

ICE ICE IT HELP DESK

How can we help you today?



ICE IT takes the security of our information systems, technology and network very seriously. Security begins and ends with your password. As we transition to the internal help desk, it is important to keep the following in mind:

- **NEVER** let anyone else know or use your password, including your co-workers. Not even IT needs to know your password.
- Do not write your password down. It should be something that you can easily remember.
- Reset your password every 90 days.
- Don't type your password while anyone is watching or looking over your shoulder.
- If you suspect that someone else may know your current password, change your password immediately. Please contact IT if you need help.
- Be aware that URLs (web addresses) that begin with "https://" rather than "http://" are secure for use of your password. The "s" in "https" means that the Web site is encrypted and cannot easily be read by other people.

CHOOSING A GOOD PASSWORD

- Use both numbers and characters. Non-alphanumeric characters should also be used (i.e. !@\$%, etc)
- Your password should be a minimum of 8 characters.
- Try not to use common words, a name or a string of numbers. Never use your User ID.
- One of the easiest to remember and hardest to crack password methods is to use an easy to remember phrase. This phrase can be the words from a book that you particularly like, words from a song that you always remember, a statement that someone made that you will never forget. The key is to use a phrase that is easy for you to remember, but no one else will ever think about attributing it to you.

FOR EXAMPLE:

- Personal phrase: "I love to drink Landshark Lager...".
Password : iItdll22
Method: Chose first letter from each word, followed by your age.
- Personal Phrase: My Brother's Birthday Is April(4) Twenty Two Nineteen Sixty three(3)
Password : mbbi4tt19s3
Method: Chose the first letter from most words, and substituted numbers for letters.