeOnline on Facebook  
Follow @StaySafeOnline on Twitter



JOIN THE #CHATSTC  
TWITTER CHATS EVERY  
THURSDAY IN OCTOBER AT  
3 P.M. EDT/NOON PDT





# Contact NCSA

[info@staysafeonline.org](mailto:info@staysafeonline.org)

STAYSAFEONLINE.ORG



STAYSAFEONLINE



@STAYSAFEONLINE

SIGN UP FOR OUR MAILING LIST TO RECEIVE  
THE LATEST NCSAM NEWS AND CONTENT  
[STAYSAFEONLINE.ORG/ABOUT-US/CONTACT-US](https://staysafeonline.org/about-us/contact-us)



National Cybersecurity  
Awareness Month



# What is Cybersecurity?

Take out a piece of paper and pen....

## 5 Steps to a Safer Online Life

1. **Identify** important devices, data and accounts
2. **Protect** your online life
3. **Detect** when something goes wrong
4. **Respond** quickly and fix the issue
5. **Recover** from a loss

Step 1. **Identify** important devices, data and accounts

What are the most sensitive/important devices, data and accounts you have?

Phone

Tablet

Exercise Tracker

Home Security

Television

Virtual Assistants

Photos

Facebook

Twitter

Instagram

SnapChat

WhatsApp

## Step 2. **Protect** your online life

What are you doing to protect your digital life currently?

**Passwords**

**VPN (Virtual  
Private Network**

**Two-Factor  
Authentication**

**Back Up**

**Privacy Settings**





## Two Factor Auth (2FA)

List of websites and whether or not they support [2FA](#).

Add your own favorite site by submitting a pull request on the [GitHub repo](#).

 Search websites



Backup and Sync



Banking



Cloud Computing



Communication



Cryptocurrencies



Developer



Domains

























Education



Email



Entertainment

 Pinterest		✓				✓
 Plurk						✓
 Quora	 Tell them to support 2FA on Twitter					
 Reddit						✓
 Snapchat		✓				✓
 Stack Exchange	 Tell them to support 2FA on Twitter					
 Tumblr		✓				✓
 Twitter 		✓			✓	✓
 VanillaForums.com	 Tell them to support 2FA on Twitter					
 Viadeo	 Tell them to support 2FA on Twitter					
 VK		✓				✓



## Snapchat Support

Discover tips and tricks, find answers to common questions, and get help!

What can we help you with?



### < Login Verification

- Two-Factor Authentication
- Find an Authentication App
- Use your Recovery Code
- Forget a Linked Device
- Create a Recovery Code

### What's New

### Popular Topics



Friends



Snapchat Update



Discover



Camera



Privacy



Snap Map



STOP | THINK | CONNECT

LOCK  
DOWN  
YOUR  
LOGIN

Follow these six simple steps  
to gain peace of mind and  
more control over your online  
security.

Compromised accounts cause reputational harm and embarrassment and put others at risk through the spread of malware and viruses. You have enough to worry about, so what can you do about it?

## 6 Steps to Better Security



Protect accounts with strong authentication

[Learn More](#)



Keep software updated

[Learn More](#)



Avoid phishing attempts

[Learn More](#)



Use unique passwords

[Learn More](#)



