DETECTION, RESPONSE AND PREVENTION · CHECKLIST

7 Spot the signs, and your first hour

From the lesson: Spot the signs, and the door that isn't there

Check the signs once a month. Keep the first-hour plan somewhere you'll find it.

IF YOU'VE BEEN HACKED: YOUR FIRST HOUR

1. Don't panic, and don't delete anything yet.
2. From a clean device, change passwords: email first, then domain, hosting, website.
3. Call your host. Ask for a holding page if visitors are at risk.
4. Get it cleaned properly, including backdoors and hidden admin users.
5. Ask Google for a review in Search Console once it's clean.
6. Check legal duties if customer details were exposed, and tell your insurer.
7. Report it: IC3 (US), the police fraud reporting service (UK), Canadian Anti-Fraud Centre, ReportCyber (AU), Own Your Online (NZ).

HOW TO SPOT IT

- Pages you didn't write in a site: search on Google.
- Customers saying they were sent somewhere else.
- Emails to customers landing in junk.
- A red warning in Google or the browser.

TICK AS YOU GO

- [ ] **Monthly: search for your own site**
  Type site:yourwebsite.com into Google. Look for pages you didn't write.
- [ ] **Monthly: check Search Console**
  Look under Security and Manual actions. Both should say no issues.
- [ ] **Monthly: check who has admin access**
  Remove anyone you don't recognise or who no longer needs it.
- [ ] **Ask a customer to test your site on their phone**
  Redirects often only show on phones coming from Google.
- [ ] **Save your first-hour contacts**
  Your host, your web person, your bank and your insurer, with phone numbers.
- [ ] **Check your insurance**
  Ask your broker if cyber incidents are covered, and what steps they expect you to have taken.
- [ ] **Consider taking the doors away**
  A static site has no plugins, database or login page to attack. Ask us for a free preview.

REMEMBER

If it happens: don't delete anything, change passwords from a clean device (email first), call your host, and get it cleaned properly.

A$56,600 average cost per cybercrime report for an Australian small business (Australian Signals Directorate).

hedgehog.site · © 2026 Hedgehog Site Limited