My Account Is Compromised – What Do I Do?
Towards an Intercultural Analysis of Account Remediation for Websites

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August 7–8, 2021 | 6th Workshop on Inclusive Privacy and Security
Account Remediation (Neil et al., WAY ‘20)

Analyzed official advice of 13 US based web services

Identified 5 account remediation steps

1. Discover Compromise
2. Recover Account
3. Limit Access
4. Restore Service
5. Prevent Future Compromise

Advice provided by web services is incomplete
Towards an Intercultural Analysis

Neil et al. (WAY ‘20): 13 US based web services

Neil et al. (SOUPS ‘21): 57 US based web services

This Work: Include popular services outside the US

Investigating Web Service Account Remediation Advice
Tuesday, 10:00 am - 11:00 am EDT
Towards an Intercultural Analysis

Top 7 countries with the highest amount of data breaches [1]

28 most popular services across countries according to Tranco [2]

Findings

- Lack of information present across nations
- Absence of a central information page to initiate the account remediation process
Secure a hacked or compromised Google Account

If you notice unfamiliar activity on your Google Account, Gmail, or other Google products, someone else might be using it without your permission. If you think your Google Account or Gmail have been hacked, follow the steps below to help spot suspicious activity, get back into your account, and make it more secure.

Step 1: Sign in to your Google Account

If you can’t sign in
Go to the account recovery page, and answer the questions as best you can. These tips can help.
Use the account recovery page:
• Someone changed your account info, like your password or recovery phone number.
• Someone deleted your account.
• You can’t sign in for another reason.
Tip: To make sure you’re trying to sign in to the right account, try recovering your username.

Step 2: Review activity & help secure your hacked Google Account

Review your account activity
Review which devices use your account

Step 3: Take more security steps

Turn on 2-Step Verification
Findings

- Lack of information present across nations
- Absence of a central information page to initiate the account remediation process
- Crowd-sourced advice provided by the web service in the absence of a central information page
Account hacked

by Karl Allen in Stock Contributors.

someone cleared my saldo to a skyll account which is not mine, my saldo is now 0.01, any idea how to stop that transaction?

Topics: Contributors

hello my account is being hacked

Correct answer by John T Smith
Adobe Community Professional

by anaburyana in Download & Install

please assist me. thanks [personal information removed for your protection - https://forums.adobe.com/docs/DOC-3731] [This is a public forum, not Adobe support, please do not post personal information.]
Findings

Lack of information present across nations

Absence of a central information page to initiate the account remediation process

Crowd-sourced advice provided by the web service in the absence of a central information page

Third-party source of advice in the absence of a central information page
The best place to hide a dead body is page 2 of Google search results.

*or page 1 of Microsoft Bing
Future Work

Directly Related

Extend Analysis
Many duplicates in the top 28 across countries

Analyze multilingual advice
Some services offer advice in Mandarin Chinese, Russian, etc.

New Research Questions

RQ1: How do users cope with missing information?
RQ2: How to guide users through the account remediation process?
RQ3: How to improve the steps within the account remediation phases?
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Takeaways

- Lack of information present across nations
- Absence of a central information page
- Extended analysis for more intercultural insights required