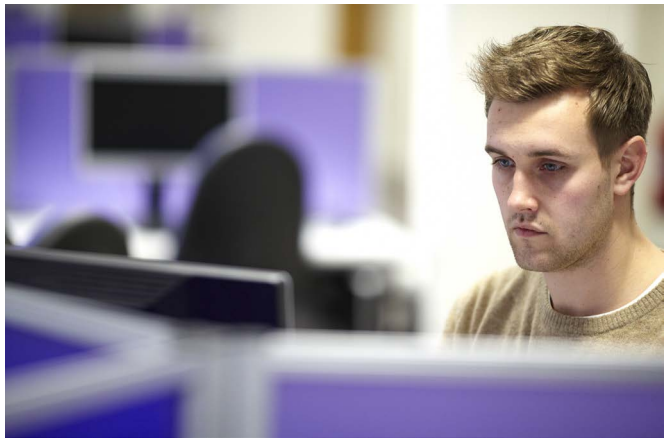


Password policy

The password and user name used to access your account are the only two pieces of information required to see all your files and emails, so your password should be treated as securely as any other piece of confidential information.

It must be at least 8 characters long and must meet at least three of these four criteria:

- contain an uppercase character
- contain a lowercase character
- contain a number
- contain one of a subset of special characters

It shouldn't contain your name or login code, family names, pet names, car details or any other easily identifiable information.

Protect your password at all times.

Password Manager Applications can help to organise your account passwords, protecting them under one very strong master password. They are more secure than writing your passwords down, or using the same, simple password for all of your accounts, but they carry risks which you should assess before using one. They can be a single point of failure if the supplier fails, goes rogue or is hacked, if the app is flawed or possibly if your device fails. If your password details will be stored in the cloud, you need to be sure that they are held securely and are recoverable in the event of a failure.

More information

To find out more go to the 'information and IT' and 'personal information' sections of the academic regulations and student policies web page at students.shu.ac.uk/regulations

Questions or concerns about your IT security?

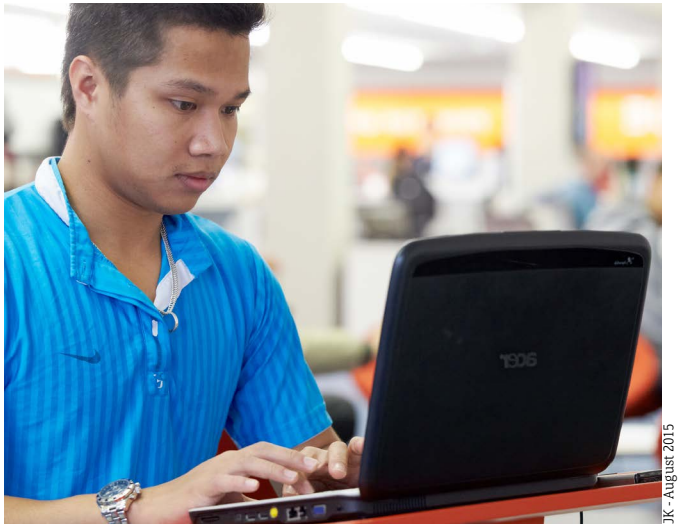
Contact IT Help via
Phone on **0114 225 3333**
Email - **ithelp@shu.ac.uk**
Chat - use the Chat4ITHelp button on University PCs
or see **shuspace.shu.ac.uk/it**

A PDF version of this document is available at
eisf.shu.ac.uk/itsecstudent.pdf

For free expert advice, visit
getsafeonline.org

For guidance on using social media responsibly visit
go.shu.ac.uk/socialmedia

Take the online identity quiz at
go.shu.ac.uk/itfraudgame



JK - August 2015

Sheffield Hallam University

Staying safe online

Your guide to IT security

Did you know?

According to a recent survey, most students have only met half of their Facebook contacts, and consider only 25% or less as close friends. But they still share personal information on their page.

