Cloned vs Hacked *smart card*

Account cloning is not the same as an account getting hacked.

Cloning is a result of scammers using publicly available information to fool others into thinking they are you.

Hacked Accounts vs. Cloned Accounts

Hacking is when an account is accessed by an unauthenticated user - some signs an account may be hacked is having posts you did not make!

Cloning is where someone uses public information seen on your account to make their own fake, identical profile and pretends to be you.

What do you do if your account is cloned?

Don't panic!

Your private information has not been stolen - your *public* information has been used to create another account. You can easily get the new account taken down with the help of the platform's staff. Simply use the reporting options or the Help or Contact Us page to get started.

You can also try to prevent this from happening again by following the steps to the right!

- **Report the profile on the platform.**
  - This will help admins quickly take down the fake account.
- **Inform your connected friends to not accept friend requests from "you".**
  - This will prevent your friends from being targeted in a phishing attack.
- **Update your privacy settings**
  - Set your friends list to private.
  - Set your activity to only view by friends.
  - Set your contact and personal information to private or friends view only.
  - Prevent search engines (Google/Bing/etc.) from displaying your profile.

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If you think your account has been hacked, don't panic and attempt the steps below to recover the account.

- If your password has been changed, use the 'Forgot Password' option to change your password.
- If you are unable to change your password, use the Help or Contact Us page on the platform and explain the situation.

Once you have access to your account, follow these steps to secure it and kick any unauthorized people out of it.

- If your password has not already been changed - change it now.
- Log out of all sessions on the platform - this kicks you out and makes you log back in, but it also kicks out any unauthenticated users.
- Inform your connected friends your account was compromised.
- If the platform supports it, enable two-factor authentication.
- Monitor your account for any activity that was not from you.

What do you do if your account is hacked?
Don't panic!

There are multiple ways hackers can get into an account. Some evidence an account has been hacked is: you're unable to log into your account, you've found new posts you did not create, you have unexplained changes to your profile (new photos, name change, personal information has changed), your privacy settings have changed, etc.

To recover your account, try the methods to the left!

Security Tips!

Create a strong password:
- Stay away from using people's names, names of pets, favorite activities or games, any special dates or birthdays, etc.

Update your privacy settings:
- Make sure your posts are set to friends, your friends list is set to private, and your contact and personal information is set to private!

Use two-factor authentication
- If someone correctly guesses your password, they will be prevented from logging in because your phone will send you a message where you can accept or reject it.