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Reading your e-mail on a shared or public computer: before, during and after

Security

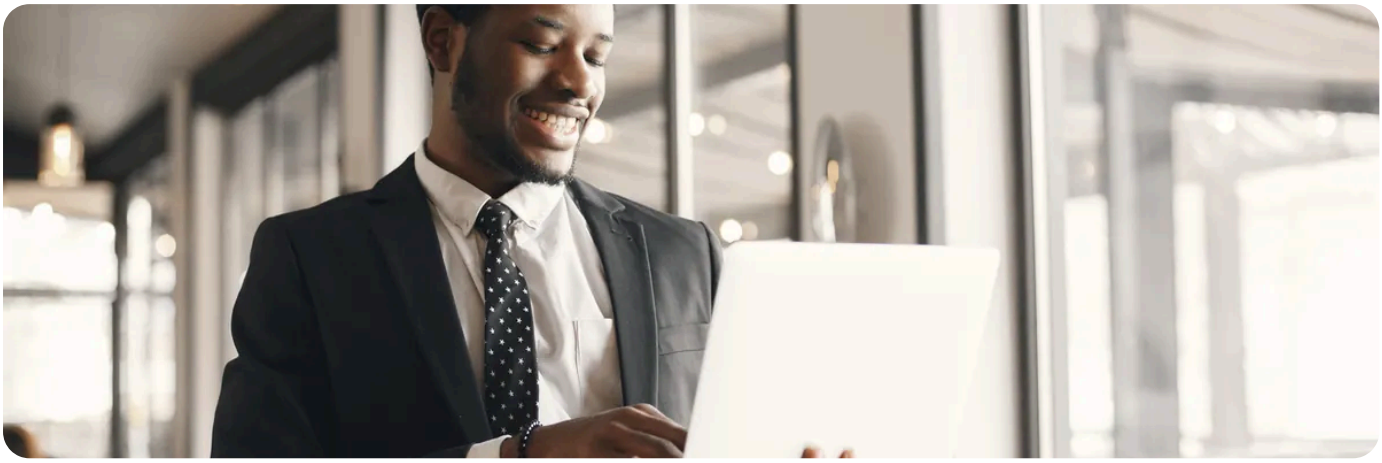
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Reading your e-mail on a shared or public computer: before, during and after

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The short answer: on a computer that is not yours (an internet café, a hotel, a colleague's), open webmail in a **private window**, **never let the browser save the password**, **do not download attachments** unless you must and, at the end, **log out and close the browser**. If you have any doubt about that computer, **change the mailbox password** afterwards from a device of your own.

Before you log in

1. **Ask whether you really need to.** Your phone, with the mailbox set up, is nearly always safer than an unknown computer.

2. **Open a private** (or incognito) **window** in the browser. History, cookies and the session are then not kept once you close it.

3. **Type the webmail address yourself** and check you are on the right address, with the HTTPS padlock. Never use a link someone left open. The right addresses are in **the webmail address and username**.

While you are in

1. **Always say no** when the browser offers to save the password.

2. **Avoid downloading attachments.** If you must open one, delete it from the downloads folder before you leave, and empty the recycle bin.

3. **Do not leave the computer alone** with the session open, not even for a minute.

4 **Do not type passwords for other services** on that computer while you are at it.

Afterwards

1 **Log out** of webmail with the log out button. Closing the tab is not enough.

2 **Close every browser window**, so the private window wipes what it kept.

3 **If the computer seemed dubious** (slow, full of toolbars and pop-ups, in a public place), change the mailbox password as soon as you reach a device of your own: **how to change the password**. A public computer may have a program that records what you type.

! **Never use "remember me" or a password manager on a computer that is not yours.**
Whoever sits down next gets into your mailbox without the password, and can request password resets for your other accounts to that address.

Think someone got in afterwards?
Signs: sent messages you did not write, new rules or forwarders, auto-replies you did not set. If you see any, follow **what to do in the first hour**.

NEED A HAND?

Logged in on a computer you are not sure about and want help? Open a ticket.

Open a support ticket →

SEE ALSO

- **The webmail address and username: the three ways in** →
- **How to change an e-mail account password** →
- **Your e-mail account has been hacked: what to do in the first hour** →
- **A lost or stolen phone or laptop with the company e-mail on it: what to do first** →

A strong password and a password manager: how to stop reusing the same one

How to access your webmail

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