



National Safer in The Home
1300 694 167

What is the G-SEC Remote Tech check?

The Safer in the Home (SITH) remote tech sweep involves a one-hour, online consultation with victim survivors. The IT consultant (G-SEC) connects to the client/user's device, using a software program, online. The purpose of the consultation is to review the victim survivor's mobile device and further secure their cloud accounts, such as Google, iCloud, OneDrive, and Dropbox.

The technician discusses online safety with the victim survivor during the consultation. If security issues are identified, they are documented by G-SEC in a report which is provided to SITH in approximately 1 week. SITH then forwards the report to client/referring support worker.

What is the technician looking for during the consultation?

1. Was any malware detected on devices?
2. Was any remote access of public sharing logs detected?
3. Was there any evidence found of tampering on any device?
4. Is the device safe to use going forward?

Technical check points in consultation:

Privacy & Security Configuration

- Audit of tracking, analytics, and ad personalisation settings
- Review of operating system version, update status, and patch availability - perform update if required.
- Review and adjustment of app-level permissions (Camera, Microphone, Location)
- Verification of location services, sharing toggles, and device finder features
- Disabling of unnecessary third-party data sharing and diagnostic reporting

Account Hygiene & Access Control

- Full review of Apple ID, Google, and Gmail accounts as well as any other email accounts
- Password resets, 2FA activation, and recovery method verification
- Identification and removal of legacy or unknown devices linked to accounts.
- Review of sharing settings, sign-in activity, and external connections
- Recommendations for ongoing device hygiene, account monitoring, and update practices



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Terms and constraints of SITH remote tech

A SITH remote tech check is a **basic** level security sweep for personal use by victim survivors. The SITH/G-SEC tech sweep is not appropriate to use for legal proceedings. The appointment is 1 hour in duration, for a maximum of 3 devices. More devices can be checked; however, this will require approval for an additional appointment if needs require more than 1 hour of technician's time.

IMPORTANT

A written report is provided by SITH for applicant information only. SITH is not funded for ongoing support after the report is provided, including the use of the report for legal matters. G-SEC can be contacted directly on a fee for service basis if a forensic standard consult is required.

Setting

The applicant will require a private, safe space to take the call from G-SEC. Applicants should be aware of their email addresses and passwords of the accounts to be checked during the consultation. G-SEC will have a reminder system whereby a sms will be sent upon booking (applicant confirms "Y" for yes) then a day before and a final sms on the day of consult. If an applicant is no longer available, we ask them to contact SITH or G-SEC as soon as possible. G-SEC are private contractors who will bill SITH for their time, including missed appointments.

Supplier

G-SEC (Guardian Security) is the IT supplier for National Safer in The Home. G-SEC are not Family violence specialists; however, they do provide services to a range of Family Violence support services in Melbourne and remotely to other states and territories.

<https://gsec.com.au/>



G-SEC