

**From:** [CNREHelpDesk](#)  
**To:** [CNREHelpDesk](#)  
**Subject:** Personally Identifying Information (PII)  
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**Importance:** High

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## CNRE Information Technology Update – Personally Identifying Information Risk Assessment

Hello CNRE,

I want to take this opportunity to talk about Personally Identifying Information (PII). PII is information that can lead to having your identity stolen if it falls into the wrong hands. Virginia Tech takes this very seriously and has classified the following seven items as PII:

- Social Security Numbers
- Credit Card Numbers
- Bank Account Numbers
- Debit Card Numbers
- Passport Numbers
- Driver's License Numbers
- And documents with first and last name along with date of birth (DOB)

Because of the amount of PII that has been leaked due to hacking or viral attacks VT has purchased a license for the markets best PII searching software package, Identity Finder, for all VT owned computers. It is against VT policy to store any kind of PII on state owned computers without proper protection and/or encryption and Identity Finder will help everyone find any PII and deal with it appropriately. Note that Identity Finder is only licensed for VT computers so it should not be installed on personally owned computers. This program not only has the ability to scan your files but also your old email archives. When I scanned my old Outlook archives I was shocked at what information I discovered from back before we switched to the 9xxx-xxxxx ID's in 2007ish. This program does a great job in presenting the results and allowing you to easily perform any of the following actions with each item it finds:

- **Shred** – Will remove the item completely from your computer (it cannot be retrieved afterwards)
- **Scrub** – This is good feature if you no longer need the personal information but you want to keep the original item. This is only available for certain file types such as

Office 2007 or higher.

- **Secure** – Will ask you to type in a password to secure the email or file using encryption. Note that if you open an encrypted file using the password it will remain unencrypted until you manually re-encrypt it.
- **Ignore** – Used for false positives and will be included in an ignore list so that Identity Finder will no longer search for it.

I cannot stress the importance of this matter enough! I can almost guarantee you that you will be surprised at what you find lurking around in old forgotten emails and files. If you're hacked or get a virus and you do have PII on your computer we may have to send a Personal Information Requiring Notification (PIRN) letter for each person's PII that is on your computer and pay for one year of identity protection from Equifax. This PIRN letter has to be customized for each breach and be run through the legal office for approval. Also, if the PII belongs to past/present students we have to get the Registrar's office involved as well.

I strongly encourage you to scan ALL of your VT owned computers for PII using the steps outlined below, this will cover your local hard drive(s) and your documents storage location on CNRFileBox (if you have one). CNRFileBox and other various servers within the CNRE have collaborative shares on them that may also contain PII. We will be contacting the appropriate individual for each of these shares so they can also be scanned for PII. **Failure to address this very serious issue means you may not be in compliance with VT policy and potentially cost your department a significant amount of money.** For more information on protecting sensitive data with associated standards and policies see the two URL's at the bottom of this note. Thanks and as always, please do not hesitate to [contact us](#) if you have any questions or would like assistance with this scanning process. Lon.

### **To Scan for PII on Windows:**

1. Go to <http://network.software.vt.edu> and login with your PID and PIDPassword.
2. Click on the "Identity Finder Software" link to expand it.
3. Click on the "Identity Finder 5.01 for Windows" link.
4. Read and click through the "Accept Agreement" steps assuming you do accept the terms.
5. Click on the download link to start the download process.
  - a. In Windows XP you may have to click on the gold bar at the top of IE to tell it to "Download File..."
6. Click on the "Open" button (Windows 7 you may have to click on a second "Open" button).
7. Double click on the "IdentityFinder-VT501" icon in the window that appears.
8. Click on the "Run" button which should initiate the setup wizard.
9. Click on the "Next" button.

