DIGITAL SECURITY HELPLINE

accessnow

We work with individuals and organizations around the world to keep them safe online.

We are a free-of-charge resource for civil society around the world. We offer real-time, direct technical assistance and advice to civil society groups and activists, media organizations, journalists and bloggers, & human rights defenders.

AVAILABLE 24/7 IN 9 LANGUAGES

OUR SERVICES

- Rapid response for digital security incidents
- Personalized recommendations, instruction, and follow-up support for digital security issues
- Help assessing risks and creating organizational or community security strategies
- Guidance and educational materials on security practices and tools for organizations, communities, groups, and individuals
- Support for securing technical infrastructure, websites, and social media against attacks
- Referrals, capacity-building, in-person consultations, and training

HOW TO CONTACT US

HELP!

We are available in:
ENGLISH | ARABIC | FRENCH | SPANISH | RUSSIAN
PORTUGUESE | GERMAN | FILIPINO | ITALIAN

1. EMAIL THE HELPLINE
help@accessnow.org

Send us your request or security question! If you can, use our PGP key. You will receive an email confirmation right away.

PGP key server: **hkps.pool.sks-keyservers.net**
Fingerprint: **6CE6 221C 98EC F399 A04C 41B8 C46B ED33 32E8 A2BC**

HELPLINE

2. WE FOLLOW UP WITH YOU
You will hear from us within two hours of your request.

HELPLINE

3. SECURE THE CONVERSATION
We will 1) secure our communications channel with you, and 2) discuss your needs.

HELPLINE   **PARTNERS**

4. CONFIRM YOUR INFORMATION

The first time you reach out to us, we will seek to confirm with trusted partners that you are who you are. In particular, we will confirm your email address and your organization.

This is necessary to protect you in case you are being impersonated, and ensures that we focus our support on civil society groups, media, and human rights defenders.

HELPLINE   **PARTNERS**

5. GET HELP
We will provide you the support you need, which could include referring you to another organization to provide the requested service and collaborating with the provider to ensure delivery of that service.

FEEDBACK?

Let us know if you have any additional questions or issues!

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