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Passwords

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Storing your passwords at home

If you write your password in a notepad, it may be ok to write your password down if you store it in a safe place. For instance, if you secure the pad in a locked drawer at home.

Wherever possible, avoid writing your passwords down. Use a password manager instead.



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Storing your passwords when travelling for work

If you are travelling for work and have your laptop or work device with you it is important not to write your password down; especially if you are travelling for business.

Use a password manager instead.



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What is a password manager

A password manager is an advanced tool that helps individuals and businesses securely store and manage their login credentials. You will find password manager apps in your mobile phone app store.

Before you choose a password manager, make sure to do your own due diligence. Use your mobile operator's app store, for instance Play Store or the Apple App Store as these will have been security checked and will be verified by your mobile operator.

There is not a password manager for NHS Scotland, but we do encourage the use of a password manager.



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“ How do I manage my passwords? ”



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It is important to keep unique passwords for the important things you do online, such as:

- Banking
- Emails
- Social networks

It is also a good idea to create a separate email address that you can use for websites that are not important in your day-to-day life. An example of this is online shopping, where you provide your email address to sign up for offers and deals.

If you separate your email accounts in this way, you can help protect your main account where the important things are held.



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How do I create a strong password?



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When choosing a new password, use three random words and add in special characters.
This will help make it more difficult for hackers to attack your account.



Clock



Biscuit



Bicycle1980*



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Wherever possible, use multi-factor authentication.



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More about multi-factor authentication



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Something you know

Username

john doe

Password

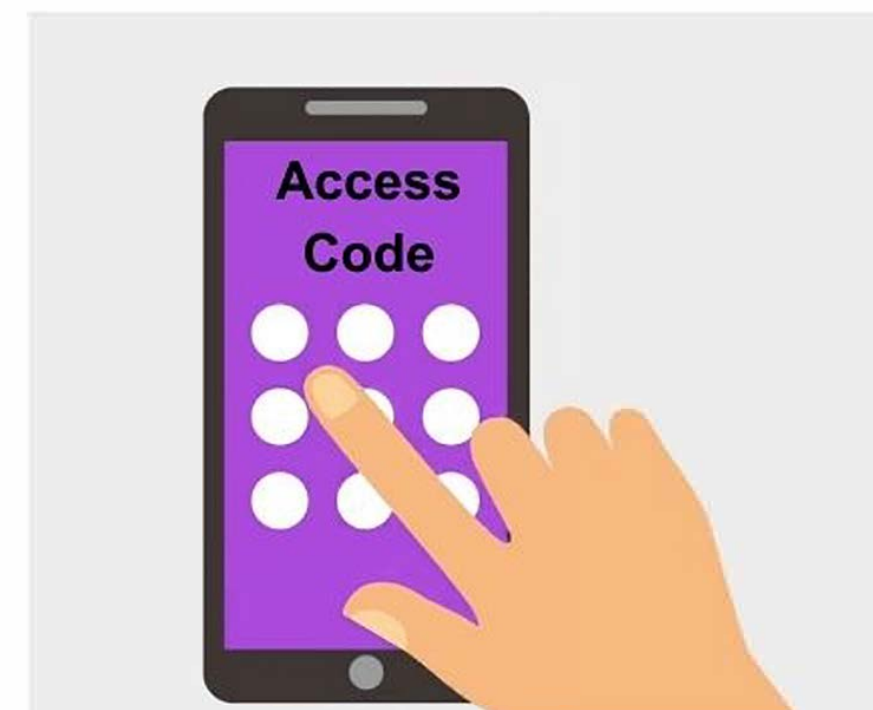
•••

SIGN IN

Something you are



Something you have



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More about multi-factor authentication



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What is multi-factor authentication?

Multi-factor authentication (MFA) or two-factor authentication (2FA) is a security feature available for many websites and apps. The idea is that you use multiple security methods to access the website or application.

Using MFA or 2FA is like closing your door and then bolting and deadlocking it.



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An example of two-factor authentication



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Something you have

When you use 2FA, you will enter your password for your account and login.

Something you are

If your password is entered correctly, you will receive a prompt on your mobile telephone to verify that it is you using facial recognition.



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Should we use multi-factor authentication?



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Absolutely yes.

Using two or more verification factors to gain access to an application, online account or a VPN keeps data and systems secure by adding roadblocks to stop bad actors in their tracks.



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How do I set up multi-factor authentication?



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Search your web browser for instructions on how to set up multi-factor authentication. This will be different for each platform (i.e. Facebook).

Usually, you will have to provide a secondary email address or a telephone number so that you receive a text message with a code which you then type in once you have entered your password.



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What is a VPN

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A VPN or virtual private network, is a service that allows you to encrypt the traffic between your devices and the Internet. Regardless of what service you are using, it will essentially keep your traffic encrypted and safe from prying eyes.

You may use a VPN if you work from home. This allows you to access to your work's data in a safe and secure manner.

If you use public wi-fi networks regularly, especially for online banking or shopping, then a VPN is a very good investment.



