TIPS IN PREVENTING INFORMATION LEAKAGE

Presented by Christina Keing and Frankie Fu Information Security Section (ISS), ITSC

5 Sept 2008

AIMS

To Alert

The recent incidents

To Think

What confidential data you are handling? What are the risks?

To Learn

Tips to protect electronic data

AGENDA

- Recent incidents
- What information to protect?
- How do we handle electronic information?
- How does information leak?
- Tips in preventing information leakage



RECENT INCIDENTS

 $6 \mathrm{\ May\ } 2008$

Source



Panel probes loss of 6,000 patients' details

• 9 portable computing devices containing information on 6,000 patients in public hospitals were lost or stolen over the past year.

• The 9 devices include USB drive, PDA, MP3 player, notebook and digital camera.

http://www.thestandard.com.hk/news_detail.asp?pp_cat=30&art_id=65404&sid=18791577&c on_type=1&d_str=20080506&sear_year=2008

RECENT INCIDENTS

 $27~\mathrm{May}~2008$



Hong Kong Police Force The Government of the Hong Kong Special Administrative Region

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Cover cops hit by leaks

•An e-mail was sent to the media with 10 documents downloaded by using the peer-to-peer software Foxy.

•The documents contain highly confidential information about the undercover police operations, with the names of the agents .

Source

http://www.thestandard.com.hk/news_detail.asp?we_cat=11&art_id=66422&sid=1908993 0&con_type=1&d_str=20080527&fc=2



June 2007 理大成績洩漏

型大成績洩漏討論 · 香	著理工大學 PolyU - 大專 - 失敗論壇 - Powered by Discuz! - Mozilla Firefox		X
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標題:理大成績洩漏討論	打印 推薦	訂閱 收藏	
大話王	發表於 2007-6-10 04:36 PM 資料 個人空間 短消息加爲好友 🔱 🌋 🏶	#1	
0000	理大成績洩漏討論		
	[轉曰攝是曰報]理工大學萬名學生的個人考試成結修遭「剝光豬」盡露人前。該校前晚透過電郵系統 放期末考試電子成績表時,成績表出現大完亂,學生收到別人的全份成績表,自己的資料卻收不到 學生網上留言促校方作出交代和道歉。個人資料私隱專員公署關注事件,或會主動介入調查。	向學生發 削。不少	
	理大學生會會長余耀東昨表示,前晚約7至8時,開始聽到有同學稱在電郵系統,收到別人的電子 之後學生一窩蜂上網查電郵,導致系統癱瘓而要維修。他說,每張成績表除了學生姓名和學號外 每人本學期修讀的各科成績,以及最敏感的GPA(總成績積點,最高4分)。	成 績 表 , , 還 詳 列	
UD 54 猪華 5 總積分 399 帖子 5547	學生留言要校方交代 余確東指事件嚴重,校方必須向全校作出解釋,「個系統唔條第一年用,同學私隱都洩漏晒。」 每個在學校電郵系統內的電郵會在收到後1個月目動刪除,但現時不少同學已設定將學校電郵目動 他電郵戶口接收,所以校方無法立即刪除所有發出的問題電郵。 由前晚開始,陸鑽有理大不同學系學生在網上留言區留言,稱他們收到別人的成績表,對事件感到 5.我已已仲未讓到此樣,就已經人將院」、「由太問學所,會然如常唐嘅事茹可以發生」、「」	也表示, 〕傳去其 到驚訝, 垃圾 nolv	
威望 393 金幣 6242 積分 9 閱讀權限 190 註冊 2003-7-12	(理大英文簡稱)!連個電郵系統都衰過人」。 有學生留言說,看到同學的成績不太好,「見到人」她有科肥吃.他呀!眞係唔知好唔好話畀當事人 學生發起寫大字報行動批評校方,促校方交代事件和向相關人士問責,又揶揄說:「有錢就走去罪 話整學校,有事無事都裝修,又唔見整好個資訊科技系統。」有人也發起向個人資料私隱專員公員	,知!」有 傳風水佬 昬投訴。	
來目 失敗論壇	理大認結已緊急給修 理大發言人承認發放電子成績表系統出現故障,有關方面知悉後已關閉電郵系統, 数務處、資訊: 服務供應商昨日緊急研究故障成因和進行搶修,以盡快解決問題。發言人說,高級交憑生和學士員 的成績資料,都是經同一電腦系統發放。資料顯示,該兩類學生人數約有12,000人。	科 技 處 和 學 位 學 生	
	4. 55公署或介入到查 私隱率員公署發言人表示,初步看來理大有洩漏個人資料問題,情況就如銀行將某位客戶資料錯零戶。該發言人說話事件影響廣泛,公署可主動調查,毋須等候受害人投訴,這次涉及萬名學生,公能會主動介入,也希望受影響學生可主動提供資料。公署調查後一般會要求有關機構改善,然後言令人滿意;若對方拒絕執行,才會作出檢控。	寄另一 客 公署 有 可 評核 是 否	
	各位理大同學們有沒有過到這情況? 如有,你收到的分數中的學生你又是否認識? 您又希望校方做些基礎補軟? 若非理大同學,您又怎樣看此事件?		2

