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Subject: **SOM Encryption Project: Computer drop-off instructions for Thursday, February 18**
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▶ 1 Attachment, 2.4 KB

Thank you for your participation in the SOM Encryption Project!

Before Drop-off

- You can help make sure the encryption process goes quickly by applying all pending Windows or Mac OS X **system updates** before you drop your laptop off, and by [determining how much data we'll be backing up](#).
- There is a small likelihood that your hard drive will fail during normal use. In case this happens during encryption we have purchased additional laptop hard drives, and we are prepared to restore your data from backup. Before dropping off your laptop please make sure you **back up all personal data** (i.e., personal images, iTunes, movies, etc.). We do not back up this data, so please make sure you have your own backup.
- You may also want to **back up any files you've changed since your last backup**. To find out when your computer was last backed up please run the Retrospect Client program.
- In addition, please make sure that you have **installers** for any specialized or non-standard applications. We have installers for most common applications, but not everything.

Drop-off and Pick-up

- **Please drop off your laptop at room Laurel Heights Suite 430, Room 435H on Thursday, February 18, between 8-9:30 AM.** We *must* receive your laptop by 9:30 AM in order to complete the encryption by the close of business the next day.
- Drop off only your laptop and power supply. **No bags, please.**
- **Sign the drop-off form** and keep a copy as your receipt. You will need to bring this receipt to pick up your laptop.
- If you have other encryption software on the laptop we will need your administrator password.
- Encryption should be completed by the close of business **Friday, February 19**, and **we will contact you to pick up your laptop when it is done**. If the encryption is completed early we will contact you early.
- If we run into any problems during encryption we will contact you to let you know.

After Encryption

- **You should not notice any difference in performance.**
- Your laptop will sport a shiny sticker indicating that it is encrypted. The sticker includes contact information for the DOM Helpdesk, and you should call with any questions or problems. The sticker is tamper-evident, and will leave a checkerboard pattern on your laptop if someone tries to remove it.
- Since we won't be able to recover data from your drive if it's damaged, **it is imperative that you back up your data!**
- You can not decrypt the drive without at least two administrator passwords. If you ever need to decrypt the drive please call the number on the sticker.
- Major operating system upgrades (e.g., Windows XP to 7, Mac OS X 10.5 to 10.6) require that we decrypt your drive.

Thanks again for your participation. More information about this important project is available here:
<http://domsupport.ucsf.edu/security/encryptionproject.html>. Please let me know if you have any questions.

-Erik

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