

Report an IT security incident

Version 12

Published 9/24/2021 by [Jennifer Kim](#) Last updated 5/2/2025 6:09 PM by [Tyler Stevens](#)

We're here to help maintain your security and privacy at Seneca. If you have been the target of a real or perceived infraction of the [Information Technology Acceptable Use Policy](#), please follow the guidelines below.

Don't panic, don't be ashamed

Most IT security incidents happen because innocent people make innocent mistakes. It's not uncommon for someone to get a virus or click a bad link. The sooner you get in touch with us, the sooner you can get back to your routine.

Contact us as soon as possible

To report an IT security incident please contact us without delay:

- ITS Service Desk email: servicedesk@senecapolytechnic.ca
- Through [Live Chat](#)

For any physical security matters at Seneca please contact Campus Security at 416.764.0911 or seneca.security@senecapolytechnic.ca

Report the facts

Try to preserve all evidence and details pertaining to the incident. For example, send us a copy of a phishing email, virus-infected file, or link to a harmful website. Any examples, names, or stories you can share with us will help us to assist you.

For serious malware infections such as viruses or ransomware, the best way to preserve the evidence is to shut down your computer and call the ITS Service Desk at 416.764.0411.

The IT Security Office will investigate

Once we've spoken with you and you've sent us as much evidence as you can, we will conduct a formal investigation.

Upon the conclusion of our investigation, we will take appropriate action. Documented and

substantiated complaints will be handled according to Seneca policies and protocols. Depending on the nature of the situation, out of respect for personal privacy, we may or may not be able to divulge the outcome of any actions taken.

tags : it-security, it-security-incident