

NEST Thermostats and RING Doorbells Hacked

February 6, 2019

Community Member Response:

In light of some of the previous discussions about members' NEST thermostats and RING doorbells getting hacked, I thought I would post the body of an email I received today from NEST.

He is essentially saying any breaches were the fault of the users exposing their usernames and passwords somewhere else on the internet, or their email getting hacked or something similar.

While I think he's essentially correct (based on my experience and the average non-tech user not changing default settings), hopefully in the future they'll REQUIRE rigid security during the setup process for these devices, much like an iPhone setup requires.

He has some excellent suggestions regarding two step authentication and other security measures you should take to secure your internet of things.

Company Response:

While we continue to introduce additional security and safety features, we need your help in keeping your Nest Account secure. There are several ways for you to protect your home and family. Here's what you can do:

- **Enable 2-step verification:** The most important thing you can do is enable 2-step verification. Security experts agree that 2-step verification offers an additional layer of security. You'll receive a special code every time you sign in to your account. It's easy to do – find the steps [here](https://nest.com/support/article/How-to-use-2-step-verification-to-add-stronger-security-to-your-Nest-Account#2-step-add-existing).
- **Choose strong passwords:** Create a strong password and only use it for your Nest Account. [NOTE FROM SHERM: LONG passwords and a mixture of upper, lowercase, numbers and symbols are ideal]
- **Set up Family Accounts:** Don't let other people use your email and password to sign in to the Nest app. Invite them to share access to your home with Family Accounts.
- **Be alert:** Be on the lookout for phishing emails designed to trick you into sharing your email address and password.
- **Protect your home network:** Keep your home network router software up to date and only share those credentials with people you trust. Set up and use a guest network if your Wi-Fi router supports it.

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