

01

Opening: Sam's account

Sam, a fictional junior, texts you from a parent's phone: 'My account is posting ads to all my followers. My password doesn't work and the recovery email was changed to one I've never seen.'

What are the first three steps in Sam's plan?

02

Inject 1: Same password

Sam admits the email password is the same as the social account password, and the email shows a new sign-in from another state.

How does this change the plan?

03

Inject 2: Friends getting DMs

Three friends say Sam's account DMed them asking for the code that was just texted to them.

What should the Communications lead do?

04

Inject 3: No service

Sam's phone suddenly shows 'SOS only.' Sam did not change anything on the phone.

What do you add to the plan?

05

Inject 4: The recovery offer

A stranger DMs Sam: 'I can get your account back in an hour for \$50. I have contacts at the company.'

What does the group decide?

06

Inject 5: School account too

Sam also used the same password for a school account, and a teacher says Sam's school account submitted strange messages.

Who needs to know?

07

The breach email

You get a real breach notice from an app you stopped using two years ago. You cannot remember which password you used there.

What do you do?

08

Push spam at midnight

At midnight your phone shows ten login approval requests in a row for your email. You are not logging in.

What do you do?

09

The lost phone

You lose your phone, which had your authenticator app. You turned on MFA last month.

How do you get back in?

10

The password notebook

Your friend keeps every password on a sticky note in their phone case, all variations of one word plus their birth year.

What would you suggest?