

## Information Security guide

- Don't trust all the emails you receive. Especially if the sender is unknown. All messages with a link should be treated with caution, especially if there is something unexpected in their content.
- The recommended password length is 15 characters, but at least 8 characters long. Use uppercase and lowercase letters, numbers and special characters in your password.
- Change your password at least every 4 months, unless the system itself requires you to repeat the password periodically. With shared accounts, the users as a whole are responsible changing the password.
- Don't share your username or password with anyone.
- Lock the computer when you leave your computer.
- As student do not have identifiable access cards, it is the responsibility of each member of staff to check the right of an unknown person to use the facilities if necessary.
- If you suspect that your information has fallen into the wrong hands, change your Metropolia password immediately and contact the HelpDesk telephone service Tel. 09 7424 5000. The password can be changed online with a strong identification (Bank ID) at; <https://salasana.metropolia.fi>
- Discard unnecessary files from your own cloud services and hard drives.

## Problem situations

If your computer suddenly slows down or otherwise behaves strangely without any special action, follow these steps:

1. Don't panic.
2. You do not have to shut down your computer.
3. Write down your findings; what you did and what warnings or notices did you get.
4. Contact HelpDesk Tel. 09 7424 5000
5. Follow the instructions.
6. Help with the investigation; tell us what you were doing when the machine started operating unexpectedly.

## Information security belongs to the entire organization

Staff and students are responsible for following the guidelines. In addition, in the event that you notice a threat, lack of security or other problem situation, the persons responsible must be notified.

HelpDesk - [helpdesk@metropolia.fi](mailto:helpdesk@metropolia.fi)

Data protection - [tietosuoja@metropolia.fi](mailto:tietosuoja@metropolia.fi)

Information Security - [tietoturva@metropolia.fi](mailto:tietoturva@metropolia.fi)