# Hotmail - Checking Privacy and Security Settings

Compiled by the Clinic to End Tech Abuse

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Objective

This guide will help you to check privacy and security settings on Hotmail, particularly if you are concerned about someone having access to your email account. We have marked steps that an abuser could find out about with the following warning:

> ⚠️ **Be careful!**
>
> This action could be visible to the abuser
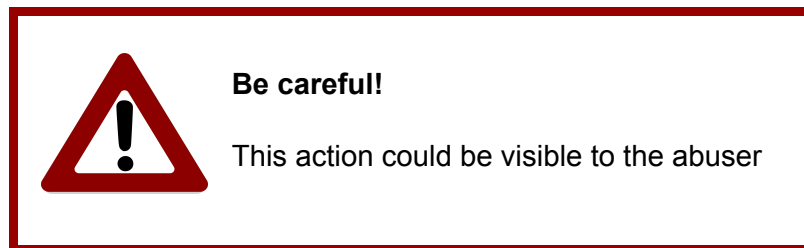
Important: we do not recommend doing any change in an account of concern before doing a safety plan with the respective support worker.
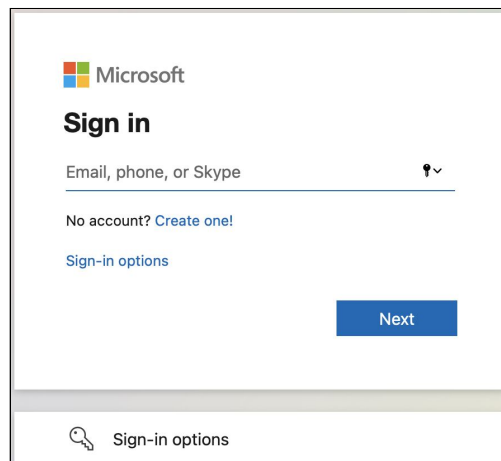
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1. Steps to Log into a Hotmail Account

1. Open a web browser (Google Chrome, Safari or Firefox). It is recommended to do this in a laptop or PC
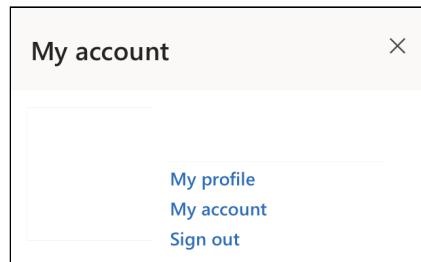2. In the URL field, type ***www.hotmail.com*** and hit enter. The following website will appear:
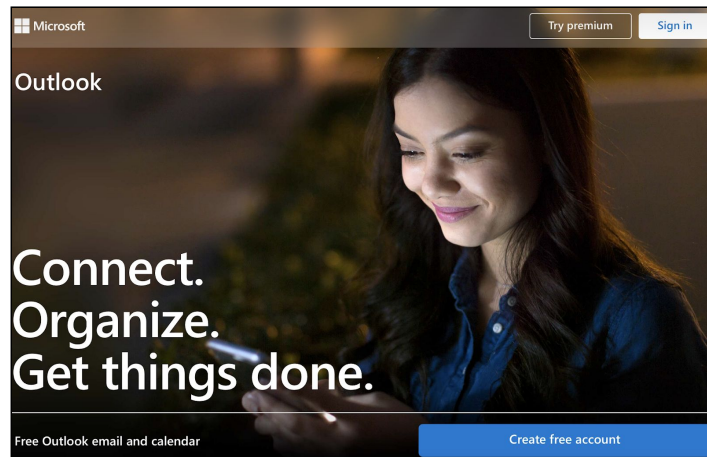
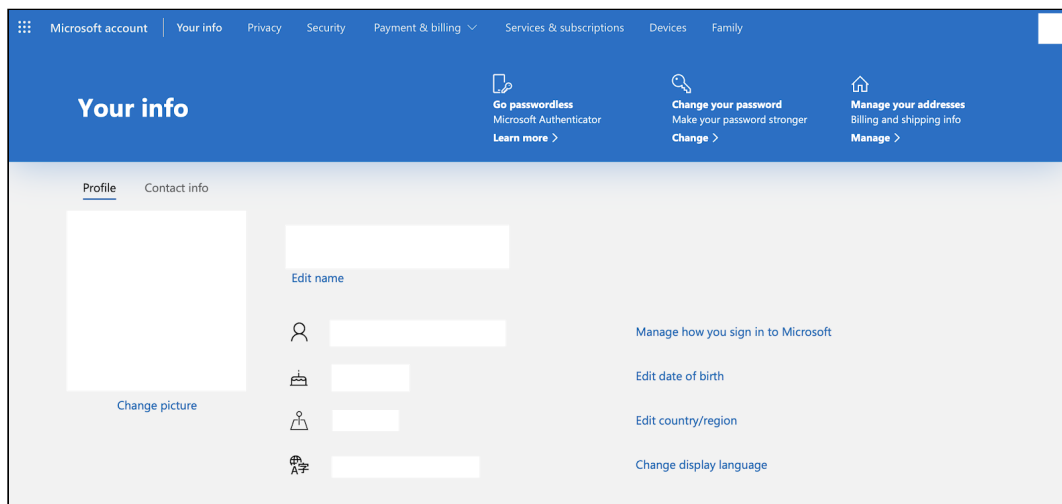3. Click on the **Sign in** button at the top right corner. This screen will appear:

4. Log into your account.
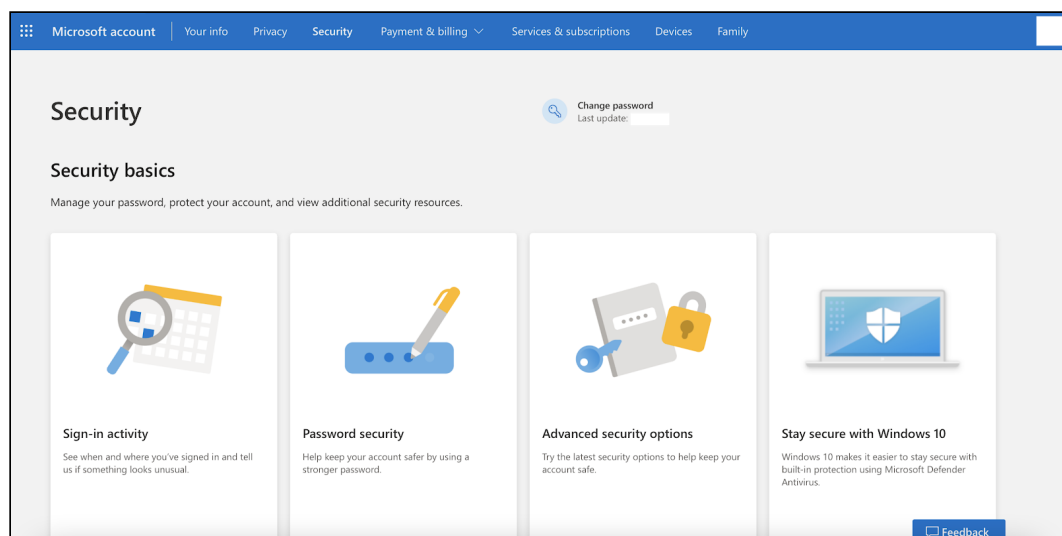
2. Steps to Check Device Logins

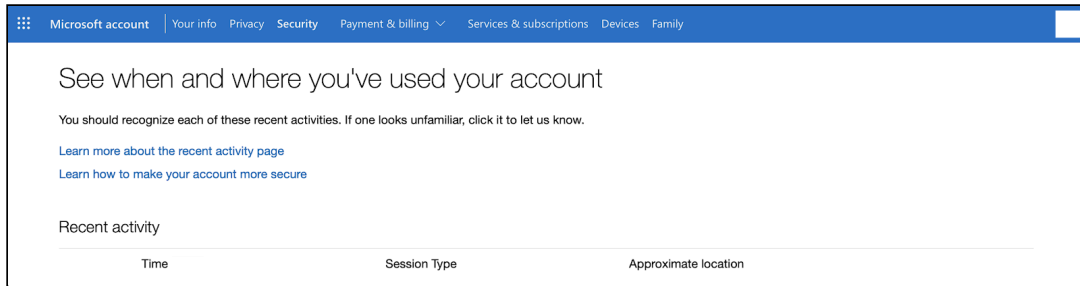1. Once you are logged in, click on your profile picture on the top right corner. The following will appear:

2. From the menu that appears, click on **My profile.** This will open a new screen:
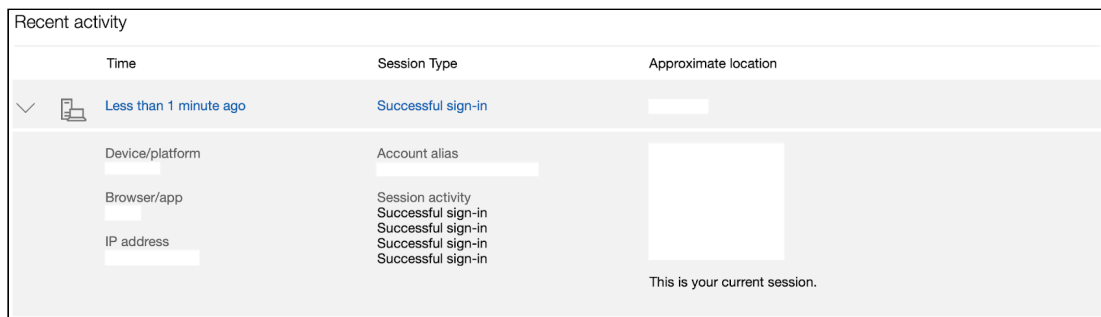

3. Click on **Security** at the top. The following will appear:

4. Click on **Sign-in activity**. You will see a list of recent logins to your account across devices, and approximate locations.

Check whether you recognize all the devices that have accessed your account. To see more details about a particular login, click on it. You will see something like this:

Note that the approximate locations of logins are often less reliable -- if someone is using a Virtual Private Network (an app like ExpressVPN that "hides" the Internet traffic), for instance, their location can appear anywhere around the world.

We recommend focusing on whether you recognize the devices that have logged in.

If there is an unrecognized device, you can click on **Secure your account**. Microsoft will guide you to strengthen your account security:
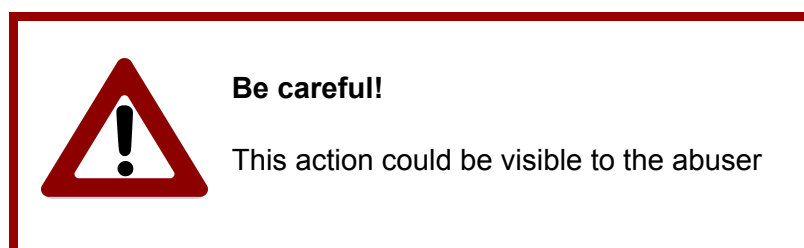
3. Steps to Check Recovery Email and Phone Number

1. After logging in to your Hotmail account, click on your profile picture on the top right corner and then click on **My profile**
2. A new website will appear. Click on **Security** at the top. After, click on **Advanced security options**. The following will appear:
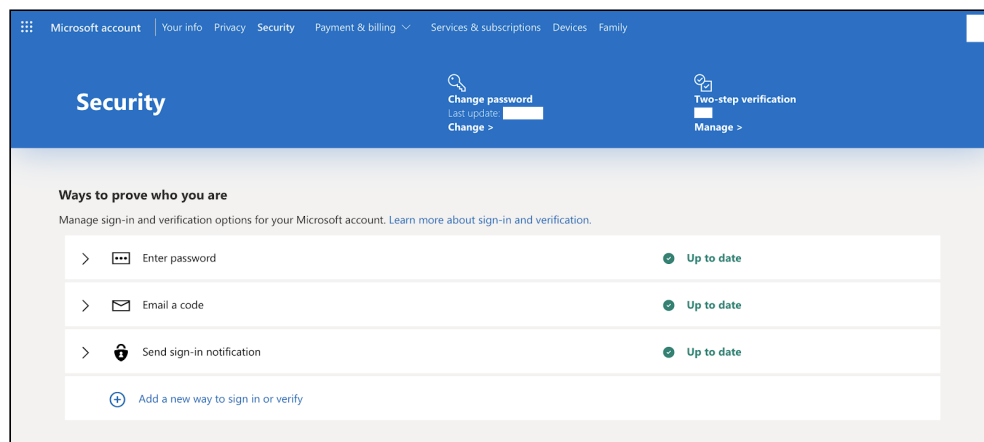
3. Check that all the information in the **Ways to prove who you are** section belongs to you, and that you are the only person who can access the emails and phone numbers to which your codes and sign-in notifications are sent.