- 73% include their relationship status
- 72% include their date of birth
- 41% share their email address
- 14% display their phone numbers

Sharing data in this way can make you exposed and vulnerable. While you're at University, you'll use a wide range of IT systems and services, not all provided by Sheffield Hallam.

We take great efforts to ensure the security of our IT systems. By taking some common sense steps, you can help keep your personal data and equipment safe.

Safely does IT

Always set a password on your own PC and mobile device, and don't tick 'remember my password' or similar options.

Remember to log off or lock a PC if you leave it, so other people can't use your accounts, printing credit and personal network storage space. Don't share your login details or passwords with other people or on social media sites.

'Shoulder surfing' is a way people can collect information like your passwords and pin numbers. By reading the screen over your shoulder, or watching you type, this information can be used by someone who wants to steal your identity, and then impersonate you to obtain credit cards and bank accounts in your name.

Cookies are mostly harmless files that websites use to remember you. But they can be used by malicious sites for targeted advertising or for identity theft. Search engines use them with your IP address, which means that your searches are not anonymous. You can set your browser to block or to warn you about cookies using the Security and Privacy options.

Public Wi-Fi hotspots can be a great help when you're not on campus, but they can be insecure, especially if you're not prompted for any security key. It's best to not use unsecured public Wi-Fi for anything that needs you to input a password.

Be careful when downloading apps onto mobile devices, and use only trusted sites.

Are your friends really friends? In Facebook, use the Privacy link to change your settings in order to make your details harder to find.

Treat sensitive and personal information about your friends and colleagues as you would your own information.

Physical security

Although the University is a relatively safe environment, be careful not to leave your personal IT equipment unattended.

Be wary of people trying to manipulate you into giving them information or belongings, perhaps through impersonation. Using this kind of 'social engineering' for example, someone may claim to be from IT Help and remove your equipment to fix it elsewhere, or ask for your password.

IT Help will never ask for your password, so don't give it to anyone.

Online fraud

When banking online, only submit your credit card or bank account details to the website of a well-known and respected organisation. Make sure you've typed in the web address yourself, rather than clicking on a link from an email which may closely resemble the correct web address.

When you log into a financial site, the web address should start with 'https'.

From time to time you may receive unsolicited emails carrying branding to make you believe the University or another reputable company requires some personal information from you. They may try to convince you that your computer has a virus, or of problems with your bank account. This is known as phishing. Never respond to these unsolicited requests for confidential information. The Student Loan Company, for example, will never ask for bank details or personal information by email.

If in any doubt contact the organisation directly using a trusted means of communication.

Similar fraudulent attempts to get your details may come through texts or phone calls. The latter is known as voice phishing, or vishing.

Viruses and trojans

There's always a risk of infecting your PC with viruses, trojans and other malware. Here are some things you can do to minimise this risk.

- Make sure you have a virus checker and that it is up to date. Search 'anti-virus' on shuspace for recommended free anti-virus software. All University networked PC's have anti-virus software installed. You should scan your files regularly, especially if you have plugged your portable media into another computer. Back up your files regularly. Consider installing suitable malware-identifying products to check for security flaws.
- It's best not to open any files attached to an email from an unknown, suspicious or untrustworthy source.
- If you're not sure about the content of attachments to emails, don't open them – especially if the email has an odd title or poor spelling or grammar.
- Delete chain and junk emails rather than forwarding or replying to any of them.
- Be careful when downloading files from the internet. Ensure that the source is a legitimate and reputable one. It's better if an anti-virus program checks the files on the download site. If in doubt, don't open, download, or execute any files or email attachments.

Encryption is the conversion of data into a form that can't be easily accessed by unauthorised people. All confidential, personal and sensitive data should be stored securely, especially on laptops, tablets, USB sticks and phones.

If your assignments or project work have information relating to personal data – for example age or ethnic origin – it's your responsibility to protect that information. Encryption is the best way of doing this and is mandatory for such information.

Search 'encryption' on shuspace to find out more.