

Introduction

Gmail is a free online email service created by Google. It currently has almost 2 billion users and can be used either on a browser or by downloading the application.

Preventing Gmail account problems

- ☐ Ensure you are using the correct website before logging in.
- ☐ Choose a secure password you do not use for other online accounts.
- ☐ Set up a second email as a form of recovery in case your primary is compromised or lost.
- ☐ Use two factor authentication (2FA) to login and manage changes to your account.
- ☐ Log out of Gmail from shared devices.
- ☐ If you are prompted to log in to your account by clicking on articles, do not; they may use software that captures your information.
- ☐ Regularly check for software and operating system updates on your devices.
- ☐ Run a security check and [remove any unknown devices](#) from your account.
- ☐ Set up alerts to notify you when a new device attempts to log in to your account, or changes are being made to your account.
- ☐ Regularly [check the forwarding rules](#) of your Gmail account to make sure no one is manipulating the emails that you see.
- ☐ Visit [Google Account Help](#) to find more information on account security.

Setting up 2FA for Gmail:

- ☐ Open your Google Account.
- ☐ Tap "Security & sign-in".
- ☐ Click on settings tab at the top left of the screen, next to the Gmail logo.
- ☐ Click on the "Security" options button. This will take you to "Signing in to Google".
- ☐ Select "2-Step Verification".

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Setting up 2FA for Gmail:

- ☐ Click "Get started".
- ☐ You will be required to sign in to your account again as part of the Gmail authentication process.
- ☐ Choose your preferred method for additional authentication.
- ☐ Follow the on-screen prompts to complete the process.

You can find out more from [Google](#)

Detecting problems with your Gmail account

You may have a problem with your Gmail account if you experience any of the following:

- ☐ You have been unexpectedly signed out of your account.
- ☐ You receive an alert that your Gmail account has been logged into from a device or location unknown to you.
- ☐ Emails have been sent from your account without your knowledge.
- ☐ You stop receiving emails.
- ☐ Your personal information attached to your account has changed. This may include your name or mobile phone number.
- ☐ Methods for authenticating your account have been removed or added.
- ☐ You receive an influx of emails from users you do not know.
- ☐ Your friends, family or other businesses report receiving strange emails from your account.
- ☐ You see new accounts linked to your Gmail account.

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Responding to Gmail account problems

- ☐ Follow the advice from Google Account Help on how to [secure a hacked or compromised account](#).
- ☐ Consider the information that may have been contained in your Gmail and any other linked Google accounts. For example, what credentials may have been in your emails, including your inbox and sent items? These could be your own credentials, such as your driver licence or personal information contained in job or rental applications. Or they may be credentials or banking details of your family, friends or customers.
- ☐ Contact the issuers of any of these credentials, including Government agencies, banks, superannuation and insurance agencies.
- ☐ Review how your Gmail account may have been compromised so you can reduce the chance of it happening again, as well as consider what other types of accounts may be able to be accessed or opened using these details.

For additional support or information, contact IDCARE:

Submit [Get Help Form](#) | 1800 595 160 (Aus) | 0800 121 068 (NZ)

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