4. Turn on Two-step verification

Be careful!

This action could be visible to the abuser

Two-step verification is an extra security step that provides more protection for an online account. By turning it on, every time you try to log into your account, you will be required to provide a password as well as a second piece of information (e.g., a number automatically generated by an app like Microsoft Authenticator) that only you should know.

1. After logging in to your Hotmail account, click on your profile picture on the top right corner and then click on **My profile**
2. A new website will appear. Click on **Security** at the top. After, click on **Advanced security options**
3. Go to the **Two-step verification** section and follow the instructions

Important: you need to make sure you are the only person who has access to the phone number or the app that will receive the two-step verification codes you will require to have access to your account.

Additionally, when you enable two-step verification backup codes will be generated. You can use those backup codes to access your account in case you lose access to the phone or app that receives the two-step verification codes. It is recommended to write down the backup codes and save them in a safe place (instead of taking a picture of them because the person of concern might have access to that picture).

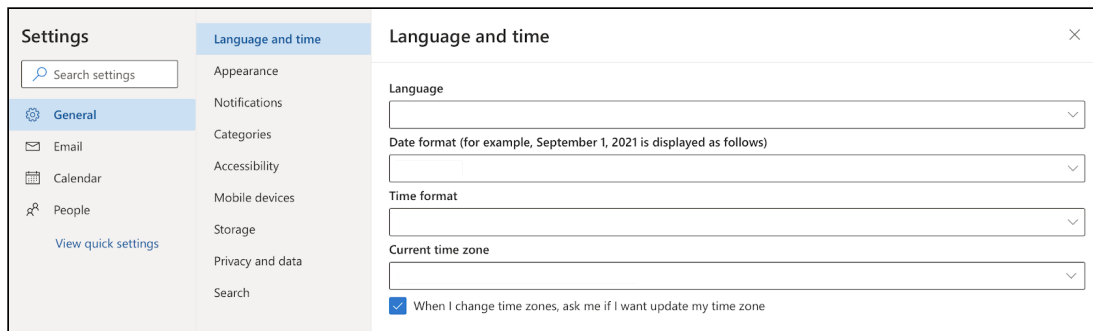## 5. Check the mobile devices list (the devices that you are syncing your mailbox with)

1. After logging in to your Hotmail account, click on the **gear icon** that appears near the top right corner.
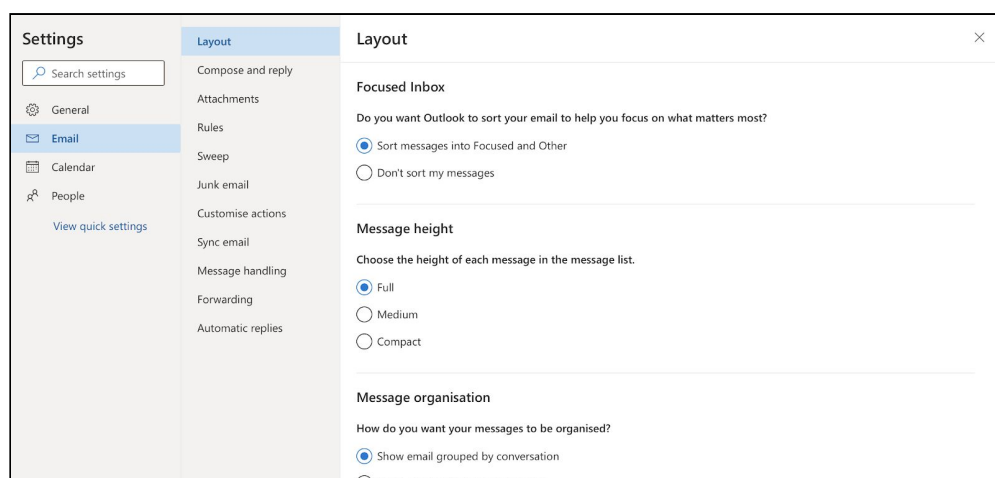