10. Read and accept the terms followed by clicking on the “Next >” button.
11. Do a “Typical” install.
12. Click on the “Install” button.
13. Click on the “Finish” button leaving the “Launch Identity Finder” option checked.
14. I would suggest “Skip >”ing the “Identity Finder Registration” process.
15. Uncheck the option to participate in the “Customer Experience Program” and click on the “OK” button.
16. Setup your Identity Finder Profile password followed by clicking on the “Next >” button and then “OK”.
17. Click on the “Open Advanced Interface” button.
18. Select the “Always perform my selection” option and click on the “Yes” button.
19. If prompted with an update click on the “Yes” button.
  - a. Click on the “Yes” button when prompted to exit and update now.
  - b. Repeat the above steps but this time to an “Upgrade” instead of a “Typical”.
  - c. Enter in your previously set password.
20. Click on the “Identities” tab.
  - a. Select “Bank Account”.
  - b. Select “Driver License”.
  - c. Select “Date of Birth”.
21. Click on the “Configuration” tab.
  - a. Click on the “Settings” button.
  - b. Click on the “E-Mails” option in the left column and select the following.
    - i. “Include remote mail folders”.
    - ii. “Exclude Exchange public folders”.
    - iii. “Search additional Outlook PST data files”.
    - iv. “Whenever located in specified file locations (even when file search off)”.
  - c. Click on the “Custom Folders” option in the left column.
    - i. In the “Folder:” window enter in C:\ and click on the “Add” button.
    - ii. If you have other drives attached to your computer you should add those as well.
    - iii. If your “My Documents” (XP) or “Documents” (7) are stored on CNRFileBox then you should add the following to your search list as well.
      1. [\\CNRFileBox\YourPIDHere](#) (in my case that would be [\\CNRFileBox\laweber](#)).
      2. Note that if you have multiple computers connected to CNRFileBox you only need to add this folder on one of them but you should still scan all local drives on all your computers.
  - d. Click on the “OK” button.
22. Click on the “Locations” tab and click on the “Custom Folders” button.

23. Quit and restart Identity Finder so that all the settings will take effect.
24. From the “Main” tab click on the “Start” button.
25. As your files are scanned it will present you with the filenames containing PII along with a nice preview. Simply select the item and choose the appropriate action available to you from the “Actions” portion of the window.

### **To Scan for PII on OS X:**

1. Go to <http://network.software.vt.edu> and login with your PID and PIDPassword.
2. Click on the “Identity Finder Software” link to expand it.
3. Click on the “Identity Finder 5.01 for Macintosh OSX” link.
4. Read and click through the “Accept Agreement” steps assuming you do accept the terms.
5. Click on the download link to start the download process.
6. Expand the installer package by opening the downloaded file “IdentityFinder-MAC-VT501.zip” from your default downloads location. Mine is the “Downloads” folder which I can easily access from the Dock.
7. Double click on the “IdentityFinder.pkg” file that was extracted.
8. Click on the “Continue” button followed by the “Install” button.
9. If prompted enter in your Mac password.
10. Click on the “Close” button when it completes.
11. Launch the “Identity Finder.app” from the “Applications” folder.
12. Setup your Identity Finder Profile password followed by clicking on the “OK” button and then “OK” again.
13. If prompted with an update click on the “Yes” button.
  - a. After the download completes you need to click on the “OK” button.
  - b. Quit Identity Finder.
  - c. Find and double click on “IdentityFinderMacSetup” from your Desktop.
  - d. Follow the onscreen steps to install the update.
  - e. Re-launch Identity Finder from the Applications folder entering in your previously set password.
14. From the “Identities” menu option add the following identities.
  - a. “Bank Account”.
  - b. “Driver License”.
  - c. “Date of Birth”.
15. If you are a CNRFileBox user and you haven’t already scanned that location from another computer be sure to mount that network folder before the next step.
16. From the “Locations” menu select “Files”, and then “File Locations”, and then “Custom...”.
  - a. In the “Folder:” field type in the forward slash character / and click on the “Add” button.
  - b. Using this character will cause Identity Finder to scan your entire hard drive

and any other mounted volumes like external hard drives or network shares.

17. From the "Identity Finder" menu select the "Preferences..." menu option.
  - a. Click on the "File Types" button.
  - b. Select the "Custom file type list:" Option and click on the "Manage" button.
  - c. From the "File types:" list add the following types.
    - i. "Mail".
    - ii. "Microsoft Outlook".
    - iii. "iCal".
    - iv. "iWork".
  - d. Click on the "OK" button and then on the "OK" button.
18. From the "Search" menu select the "Start" menu option.
19. As your files are scanned it will present you with the filenames containing PII along with a nice preview. Simply select the item and choose the appropriate action available to you from the top of the window.

**For more on protecting sensitive data with associated policies and standards please visit:**

- <http://www.security.vt.edu/sensitiveinfo.html>
- <http://www.policies.vt.edu/index.php>

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