

## Post Encryption Information

### ***Thank you for encrypting your laptop!***

Here's some important information about what you can expect.

- **You get 5 login attempts.** After 5 failed attempts your computer will be locked, and you will need to call the **DOM Helpdesk at 476-6827** to have it unlocked.
- **Backups are more important than ever!** Encryption makes it nearly impossible to recover data from your hard drive, so a regular backup is the only reliable option for recovering your data. *If DOM IT supports your computer then it is being backed up regularly.*
- **You should not notice any difference in your computer's performance.**
- **Contact the DOM Helpdesk** to perform major operating system upgrades (e.g., from Windows XP to 7).

### ***But wait, there's more!***

Encrypting your laptop is only one part of working securely at UCSF. To make sure you're doing everything required to comply with security laws and policies please see <http://domsupport.ucsf.edu/security/>. And let us know if you have any questions.

-DOM IT Services

DOM Helpdesk: 415-476-6827, [helpdesk@medicine.ucsf.edu](mailto:helpdesk@medicine.ucsf.edu), M-F 8-5