The *Settings* panel will appear:
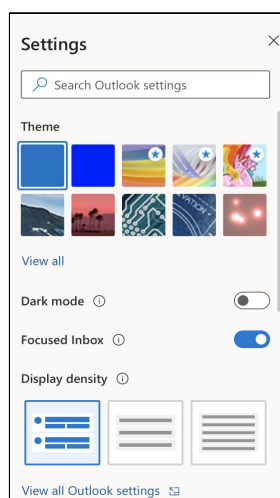
2. Click on **View all Outlook settings**
3. A window will appear. Click on **General** in the left menu. The following will appear:

4. Then, click on **Mobile devices.**
5. Make sure you recognize the devices that appear on that list.

6. Check Rules (i.e., actions that occur when you receive an email)

1. After logging in to your Hotmail account, click on the **gear icon** that appears near the top right corner
2. The *Settings* panel will appear. Click on **View all Outlook settings**
3. A window will appear. Click on **Email** in the left menu. The following will appear:

4. Then, click on **Rules**
5. Make sure the list is empty or that you recognize the rules that appear on that list
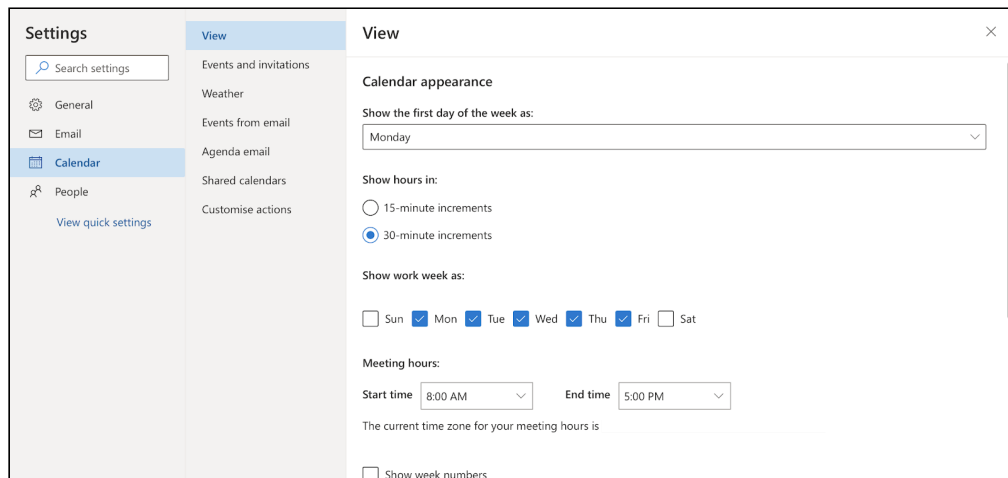
7. Check Sync email

1. After logging in to your Hotmail account, click on the **gear icon** that appears near the top right corner
2. The *Settings* panel will appear. Click on **View all Outlook settings**
3. A window will appear. Click on **Email** in the left menu. The following will appear:

4. Then, click on **Sync email**
5. Make sure the list of connected accounts is empty, or that you recognize the accounts that appear on that list.

8. Check Forwarding

1. Click on the **gear icon** that appears near the top right corner
2. The Settings panel will appear. Click on **View all Outlook settings**
3. A window will appear. Click on **Email** in the left menu and then click on **Forwarding**
4. Make sure that the **Forwarding** option is unchecked or if it is checked, make sure you recognize the email address shown below **Forward my email to.**

9. Check Shared calendars

1. Click on the **gear icon** that appears near the top right corner
2. The Settings panel will appear. Click on **View all Outlook settings**

3. A window will appear. Click on **Calendar** in the left menu and then click on **Shared calendars**
4. Check whether you are sharing your calendar with someone else.