

# FAQ –BlackBerry Passwords

Q: Why is the Department of Information and Communications Technologies implementing passwords on Marine Institute Blackberries?

A: We wish to improve the security of university and personal information that may be contained on such devices as required by Memorial University Privacy policy (<http://www.mun.ca/policy/site/view/index.php?Privacy>) and the Government of Newfoundland and Labrador ATIPPA legislation. In the event of such a device being lost or stolen, the presence of a secure password will help protect any data contained on the device. Personal and potentially sensitive information can be exposed through a lost Blackberry.

Q: When will the new password policy go into effect?

A: The policy will come into effect on Marine Institute Blackberries October 5<sup>st</sup>, 2009.

Q: Once the policy is implemented, what will I as a user see?

A: Once the password policy is in place, Blackberry users who do not currently secure their device with a password or have a password that does not meet the policy's password format will be immediately prompted to enter a new password. Under the new policy your Blackberry will lock itself automatically once the security timeout has elapsed (currently set to 15 minutes) or the Blackberry has been placed in its holster. Note that you do not need to unlock your phone to answer phone calls, and, although not the default, you can set the Blackberry to allow outgoing calls while locked (instructions vary by model so consult your user manual).

Q: Can I disable the password requirement?

A: No. This policy is a requirement, and thus can not be disabled by the end-user.

Q: What are the password requirements?

A: Password must have a minimum length of 6 characters and can be any characters on the keyboard.

Q: Can I adjust the security time out?

A: Yes. The default security timeout is set to 15 minutes (this is the maximum value). This value can be altered by the end-user.

Q: What happens if I forget my password?

A: ICT can assist with a password reset. Please contact our Help Desk at 778-0628.

Q: What happens if I get my password wrong 10 times in a row?

A: 10 failed attempts in a row will cause the Blackberry to be reset to factory default setting and information wiped. The ICT department can restore wiped information.