NYC Digital Safety
Privacy & Security

Social Media Account Hacks

Facilitation Guide

Provide learners with the knowledge and skills they need to understand and handle social media account hacks.

Overview

This module will help learners to better understand what happens during a social media account hack and why they occur. Learners will gain skills and knowledge to help them prevent and handle social media account hacks.

For more information, be sure to watch the Series 1 of training videos from NYC Digital Safety.

Outcomes

By the end of this module, participants will be able to:

- Define social media account hacks
- Identify warning signs for social media account hacks
- Explain and use best practices to handle and to prevent social media account hacks

Format + Time Frame

This module provides an informational overview of social media account hacks, including how and why they occur. This lesson also provides a how-to guide for preventing social media account hacks and steps to take if a hack occurs.

This module will take approximately 45 minutes to complete. You can combine this lesson with others for a more extended learning experience.

NYC Digital Safety
Privacy & Security

Materials

- Slide deck
- Facilitation guide
- Handout

Lesson Plan

Activity	Materials	Time Needed
Introduction and welcome Greet learners and review the plan for this module.	Slides 1 and 2	2 minutes
Define social media account hacks Provide a brief definition of social media account hacks and see if anyone has any questions or anything to add.	Slide 3	3 minutes
Why and how social media account hacks occur Provide an overview of why and how social media account hacks occur. Pause to see if anyone has anything to add to the lists here or any questions.	Slides 4 through 7	10 minutes
DIscussion: Social media account use Put learners into small groups. Have them discuss their social media accounts and consider how they are protecting those accounts.	Slide 8	10 minutes
How to spot a hack	Slides 9 through 10	7 minutes

Review different warning signs of a social media account hack and see if learners have anything else to add.		
How to handle a social media account hack Review different steps to take in the event of a hack. See if learners have other tips to add.	Slides 11 through 13	8 minutes
Wrap up, final tips, and final questions Review the closing thoughts and share the suggested resources. See if anyone has any final questions.	Slides 14 through 17	5 minutes

Considerations

Social media account hacks can be a stressful topic. Additionally, people might have misconceptions about how social media account hacks happen and what they look like. Be sure to leave time for questions and discussions with your learners, since people might bring up a variety of examples or concerns and questions regarding their social media accounts.

The topic of social media can also lead to discussions around other privacy issues, such as invasive ads and data mining from platforms. Other social media issues, such as cyberbullying, social media addiction, and just the overall pros and cons of using social media might come up as well. You might wish to familiarize yourself with some of the other lessons on social media and privacy issues and just be prepared for other social media topics to emerge during your workshop.

You might want to consider ways to introduce learners to further resources and learning opportunities. If you are offering additional programming and workshops on social media and online privacy, encourage your audience to attend. Social media can be a complex topic to consider so your audience might be interested in learning more!

Options and Variations

This module contains information about a potential stressful and concerning topic. While it can be combined with other modules, it can also stand well on its own. If you would like to offer a more extended workshop, this lesson pairs particularly well with another module on data breaches and can also be paired with other lessons around social media account security.

This module lends itself well to a longer workshop where group discussion and activity is possible, and you can easily spend your time on just this topic. If you decide to focus solely on this topic in your workshop, consider supplying your learners with handouts on related topics, such as social media privacy settings, that they can explore on their own.

You can also provide this information to patrons via a service point by providing them a copy of the guided handout to peruse on their own.

Assessment

The following are some suggested assessment questions that you can use and adapt for your own purposes. These questions can help you assess various things, including knowledge retention, personal views and preferences, and concept application.

You might consider asking these as a pre or post test, or you can have learners answer these as part of an exit survey or a follow-up survey. Keep reading for suggested questions and an answer key with further details and explanations.

Questions for Participants

What social media platforms do you use?

[free text response]

Hackers are only interested in getting your personal information from your social media account. They don't care about posting content.

      A. True

      B. False

What can you do if your social media account was hacked?

      A. Change your password

      B. Report the hack to the social media platform

      C. Check the security settings for your account

      D. Notify your contacts that you were hacked and be on the lookout for suspicious messages

      E. All of the above

What is not necessarily a sign that your social media account has been hacked?

      A. Suspicious log-in activity

      B. Suspicious account activity, like messages from people you don't know

      C. Your password has changed and you can't login

      D. Strange purchases on your credit card

Answer Key

What social media platforms do you use?

    Answer: free text response

    Use this question as a pre-test one to learn more about your audience.

Hackers are only interested in getting your personal information from your social media account. They don't care about posting content.

    Answer: B, False!

    Some hackers want to actually use the access to your account to send out phishing schemes to your contacts, for example, or to post offensive content or misinformation.

What can you do if your social media account was hacked?

> *Answer: E, all of the above*
>
> All of these steps are good ones to take in the event of a hack

What is not necessarily a sign that your social media account has been hacked?

> *Answer: D*
>
> D would be an example of a data breach where your credit card information was stolen, as opposed to a specific sign of a social media hack.

Connections to Other Modules

This module connects to many other modules. The following suggestions provide opportunities for exploration, connection, and potential programming. However, feel free to explore and make connections between other modules not listed here as well!

1.1 Phishing Schemes

1.2 Password Hygiene

1.2 Multi-Factor Authentication

1.2 Data Minimization

2.2 Location Settings

2.2 Social Media Account Settings

These and other modules can be found at this project's website, nycdigitalsafety.org.

About This Project

These materials were released in October 2022 as part of NYC Digital Safety: Privacy & Security.

NYC Digital Safety
Privacy & Security

NYC Digital Safety: Privacy & Security is a partnership between New York City's three library systems — Brooklyn Public Library, The New York Public Library, and Queens Library — and METRO Library Council. With support from the New York City Office of Technology and Innovation, this project ensures that NYC residents can rely on public libraries for their questions about internet privacy and security.

Visit nycdigitalsafety.org for more information.