For a More Secure Experience

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Traditional Chinese(繁體中文版) follows English

For a More Secure Experience

LINE provides security features and other mechanisms for its users to safely manage their LINE account. Read on to learn about these features and receive helpful tips on keeping your account safe.

Learn how to register your new LINE account here: **https://help.line.me/line/?lang=en&contentId=20001192**

Checklist to keep your account safe

1. Is your registered phone number and email address up-to-date?

If you don't register your phone number correctly, **you may not be able to transfer your LINE account to a new device**. Furthermore, **you may suddenly lose access to your account** if you still have your old phone number registered. This will happen if you dispose of an old phone number and it gets assigned to a new customer, the new customer will be able to create her/his own LINE account with your old phone number.

Also, by registering your current email address, you will be able to reset your password if you are transferring your LINE account to a new device and cannot remember your password.

✅ Changing your phone number: **https://help.line.me/line/?lang=en&contentId=20000120**

Changing your email address: **https://help.line.me/line/?lang=en&contentId=20000060**

2. Do you remember your password?

A password is required for transferring your LINE account to a new device. If you haven't set a password or have forgotten it, you will not be able to transfer your LINE account and all of its data to a new mobile device.

✅ Creating a password: **https://help.line.me/line/?lang=en&contentId=20011561**

Checking/changing your password: **https://help.line.me/line/?lang=en&contentId=20000062**

3. Is your password unique and difficult for someone else to guess?

Use a strong password that cannot be easily guessed by others to prevent hackers from stealing your account. Also, do not use the same password you're using for another service/platform. Otherwise, **hackers may take over your LINE account** if the other service/platform suffers a data breach.

✅ Creating a password: **https://help.line.me/line/?lang=en&contentId=20011561**

Checking/changing your password: **https://help.line.me/line/?lang=en&contentId=20000062**

4. Are you using biometric authentication to log into your account?

You can log into your LINE account on your computer or iPad using biometric data (face and fingerprint, etc.) if you have enrolled them in your smartphone.

✅ Logging into your account using biometric authentication: **https://help.line.me/line/?lang=en&contentId=20018575**

Beware of scams that use LINE accounts! What to do if you encounter any of the following situations

Situation 1 - "A friend has asked me for my phone number and PIN."*1

A scammer has most likely taken over your friend's account. A PIN is important information used only for creating accounts and authentication, so **they should not be shared with anyone**, even friends and family. Otherwise, it will cause your account to be compromised.

*1: A PIN is a four-digit code sent to users via SMS when they register a phone number on their LINE account.

Situation 2 - "I got an email claiming to be from LINE."

It is likely a phishing email from a scammer who's posing as LINE. They may be trying to steal your account by asking you to enter your personal details, so avoid clicking on any links in the body of the email. If you open a link by mistake, close the browser immediately. The website is likely to be fake even if it appears to be genuinely from LINE.

LINE never solicits by email, so **if you are prompted to provide your personal details (e.g. phone number, password, email address, and PIN) in an email claiming to be sent from LINE, assume it is a scam**.

Real examples of phishing scams: **https://linecorp.com/en/security/article/396**

If you receive a scam email claiming to be from LINE, please report it to **dl_pm-report@linecorp.com**

Situation 3 - "I got a strange message from a friend asking me to buy Webmoney."

A scammer has most likely taken over your friend's account. **As a first rule of thumb, do not reply to the message**. If you can contact your friend by other means such as phone or SMS, reach out to your friend and tell them to contact LINE Customer Support. If this is not possible, **you can report** your friend's account through you and your friend's 1-on-1 chat.

Reporting chats by tapping and holding the message you want to report: **https://help.line.me/line/?lang=en&contentId=20000260**

Situation 4 - "An unknown or suspicious account is sending advertisements (spam) or other unwanted messages to my account."

Report the account through the 1-on-1 chat screen.

Reporting chats and content: **https://help.line.me/line/?lang=en&contentId=20000298**

Furthermore, you can turn on message filtering to stop receiving messages from people you don't know. From the Home tab, tap Settings > Privacy > Filter messages.

Situation 5 - "I've gotten a notification for a failed login that I'm not aware of."

It's possible that your account is being targeted and someone is attempting to log in. **Change your password** as a safety precaution.

