SOMETHING IS WRONG WITH OUR WEBSITE!

There are many types of website hacks and infections, ranging from a complete site loss to more subtle infections that redirect visitors away from your site. Assessing how extensive the situation is will determine the steps you need to take.

DON'T PANIC

Is the site visible?

- Yes
- Yes, but it looks broken
- No

Run a scan of your site to check for malware. Both links below offer free scanning services.
https://sitecheck.sucuri.net/
https://quttera.com/

Malware detected

No malware found

SYSTEM ERROR

Recommend subscribing to one of the above mentioned malware removal services and submitting a removal request.

These services will scan your site and clean any infected files. They will also give recommendations for improving your site security.

If no infection is detected, there is a strong chance that this is a technical problem.

Contact your hosting provider to see if anything has changed on the hosting infrastructure (*i.e. new version of PHP, change of server configuration, etc.*)

Is your site now working?

Can you connect to your site through FTP or access your hosting account?

- No
- Yes

- Yes
- No

If the problem persists, for Content Management Systems (CMS) such as Joomla, WordPress or Drupal, you may want to:
- Repair and optimize tables
- Reinstall core files/components
- (Last resort) Restore backup of site

Rescan your site to verify that it's free of malware.

If you would like to discuss maintenance and security options, **call us at (989) 837-8800.**

If the site files are no longer present, contact your hosting provider support team to see if they have a copy of your site/hosting account that can be rolled back, thus restoring your site to a previous version.

I'm not sure how to do any of that.

Call us.

We will be more than happy to help with the repair and restoration process.

(989) 837-8800

I have a backup, but don't know what to do.

If the hosting company does not have a previous copy of your site, then you will need to locate a backup copy of your site to restore.

I don't have a backup of our website.

My website is gone, and I don't have a site backup or any contact information for the original developers.

They answered and are fixing the problem!

Call them

Yes

Panic

They won't answer!

I don't have emergency Bourbon.

Take a shot of emergency Bourbon.

No

Do you have contact information for the people who built your site?

No

Done?

I think so.

You need a new website. We can help. **Call us at (989) 837-8800.**

AMPM

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