WHAT INFORMATION TO PROTECT?



WHAT INFORMATION 7 PROTECT?



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• "Confidential data" means data which are sensitive, restricted and top secret.

 Examples include but not limited to :
 Password, credit card numbers, salary, student academic record and medical history, etc.

• Staff may also judge by themselves based on the regular practice and their experience.

WHAT INFORMATION TO PROTECT? The Ordinance

o "personal data" means any data

- relating directly or indirectly to a living individual
- from which it is practicable for the identity of the individual to be directly or indirectly ascertained
- Example: name + address

• For more information:

- Personal Data Controlling Committee at CUHK <u>http://www.cuhk.edu.hk/policy/pdo/</u>
- Personal Data (Privacy) Ordinance
- http://www.pcpd.org.hk/english/ordinance/down.html

Ordinance

HOW DO WE HANDLE ELECTRONIC INFORMATION?



HOW WE HANDLE ELECTRONIC INFORMATION?





HOW INFORMATION LEAKS?

TIPS OF PREVENTION?



HOW INFORMATION LEAKS FROM 1. PC

- a. Unaware of software installed (e.g. keystroke logger).
- b. Unaware of the inherited settings under a shared environment (e.g. via Foxy).
- c. Infection of virus and some malicious attack.



a. UNAWARE OF SOFTWARE INSTALLED (E.G. KEYSTROKE LOGGER)



The Best Protection is:

Don't process and save confidential information in unfamiliar computers (e.g. 16 computer in cyber café or public area) b. UNAWARE OF THE INHERITED SETTINGS UNDER A SHARED ENVIRONMENT (E.G. VIA FOXY)



Age Group	Probability of Foxy installed (%)
• Children of P4 – S3	> 30%
• Children of P4 – S3	> 60%
• Have MP3 player	
• Children of P4 – S3	> 90%
• Have MP3 player	
• Have lot of new songs	

Quoted from Dr. K P Chow, Associate Director, Centre for Information Security and Cryptograph, University of Hong Kong

b. UNAWARE OF THE INHERITED SETTINGS UNDER A SHARED ENVIRONMENT (E.G. VIA FOXY).



b. UNAWARE OF THE INHERITED SETTINGS UNDER A SHARED ENVIRONMENT (E.G. VIA FOXY)



b. UNAWARE OF THE INHERITED SETTINGS UNDER A SHARED ENVIRONMENT (E.G. VIA FOXY).

Use separate user accounts with no administrator right under a shared environment.

- However, this is useful only under Windows XP
 Professional Edition but not Home edition.
- For staff, you are entitled upgrade your Windows XP Home Edition. More info can be found at "Work at Home Use Rights" at http://www.cuhk.edu.hk/itsc/co mpenv/license/ms.html



c. INFECTION OF VIRUS AND SOME MALICIOUS ATTACK

• Installation of

- Firewall
- Anti-virus

•e.g. CUHK anti-virus centre

http://www.cuhk.edu.hk/itsc/security/antiv irus/index.html

• Anti-spyware

•e.g. spypot

• <u>http://www.safer-</u> <u>networking.org/en/index.html</u>





TIPS TO PREVENT INFORMATION LEAKAGE FROM 1. PC

a. Unaware of software installed (e.g. keystroke logger)

> b. Unaware of the inherited settings under a shared environment (e.g. Foxy)

> > c. Infection of virus and some malicious attack

TIPS TO PREVENT INFORMATION LEAKAGE FROM 1. PC

a. Don't use unfamiliar computer to process confidential data.