Creating a password: **https://help.line.me/line/?lang=en&contentId=20011561**

Checking/changing your password: **https://help.line.me/line/?lang=en&contentId=20000062**

Situation 6 - "I've gotten a notification for a successful login that I'm not aware of."

Go to Settings > Account > Devices and check the devices that are logged into your LINE account. **If you did not log in on one or more of the listed devices, log out of those devices**.   For extra security, **change your password** to prevent attackers from logging in again.

Creating a password: **https://help.line.me/line/?lang=en&contentId=20011561**

Checking/changing your password: **https://help.line.me/line/?lang=en&contentId=20000062**

The following page summarizes the precautions and steps you can take to prevent your account from getting stolen.

https://guide.line.me/ja/cyber-bousai/ (Japanese only)

LINE's reporting feature

If you have been harassed by someone via LINE, you can use the LINE app's reporting feature. We will review the reported content*2 and determine whether or not it violates the LINE Terms and Conditions of Use, then take appropriate action if needed.

*2: Please understand that we cannot provide the results of our review or any other related details. This is in order to protect the privacy of our users. For information on reporting chats, please refer to the following article.

Reporting chats and other content: **https://help.line.me/line/?lang=en&contentId=20000298**

Help Center (Safety/Security)

Other information on using LINE safely can be found on our Help Center website.

iOS: **https://help.line.me/line/ios/categoryId/20007829/3/**

Android: **https://help.line.me/line/android/categoryId/20007829/3/**

為了更安全地使用LINE

LINE提供能安全保護LINE帳號的機制。

為了讓您安心使用LINE帳號，在此介紹LINE提供的安全功能和注意事項。

請參閱此處，以了解如何註冊新的LINE帳號：**https://help.line.me/line/?lang=zh-Hant&contentId=20001192**

安全使用所需的確認要點

確認①. 您所註冊的電話號碼和電子郵件地址是最新的資料嗎？

如果未正確註冊電話號碼，在變更設備時，**可能無法順利轉移帳號資料**。另外，如果註冊資料一直保留已經解約的電話號碼，當您已解約的電話號碼被分配給新用戶且新用戶使用該電話號碼建立新的LINE帳號時，**您的帳號就會變成無法使用的狀態**。

此外，如果已經正確註冊電子郵件地址，即使您在轉移LINE帳號至新的設備時忘記密碼，您也可以重設密碼。

✅　請參閱此處，以了解如何設定或更改您的電話號碼（**https://help.line.me/line/?lang=zh-Hant&contentId=20000120**）

　　請參閱此處，以了解如何註冊或更改電子郵件地址（**https://help.line.me/line/?lang=zh-Hant&contentId=20000060**）

確認②.您是否還記得密碼？

轉移帳號時，一定會用到密碼。如果未設定密碼或是忘記密碼，您將無法轉移LINE帳號及其所有資料至新的設備。

✅　請參閱此處，以了解如何註冊密碼（**https://help.line.me/line/?lang=zh-Hant&contentId=20011561**）

　　請參閱此處，以了解如何查看和更改密碼（**https://help.line.me/line/?lang=zh-Hant&contentId=20000062**）

確認③. 密碼是否有設定成複雜、難以猜測，並且沒有使用於其他服務上？

為了防止帳號遭盜用，請使用複雜且難以猜測的密碼。

另外，請勿使用與其他服務/平台相同的密碼。如果您設定了與其他服務相同的密碼，當資料從其他服務/平台中洩露時，**您的LINE帳號也可能遭到盜用**。

✅請參閱此處，以了解如何註冊密碼（**https://help.line.me/line/?lang=zh-Hant&contentId=20011561**）

請參閱此處，以了解如何查看和更改密碼（**https://help.line.me/line/?lang=zh-Hant&contentId=20000062**）

確認④.您是否有使用生物辨識驗證的功能？

您可以使用智慧型手機上註冊的生物辨識資訊（臉部或指紋辨識等），登入電腦版或iPad版的LINE。

✅ 請參閱此處，以了解如何使用生物辨識資訊登入LINE （**https://help.line.me/line/?lang=zh-Hant&contentId=20018575**）

