

CETA Referral Guide

as of Fall 2022

Cornell's Clinic to End Tech Abuse (CETA) has limited capacity to meet with clients who are experiencing technology abuse. This guide aims to help you determine when and how to refer clients for an appointment with CETA. All clients referred to CETA must be over 18 years old.

Please remember that we are a volunteer-run service. Please communicate the limitations of our service to clients by reading the below information.

If a client is experiencing a high degree of distress that may present challenges for even a well-trained volunteer, please alert our admin team at [redacted] so we can help assign the referral to an appropriately trained staff member.

What a CETA Appointment Can Help With:

1. Possible ways an abuser might have access to the client's devices/accounts especially Apple devices, Android phones, Facebook, Instagram, Tiktok, and laptops.
2. Location tracking via electronic means, but **NOT by in-person sweeps.**
3. Suspicious installed applications
4. If their social media security and privacy account settings are set to protect their personal information (e.g., tagging, blocking, etc.)
5. Free licenses for Norton Anti-Virus or DeleteMe if their information is showing up on Google Search page.
6. Security implications of shared devices (children's devices, laptops left an abuser or by an abuser)

What a CETA Appointment CANNOT Help With:

- time-sensitive emergencies (e.g. an imminent escape).
- **online harassment**, sent from an abuser or from strangers
- in-person visits to scan homes or vehicles for tracking equipment
- removing accounts created by the abuser that impersonate or doxx the client.
- general technology issues that are not perpetrated by an intimate partner
 - e.g. client a lost phone, Internet not working, poor service
- identity theft including stolen SSN or other personal information extracted online
- non-consensual intimate images also known as "revenge porn".
 - all we can do is send a referral to other organizations usually legal or group counseling that specialize in this area.
 - If the client has the images in questions, they can file a report with <https://StopNCII.org> to prevent it from being shared.

Before referring a Client to CETA:

Due to CETA's limited capacity, we suggest you first try to help the client check for basic technology-related problems that they might resolve without needing a CETA appointment, such as:

- Have they checked and followed our [Tech Disconnect Short Form](#) or [Tech Disconnect Long Form](#)?
- **Password checks:** is it possible the abuser knows the client's or child(ren)'s password(s)? These actions may be visible to the abuser.
 - Have they tried changing their password(s), if the client feels safe doing so?
 - Have they tried turning on two-factor authentication, if the client feels safe doing so?
- **Wireless family plan:** does the client share a family plan with the abuser, which gives the abuser access to information about the client's device and account?

How to Refer the Client to CETA:

To request a CETA appointment, help the client fill out our intake form and we will contact them directly:

[referral links redacted]

Other Resources: Spyware Detection via Norton LifeLock Security App

Clients who are referred to CETA from a Family Justice Center (FJC) are able to get a free copy of Norton LifeLock's security app. This is an easy-to-use, commercially available app you can download via the Apple app store / Google Play store. It can detect apps that pose privacy or surveillance threats (i.e., spyware) and can also tell if the client's device is jailbroken/rooted. The FJC Director for your borough can tell you how to get a free copy of this security app for the client.

DeleteMe Subscription to help remove personal information from showing up on people search websites.

Clients who are referred to CETA from any organization are able to get a coupon code for a free year-long subscription to DeleteMe which will make a best-effort attempt at removing personal information such as names, phone numbers, and emails from Google search results. Please contact [redacted] for information about this.

