

How to report an IT security incident?

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[FAQ-artikel afdrukken](#)

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Zoekwoorden

security incident hacking abuse

Oplossing (openbaar)

When you notice an IT security incident, you must report it as soon as possible via the interface [1]Ask a new question on the DICT HelpMe page.

During working hours you can also call for important or urgent IT security incidents
+32 9 264 47 47 (internal number 4747)
Available Monday - Friday 8am - 6pm

Outside working hours, you can report important or urgent IT security incidents 24 hours a day via the Emergency Centre on telephone number +32 9 264 88 88

Change your password or check recent sign-in activity for your UGent account via [2]My Account

[1] <https://otrsdict.ugent.be/otrs/customer.pl?Action=CustomerTicketMessage>

[2] <https://myaccount.microsoft.com/>

Symptoom (openbaar)

You notice an IT Security incident, for example:

- your account is being actively abused
- you detect attempts to abuse your UGent account or identity
- you are aware of abuse of other UGent account(s) or UGent applications
- you are aware of hacking attempts or successful hackings on UGent infrastructure
- ...

Probleem (openbaar)

IT security incidents must be reported as quickly as possible to the single point of contact for this purpose: the DICT helpdesk.