請注意使用LINE帳號的詐騙手法！～遇到這樣的情況時您可以這樣做～

【狀況1】好友向我詢問電話號碼和簡訊認證碼（※1）

該好友的帳號可能已被盜用。

簡訊認證碼是只在建立帳號和驗證帳號時才會使用的重要號碼。因此，即使接獲好友或家人的詢問，**也請絕對不要將簡訊認證碼分享給他們或任何人**。

如果您告知簡訊認證碼，您的帳號將可能會被盜用。

※1：「簡訊認證碼」...當您將電話號碼註冊到您的LINE帳號時，LINE將透過SMS（簡訊服務）向您發送一組6位數的號碼。

【狀況2】收到一封郵件，標題註明為「來自LINE的郵件」

該電子郵件可能是「網路釣魚郵件」，詐騙者試圖冒充LINE，要求您輸入個人資料，以盜用您的帳號。

請勿開啟郵件中的任何連結網址，如果不小心開啟，請立即關閉瀏覽器。即使有些網站看起來像是真正LINE應用程式的畫面，但它可能只是假冒的網站。

LINE不會突然透過郵件聯絡您，所以當您被「來自LINE的郵件」**要求提供個人資料（如電話號碼、密碼、郵件地址、簡訊認證碼）時，請假設該郵件為詐騙信件，千萬不要輸入任何資料**。

請參閱此處，釣魚詐騙實例：**https://linecorp.com/en/security/article/396**

另外，如果您看到冒充LINE的詐騙郵件時，請向以下的電子郵件地址舉報。**dl_pm-report@linecorp.com**

【狀況3】收到來自好友帳號的一則「請幫我購買Webmoney(遊戲點數)」的奇怪訊息。

該好友的帳號可能已經被盜用。**請勿在聊天室中回覆**，改以其他方式聯絡對方。

當您以其他方式（如電話或簡訊）聯絡到對方時，請告知對方聯繫LINE客服單位。如果您聯絡不上對方，您可以從與該好友帳號的聊天室中進行**檢舉**。

「長按」訊息來檢舉（**https://help.line.me/line/?lang=zh-Hant&contentId=20000260**）

【狀況4】收到陌生可疑的帳號宣傳行為（SPAM行為）或其他騷擾的訊息等。

請從聊天室中**檢舉可疑的帳號**。

請參閱此處，以了解有關檢舉的詳細內容（**https://help.line.me/line/?lang=zh-Hant&contentId=20000298**）

此外，您也可開啟阻擋訊息功能以阻擋收取來自不認識的人所傳遞的訊息。（設定阻擋訊息：請從主頁點選【設定】 ＞ 【隱私設定】 ＞ 【阻擋訊息】選擇ON）

【狀況5】接獲不明的登入失敗通知

對方可能盜用您的帳號正在嘗試登入。為了慎重起見，**請更改您的密碼**。

請參閱此處，以了解如何查看和修改密碼（**https://help.line.me/line/?lang=zh-Hant&contentId=20000062**）

【狀況6】接獲不明的登入成功通知

請從主頁點選【設定】＞【我的帳號】＞【登入中的裝置】查看目前已登入的裝置，**並且將不認識的裝置登出**。

然後**修改您的密碼**，防止攻擊者再次登入。

請參閱此處，以了解如何查看和修改密碼（**https://help.line.me/line/?lang=zh-Hant&contentId=20000062**）

檢舉功能

如果您在LINE上受到騷擾時，請使用檢舉功能。

檢舉之後，本公司將進行調查（※2），一旦確認該行為違反服務條款時，我們將採取應對措施。

※2：另外，由於調查結果和應對方式等詳細內容，關係到對方的隱私，恕無法告知，敬請諒解。關於檢舉的方法，請參閱以下內容。

請參閱此處，以了解有關檢舉的詳細內容（**https://help.line.me/line/?lang=zh-Hant&contentId=20000298**）

支援中心（如何安全地使用）

此外，支援中心並提供安全使用LINE所需的資訊。

請務必參考。

- iOS: **https://help.line.me/line/ios/categoryId/20007829/3/pc?lang=zh-Hant**

- Android: **https://help.line.me/line/android/categoryId/20007829/3/pc?lang=zh-Hant**