Protect mobile devices

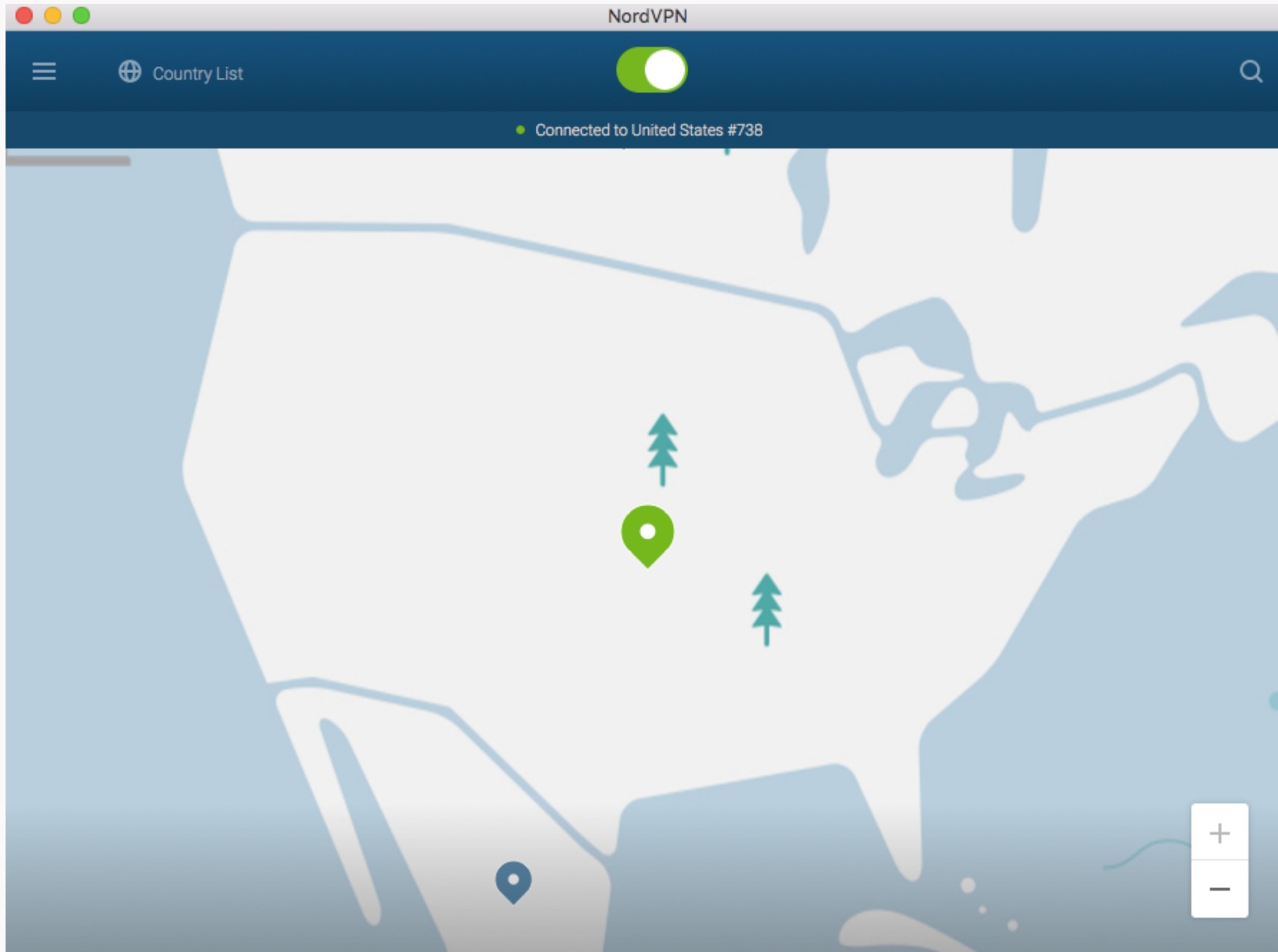
[Learn More](#)



Use trusted security tools

[Learn More](#)

[www.LockDownYourLogin.org](http://www.LockDownYourLogin.org)



# VPN



## Step 3. **Detect** when something goes wrong

If someone compromised/hacked your devices or accounts, how would you know?

**Device Keeps Running**

**Pop-Up Ads**

**Anti-Virus**

**Unwanted  
Updates or  
Tools Show Up**

**Friends Get  
Requests**

## Step 4. **Respond** quickly and fix the issue

How would you respond if your devices, data or accounts were hacked?

*Find a Professional*

*IdentityTheft.gov*

**FTC.Gov**

**Update and  
Check Apps**

*Reset  
Settings*

## Step 5. **Recover** from a loss

What will it take to recover after having your data or devices hacked?



*Confidential referrals  
for crime victims*



**855-4-VICTIM**  
(855-484-2846)

GET HELP

GET INFO

STATISTICS

ABOUT US



### Resources

VictimConnect Chat

Civil Options for  
Crime Victims

Victim Rights

Self-Care for Victims

Referral Search

### X Quick Exit

If you are in immediate danger,  
**CALL 911**

**talk**  
call or chat



**read**  
victim resources



**search**  
referral directory



Victimconnect.org



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Professionals](#)

[Protect Your Money](#)

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[Tools & Calculators](#)

[I Want To...](#)

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## Protect Your Money

Investor protection is an integral part of FINRA's mission. Unfortunately, far too many investors fall victim to Ponzi schemes, pump-and-dump scams and other types of investment fraud. The good news is that fraud and the growing threat of identity theft can often be avoided.

We'll help you spot the red flags of fraud and identity theft, and avoid the persuasion tactics of fraudsters. It's also vital to know the right questions to ask about investments and the people who pitch them—and where to go to verify the answers. After all, it's your money—learn how to protect it.



### Investor Alerts

Check out the latest Investor Alerts from FINRA and other regulators. »



### Ask and Check

Ask the right questions and verify the answers before you work with an investment professional or buy an investment product. »



### Avoid Fraud

Even if you have never been subjected to an investment fraudster's sales pitch, you probably know someone who has. The more you know about the types of fraud and tactics used the better equipped you'll be to avoid it. »



### Protect Your Identity

Identity theft occurs when someone obtains your personal information and uses it to steal your money or commit fraud or other crimes. Here's how to safeguard your identity. »



Check the background of an investment professional.