> b. Use Windows XP Professional Edition; separate user accounts with no admin right.

> > c. Securely configure your computer; install firewall, antivirus and anti-spyware

TIPS TO PREVENT INFORMATION LEAKAGE FROM 1. PC

- **Office PC** is relatively safe assuming you to follow the guidelines at
- More information can be found:



- University software standard <u>http://www.cuhk.edu.hk/itsc/deptsupport/swstd/swstd.html</u>
- Securely configuring your computers
 <u>http://www.cuhk.edu.hk/itsc/security/protectpc/index.html</u>

HOW WE HANDLE ELECTRONIC INFORMATION?

4. Portable Device

3. Network

2. <mark>E</mark>mail

1. **P**C



HOW INFORMATION LEAKS FROM 2. EMAIL



- a. Careless mistake (wrongly sent to another person)
- b. Wrongly trust the email sender (email spoofing)
- c. Phishing email

- a. CARELESS MISTAKE (SENT TO A WRONG PERSON)
- Data encryption MS Office



- Encrypt the file before sending through email.
- Share the password in another secure channel.
 - Common secret
 - •Share in other media (phone or postal mail)

a. CARELESS MISTAKE (SENT TO A WRONG PERSON)

• Sending encrypted email with disclaimer

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This email and any attachments may contain confidential material are solely	Email Disclaim
error, please notify the sender immediately by e-mail and delete this e-mail	for your referen
from your system. If you are not the intended recipient(s), any disclosure,	
is strictly prohibited and may be unlawful.	28

b. WRONGLY TRUST THE EMAIL SENDER (EMAIL SPOOFING)

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	This demo shows you how to pretend to b reliable person and address to send you e-	e a mail
Mail		29

b. WRONGLY TRUST THE EMAIL SENDER (EMAIL SPOOFING)

• Beware of the reply address

• Send email with digital signature

🖼 ITSC or CUHK Never Confirm your Password via E-mail (ITSC或CUHK絕對不會	會透過電郵要求你確認個人密碼) - Message (Plain Text)	
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ITSC or CUHK Never Confirm your Password via E-mail	Messages may contain encryption and digital signature layers. Each digital signature layer may contain multiple signatures.	
Dear colleagues and students,	Security Layers Select a layer below to view its description.	
Recently, there have been some phishing e-mails sent to CUHK users that appear to be from ITSC or CU personal information by replying e-mails or by clicking a hyperlink in the e-mails. Please note that ITSC	 Digital Signature Layer Signer: cumassmailing@cuhk.edu.hk 	ord and 📄
Verify the e-mails When you receive a similar suspected e-mail, you should 1. NEVER reply to the e-mail or click any hyperlink in the e-mail.		
Digital Signature: Valid		
Subject: ITSC or CUHK Never Confirm your Password via E-mail (ITS) From: Information Technology Services Centre	< >	
The digital signature on this message is Valid and Trusted.	Description: OK: Signed message.	y blacklist
For more information about the certificate used to digitally sign the message, click Details.		
Details ail password, please IMME	Click any of the following buttons to view more information about or make changes to the selected layer:	
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b. WRONGLY TRUST THE EMAIL SENDER (EMAIL SPOOFING)

