

Gamut

You might have received a letter and/or email from Sunrise to explain that we've been notified of spam emails originating from a device that uses your home broadband connection. If you have heard from us about this, there's no need to worry. The advice on this page should help sort things out.

Why have you written to me?

We believe a device in your home has been infected with malware that's sending spam and potentially fraudulent emails to other people on the Internet. We take these types of incidents very seriously, so when we think a customer of ours might have had an infected device, we send them an alert with advice on what to do next.

What's happened?

We've received a report that suggests spam emails are originating from a device on your home network, this is an indicator that one or more of your devices may be infected with a type of malware.

We realise this is unlikely to be your fault, but this kind of abuse is against our Acceptable Use Policy. If the abuse continues, we might have to suspend your Email Account

For this reason, it's important you follow the advice in this article.

Note: This article is intended to provide advice. Sunrise is not responsible for any issues encountered in the course of resolving the issue and is not able to provide any technical support for such problems.

What can I do about it?

We're here to help and if you have a basic knowledge of computers and connected devices there are a number of steps you can take to secure your home network. Please apply these steps in order:

1. Check to see if your device has an infection

The easiest way to do this is by using a virus scanner

If you are using an Android or iOS device, you can find a variety of virus scanners on your device's app store.

2. Use your internet security package to remove any infections

If you have an existing security package installed, please consult the instructions on how to remove infections from your device.

3. Change the passwords for all of your accounts

Once the malware has been removed, you should change the passwords for all the online and email accounts you use.

If any of your passwords were obtained by a malicious third party as a result of the malware infection, it is highly likely they attempted or will attempt to use the same passwords across as many websites and online services as possible, in the hope that the same passwords is used for other accounts you use online.

When changing your passwords, it is important that you use different passwords for all your online accounts and pick strong passwords that are difficult to guess. For more information, please visit <https://www.passwordcheck.ch/>

4. Get up-to-date software

Keep your operating system and application software up-to-date. Install software patches so that attackers can't take advantage of known problems or vulnerabilities. Many operating systems offer automatic updates. If this option is available, you should enable it.



5. **Check your contact email address**

It is important to provide an up to date contact email address to enable us to advise you of any significant issues that may affect the use of your Sunrise services. To update your contact email address simply sign in to your Mysunrsie account and select My Profile.

6. **Check Auto Forward setting in Sunrise Mail**

In addition, it's important that you check your mail forwarding rules to ensure that your emails aren't being forwarded without your knowledge.

To check this in Sunrise Mail Webmail:

Sign in using your Sunrise Mail username and password

Click the System Menu icon on the left side of the menu bar and then click the Settings menu item

Select the Auto Forward tab

This will display email addresses set to receive forwarded emails from your Sunrise Mail mailbox. If there is an email address you don't recognise, and which you didn't intend to forward your email to, then please select it and delete the forwarding rule.

How do I know I'm now safe?

If you have followed the above advice & have rescanned your device and found it to be clean, you should have resolved the issue.

Internet Matters

Sunrise is a Co-Founder and Member of iBarry.ch: a not-for-profit organisation working with online safety experts to bring you all the information you need to help keep you and your children safe online.

For more information about iBarry, please visit <https://www.ibarry.ch>