31 FW COMPUTER EMERGENCY QUICK RESPONSE AID

VIRUS/NETWORK ATTACK SYMPTOMS FOR COMPUTERS, PHONES, MOBILE DEVICES

- Request To Provide, Reset, Or Change Password
- Notification Of Logon Attempts By Unknown User
- Unexplained Inability To Log On
- Unexplained New Files
- Unfamiliar File Names
- Inability To Save Files
- Unexplained Modifications/Deletion Of Data
- Unfamiliar Error Messages
- Denial Of Service
- Sudden Lack Of Hard Drive Space
- Computer Continually Restarts
- Out-of-Memory Error Messages (In a PC with sufficient RAM)

PHISHING ATTEMPT RESPONSE

STEP 1: DO NOT reply or click on any links and never provide your CAC PIN to anyone. DO NOT forward the email.

STEP 2: BLOCK THE SENDER. Right click on the email, scroll down to Junk and select Block Sender. After, delete the email from the Junk email folder.

STEP 3: If you continuously receive phishing emails, contact your Cybersecurity Liaison and have them open a Remedy ticket with a screenshot of the email as an attachment.

VIRUS/NETWORK ATTACK RESPONSE

STEP 1: STOP USING THE COMPUTER! Do NOT disconnect the network cable. Do NOT power off. Do NOT log off.

STEP 2: Ensure no one uses the computer. Write down any observed errors.

STEP 3: Immediately report the incident to your POCs in the order provided on this aid.

NEGLIGENT DISCHARGE OF CLASSIFED INFORMATION (NDCI) RESPONSE

An NDCI occurs when there is classified information that has been sent or received on a network with a lower classification.

STEP 1: STOP USING THE COMPUTER! Do NOT disconnect the network cable. Do NOT power off. Do NOT log off. Do NOT delete, print, or forward the message.

STEP 2: Do NOT leave the computer unattended. Contact your Unit Security Manager.

STEP 3: Immediately report the incident to your POCs in the order provided on this aid. Only contact them via secure means or face to face.

POINTS OF CONTACT

UNIT Cybersecurity Liaison (CSL)	DSN: Comm:
31 CS Wing Cybersecurity Office (WCO) 31cs.cybersecurity@us.af.nil	DSN: 632-9276 Comm: 0434-309276
31 CS Cyber Operations Center (CyOC) 31cs.commfocalpoint@us.af.mil	DSN: 632-2666 Comm: 0434-302666
31 FW Information Protection (IP) 31fw.informationprotection@us.af.mil	DSN: 632-4113 Comm: 0434-304113

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31 FW Form 2 OPR: 31 CS/SCXS Per AFMAN 17-1301

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