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Extra line breaks in this message were removed.	
From: A THE CUHK.EDU.HK SUPPORT TEAM [helpdesk@cuhk.edu.hk] Sent: Mon 11/8/2008 17:48 To: undisclosed-recipients	
Cc: Subject: Update Your Email Account Now!!!	
þear cuhk.edu.hk Subscriber,	^
We are currently carrying-out a mentainace process to your cuhk.edu.hk account, to complete this process you must reply to this ema immediately,Your email address here (*********) and enter your password here (*********) if you are the rightful owner of this account.	ail I
Reply to Email: spamalertofficer1@gmail.com	
This process we help us to fight against spam mails. Failure to summit your password, will render your email address in-active from our database.	
NOTE: You will be send a password reset messenge in next seven (7) working days after undergoing this process for security reaso	ons.
Thank you for using cuhk.edu.hk! THE CUHK.EDU.HK SUPPORT TEAM	~

c. PHISHING EMAIL

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Reply to Email: spamalertofficer1@gmail.com	
This process we help us to fight against spam mails. Failure to summit your password, will render your email address in-active from our database.	
NOTE: You will be send a password reset messenge in next seven (7) working days after undergoing this process for security reasons.	32
Thank you for using cuhk.edu.hk! THE CUHK.EDU.HK SUPPORT TEAM	

c. PHISHING EMAIL



SonicWALL Phishing IQ Test (Formerly the MailFrontier Phishing IQ Test)

Chances are that in the past week you've received an e-mail in your inbox that pretends to be from your bank, e-commerce vendor, or other on-line site. Hopefully you've realized that many times this e-mail is fake - a phishing e-mail. The sender (phisher) of these fake e-mails wants you to click on the link in the e-mail and go to a phishing Web site - which will look just like the Web site of the company being phished. Once on the phishers Web site they hope to obtain your account, financial, credit and even identity information. Of course not every e-mail you receive is a phish. In fact you should expect your bank or e-commerce vendor to send you legitimate e-mail. But how can you tell the difference? Well that's what the Phishing IQ test is all about - give it a try.

Instructions

To begin click the "Start the Test" button below. Each question will be displayed one at a time in a browser window and you decide if the e-mail is a "Phish" or "Legitimate." When you have completed the test you'll get a score along with a chance to see "why" a question was a phish or legitimate. Good Luck!

Start the Test

Phishing Facts

886 – The average dollar loss per Phishing Victim (Gartner, Dec 17, 2007)

3.6 Billion – The total dollar loss of all phishing victims over a 1 year period (Gartner, Dec 17, 2007)

3.2 Million – The number of people who fell victims to phishing scams over that same 1 year period (Gartner, Dec 17, 2007)

8.5 Billion – The estimated number of phishing e-mails sent world-wide each month (SonicWALL, 2008)

32,414 – The number of phishing web sites that were operational in

McAfee SiteAdvisor

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< Done

TIPS TO PREVENT INFORMATION LEAKAGE FROM 2. EMAIL

a. Careless mistake (wrongly sent to another person)

b. Wrongly trust the email sender (email spoofing)

c. Phishing emails

TIPS TO PREVENT INFORMATION LEAKAGE FROM 2. EMAIL

a. Encrypt confidential file; Share the password in other media; Add email disclaimer

> b. Beware of the reply email address; Use and read digital email signature

> > c. Don't click any link and reply to suspicious email; Never tell your password to anyone 35

TIPS TO PREVENT INFORMATION LEAKAGE FROM 2. EMAIL



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•Take a few minutes to apply your CUHK digital certificate NOW!

ohttps://ca.itsc.cuhk.edu.hk/ca/request/

HOW INFORMATION LEAKS FROM 3. NETWORK

a.Sniff especially for wireless network





a. SNIFF ESPECIALLY FOR WIRELESS NETWORK

De	emonsti	ration of	f Sniff	ing e	-mail p	assword	
Tools Help	Cracker	Traceroute MAC address	CDU 😵 💋 Packets ->	eless <- Packets	MAC address	IP address	
tatus	IP address	MAC address	Packets ->	<- Packets	MAC address	IP address	
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TIPS TO PREVENT INFORMATION LEAKAGE FROM 3. NETWORK

• Use of VPN especially for wireless network

• If you use the Wi-Fi service at CUHK, remember to connect Virtual Private Network as well which supports encryption.