Search by Name, Firm, or CRD#

**Check**

### INVESTOR ALERTS

**SEPTEMBER 19, 2018**

**Beware of Stock Fraud in the Wake of Hurricane Florence**



Report identity theft and get a recovery plan

Get Started →

or browse recovery steps

IdentityTheft.gov can help you report and recover from identity theft.

**HERE'S HOW IT WORKS:**



**Tell us what happened.**

We'll ask some questions about your situation. Tell us as much as you can.



**Get a recovery plan.**

We'll use that info to create a personal recovery plan.



**Put your plan into action.**

If you create an account, we'll walk you through each recovery step, update your plan as needed, track your progress, and pre-fill forms and letters for you.



IDENTITY THEFT  
RESOURCE CENTER  
888.400.5530

I NEED HELP

RESOURCES

ABOUT ITRC

CONTACT

DONATE



When things  
just don't add up...

CALL FOR HELP

LIVE CHAT



BLOG

BREACHES

SCAMS

SUPPORT  
US



Chat with us

Idtheftcenter.org

techsafety.org

# Technology Safety

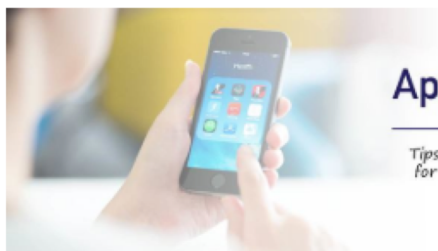
exploring technology in the context of intimate partner violence,  
sexual assault, and violence against women



NATIONAL NETWORK  
TO END DOMESTIC  
VIOLENCE

TECHSAFETY.ORG TECHNOLOGY SUMMIT RESOURCES TECH SAFETY APP NNEDV





## App Safety Center

*Tips, information, and considerations for the safe development and use of smartphone apps.*

There's an app for everything, right? An increasing number of apps for smartphones and tablets are attempting to address the issues of domestic violence, sexual assault, and/or stalking. Some apps are screening tools for survivors and professionals to recognize abuse and find resources. Other apps are meant to be a tool to contact help during an emergency.

With so many apps, knowing which ones to use can be difficult. In addition, as with any technology, when apps are being developed for and used by survivors of abuse, there are several things to consider that should be taken to ensure safety, privacy, and accuracy for the user.

The App Safety Center will highlight some of these apps by providing information on what survivors and professionals need to know to use them safely.

### Apps & Resources for Survivors

This section includes information on safety and privacy for survivors who may want to use apps, as well as details about several apps currently on the market.

- [Choosing and Using Apps: Considerations for Survivors](#)
- [Types of Available Apps:](#)
  - [Screening and Assessing for Abuse & Safety](#)
  - [Safety Apps: Getting Help During an Emergency](#)
  - [Apps for Teens & College Students](#)
  - [Other Apps for Survivors](#)

### Apps for the Public - Awareness & Education

Below are examples of available apps that are meant to inform and engage individuals and communities on domestic violence, sexual assault, and stalking.

- [Considerations for Choosing and Using Awareness Apps](#)
- [Available Apps:](#)

#### SAFETY CHECK

If you think someone is monitoring your devices, visit this website from a computer, tablet, or smartphone that isn't being monitored. [Exit from this website](#) and delete it from your browser history. For more information, [visit this page](#).

#### TECHSAFETY.ORG

Managed by the Safety Net Project at the [National Network to End Domestic Violence \(NNEDV\)](#), this blog discusses technology, privacy, and safety in the context of intimate partner violence, sexual assault, and violence against women.


#### CONTACT US

#### CATEGORIES

[Current Events](#)  
[Data & Statistics](#)  
[Feminism & Technology](#)  
[Safety Net News](#)  
[Event](#)  
[Training](#)  
[Resources](#)

#### POSTS BY TAG

# techsafety.org




## Tech Safety

Welcome to the Tech Safety App. This app contains information that can help someone identify technology-facilitated harassment, stalking, or abuse and includes tips on what can be done.

Available in English and Spanish.

[Enter Website](#)

Language: English



### About Tech Safety

This app explores six categories: harassment, impersonation, cellphone safety,



FEDERAL TRADE COMMISSION  
**Consumer Information**

ESPAÑOL

Search



MONEY &  
CREDIT

HOMES &  
MORTGAGES

HEALTH &  
FITNESS

JOBS &  
MAKING MONEY

PRIVACY, IDENTITY &  
ONLINE SECURITY

SCAMS

BLOG  
VIDEO & MEDIA

# Free credit freezes are here



New law  
in effect

## Take Action



File a Consumer  
Complaint



Get Your Free  
Credit Report



Register for Do  
Not Call



Order Free  
Resources



Report Identity  
Theft



Get Email  
Updates

## Consumer Alerts

\$505 million in refunds sent to payday loan  
customers

Managing someone else's money: New  
protection from ID theft and fraud

Root, root, root for the regions

Free credit freezes are here

Consumer.ftc.gov

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**Continuous Education  
Is Key!**

**Resources are Available!**