

FAQs for Identity Finder at TCU

1. What is Identity Finder?

Identity Finder is a program that scans your computer for Sensitive Personal Information (SPI). TCU's configuration of the *Identity Finder* software scans your computer for Social Security Numbers, Credit Card Numbers, and Passwords. If confidential numbers are found on your computer, the *Identity Finder* tool allows you to:

- **Shred** the file containing confidential information, which **permanently and irreversibly** removes the file from your computer.
- **Scrub** the identity match contained in a file, which replaces the confidential number found with "XXXXX" without deleting the original file. This option is not available for documents found in your TCU email.

2. How often should I run Identity Finder?

Security Services suggests that you run it at least once a month. It depends on how often you work with sensitive data. If you work with such data frequently, you should search frequently. Departments may set guidelines for faculty and staff. Searching for sensitive data is an ongoing process.

3. Will Identity Finder search my email?

TCU's default "Locations" includes E-Mails. Identity Finder will search email as long as you are logged in and have the setting "Cached Mode" on. This is a default on the TCU image. We are suggesting that for the first scan you deselect "E-mail" so you can remediate files on your local drive first.

4. What do I do if I discover files with confidential numbers?

If you discover files with confidential numbers, follow these simple guidelines: Delete files that you do not need and that you do not have an obligation to preserve. If you must preserve the files, but the files no longer need to include confidential numbers, delete those numbers from the files. You can do this manually or use Identity Finder's "Scrub" option, which masks all but the last four digits of the number.

If you believe that you must retain files with the confidential numbers in place, move those files to your m drive. Security Services will be working with departments in the future to determine network shares to preserve files for TCU Business needs.

5. Can I start deleting files or confidential numbers before the scan?

Yes, you can do this manually or use Identity Finder. If you move the files to the Recycle Bin, make sure and empty it to delete the files. The **System Cleanup** tool allows you to shred all for the Browser Data stored by Internet Explorer and Firefox as well as Recycle Bins and temporary files stored on your computer even if no Identity Match is found there. To access this tool click the System Cleanup button on the Tools ribbon.

6. What can I do in advance to prepare?

Review your stored data and delete old files you no longer need (and empty the Recycle Bin or Trash). Don't forget to review your email attachments and delete attachments you no longer need and are not otherwise obligated to preserve. If others have used your computer in the past and you know that you do not need to retain the other users' files, you can delete them before running *Identity Finder*. If you do this preparatory work, the scan will produce far fewer results and be easier for you to process.

The scan itself won't do anything to your data, but if you accidentally remove or shred a file as you process the results of the scan, there is no way to recover the file.

7. Am I able to perform the scan myself?

Yes, if you have administrator rights on your computer, you can perform scan yourself.

8. Will someone help me with scanning my computer (s)?

It is the individual's responsibility to scan the computers used for TCU-related work. Of course, the Computer Help Desk can help you scan if you have trouble doing so. You may call them at x6855 or create a ticket at my.tcu.edu.

9. How fast does Identity Finder search?

You can perform your scanning at any time, but it is best to consider running the scan overnight. Depending on how many files the scan identifies, reviewing and deleting confidential information may be time-consuming, so we recommended that you review the results at a time convenient for you.

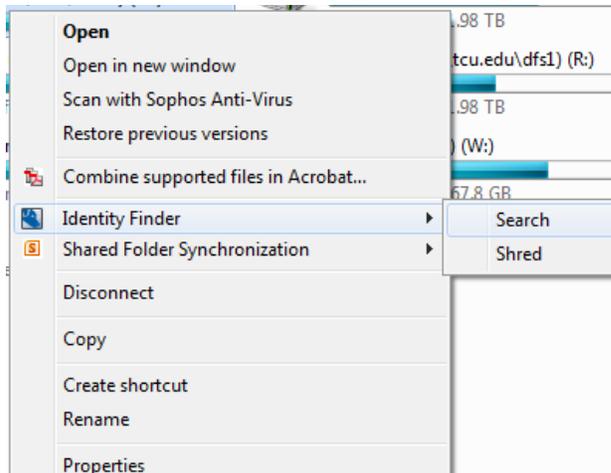
10. How many times can I scan my computer?

You may rerun the scanning software as frequently as you wish.

11. How do I scan my network drive?

You can scan your network drive through a different method using Identity Finder. First do not open the Identity Finder program. You will instead right click on your network m drive and with your left mouse choose Identity Finder, and then click on Search from the pop-up menu. Be very careful that you do no choose Shred!

See picture below.



12. How do I scan a thumb-drive, flash drive, external hard drive?

You can scan your external devices through a different method using Identity Finder. First do not open the Identity Finder program. You will open “Computer” and right-click on your thumb drive or external drive. Choose Identity Finder from the new menu and then click on “Search.” Be very careful that you do not choose Shred!

13. Can I pause or stop a scan?

Yes, you can click the “Pause” button and then click it again to “Resume” or you can click the red “Stop” button at any time to stop a scan. You will be given the choice to Confirm Stop and offered the choice to Pause the Scan.



14. Can I scan for other information using Identity Finder?

Yes, you can open Identity finder and choose the menu item Identities. Here you can toggle on and off any of the choices on this menu or create a custom type.

15. What should I do if I find my own SPI on my computer at work?

It is not required that you remove your own SPI, but it is not a good idea to leave it on your unsecured hard drive at work. We suggest that you remove it and take it home where you can encrypt the files with a program like Microsoft Word or Excel.

16. What is a scheduled scan?

TR will schedule a monthly scan to run on each TCU computer. If your computer is turned off or locked, it will begin when you log onto your computer and run in the background. When the scan is complete, it will pop up the Summary Screen.

17. On a scheduled scan, what do I need to do when the Summary Screen pops up?

You will need to click on the “Advanced” button, and then you have three options.

1. Remediate the results.
2. Save the results with a one-time password, which you will need to keep track of so that you can open the results later and remediate the results.
3. Close the results. You will need to run it again manually to remediate.

TCU Computer Help Desk 817-257-6855
<http://help.tcu.edu>

Information Security Services
Security@tcu.edu - <https://security.tcu.edu>