TIPS TO PREVENT INFORMATION LEAKAGE FROM 3. NETWORK



TIPS TO PREVENT INFORMATION LEAKAGE FROM 3. NETWORK

• Good practice

- Do not connect wireless connections of unknown source.
- Turn off unnecessary wireless connections.
- Do not enable both wireless and wired network interface at the same time.
- For sending critical information, it is more safe to send through wired network over encrypted site(https) and check the certificate.
- More information

http://www.cuhk.edu.hk/itsc/about/bestpractices-wlan.html

HOW INFORMATION LEAKS FROM 4. PORTABLE DEVICES

a. Left or stolen

b. Broken





a. LEFT OR STOLEN

• Data encryption – Hardware



• USB drive

• e.g. Stealth MXI about \$2000 for 4GB

• Notebook

- e.g. Dell Latitude D630 Notebook about \$7500
- This solution is more expensive but most convenient and fast



a. LEFT OR STOLEN

• Data encryption – Software e.g. TrueCrypt

http://www.truecrypt.org/downloads.php

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- This is a cheaper but slower solution.
- It can be used for PC, notebook and storage device.
- It supports to encrypt entire partition, entire drive or storage device

b. BROKEN

• Safely remove your USB drives

• Do regular backup and testing

- e.g. Microsoft built-in "Backup or Restore Wizard"
- e.g. SynToy from Microsoft
- <u>http://www.microsoft.com/downloads/details.aspx?FamilyId=E</u> <u>0FC1154-C975-4814-9649-CCE41AF06EB7&displaylang=en</u>



b. BROKEN

Demonstration of SynToy

HTTP://WWW.MICROSOFT.COM/DOWNLOADS/DETAILS.ASPX?FAMILYID=E0FC1154-C975-4814-9649-CCE41AF06EB7&DISPLAYLANG=EN

Synchronize: New and updated files are copied both ways. Renames and deletes in one folder is repeated on the other.

Echo: New and updated files are copied left to right. Renames and deletes on the left are repeated on the right.

Subscribe: Updated files on the right are copied to the left is the file name already exists on the left.

Contribute: New and updated files are copied left to right. Renames on the left are repeated on the right. Similar to Echo, except there are no deletions.

Combine: New and updated files are copied both ways. Renamed and deleted files are ignored



TIPS TO PREVENT INFORMATION LEAKAGE FROM 4. PORTABLE DEVICES

a. Left or stolen

b. Broken

TIPS TO PREVENT INFORMATION LEAKAGE FROM 4. PORTABLE DEVICES

a. Use of encryption.

b. Safely remove your device; regular backup and test the restore.

TIPS IN PREVENTING INFORMATION LEAKAGE

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TIPS IN PROTECTING ELECTRONIC INFORMATION



TIPS IN PROTECTING ELECTRONIC INFORMATION

- Your awareness
- Access control
 - e.g. Screen Saver
- Strong password
 - At least eight characters composed of random letters, digits and symbols;
 - Use different sets of password in different systems, and;
 - Never use dictionary words and personal related information such as name, date, telephone number, HKID and user ID, etc.



DEMONSTRATION OF BRUTE-FORCE ATTACK



Password checker

http://www.microsoft.com/protect/yourself/password/checker.mspx

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TIPS IN PROTECTING ELECTRONIC INFORMATION

• Your awareness

• Report IS incidents

- In case of leakage confidential information in electronic format, report it immediately to <u>infosec@cuhk.edu.hk</u>.
- Details can be found at
 <u>http://www.cuhk.edu.hk/itsc/security/isreport</u>

• Third-party management

• Sign confidentiality agreement

TIPS IN PROTECTING ELECTRONIC INFORMATION

• Your awareness

• Proper disposal

- Degaussing the devices
- Physically destroying them, or by using a data cleaner to erase data inside
- e.g. Blancoo Data Cleaner <u>http://www.cuhk.edu.hk/itsc/compenv/license/blancco.html</u>

• Media maintenance

- Buy device which supports hardware data encryption
- Remove hard disk before repairing
- Clean up hard disk
- Sign confidentiality agreement

FOR MORE INFORMATION:

C ITSC: Good Practices in Informatio	Security - Windows Internet Expl	orer			
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