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Protecting yourself against phishing scams

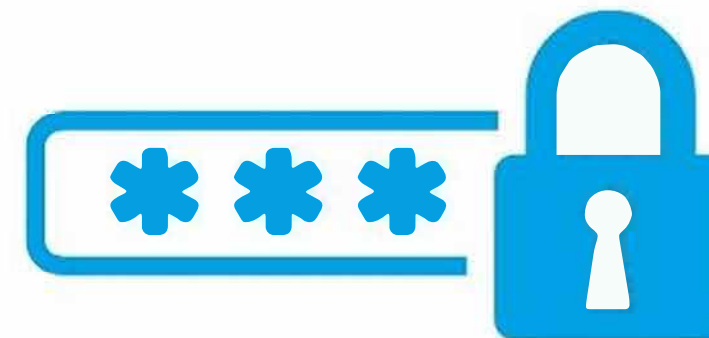


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Keep a list of verified contact numbers for the important things, just in case you need them, especially things like:

- Credit Cards
- Banks
- Fraud Department
- Customer Services



If you receive an email, text message or phone call, these numbers may come in handy for you to contact directly to verify that the approach is genuine. Avoid responding to the message as the details may have been spoofed to make them appear genuine.



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How do I spot and report a scam or near miss?



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There is no standard response to this question because scams are more sophisticated, making them very difficult to spot. Historically, there were obvious signs such as grammatical errors, spelling mistakes, and strange links. However, bad actors are learning better techniques, making it more difficult to spot.

Consider the following:

- Are you expecting the email or message?
- What is it asking you to do?
- Be cautious of any request that asks you to log in via a link and provide details.



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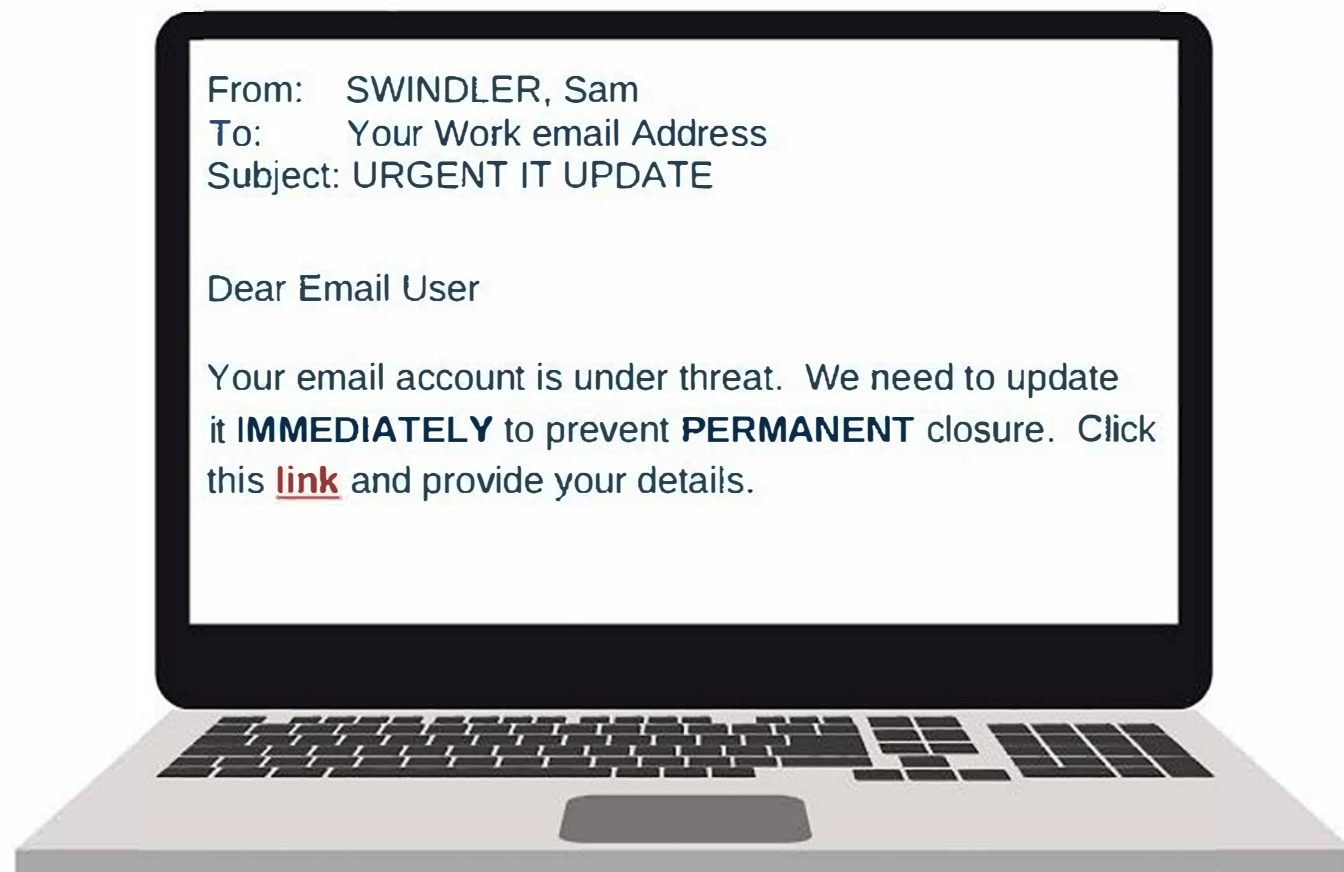


How do I spot and report a scam or near miss?



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Emails can now be 'spoofed' to look like the email address or link is genuine. This makes it very difficult to tell the difference between the genuine sender or link and a fake.

If in doubt, use your own safe links or verified information to contact the company directly.

Report the message as suspicious and delete it from your device.



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Do I have to report a near miss?



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Yes. It is just as important to report near misses as it is to report scams.

When you give information about near misses and scams, your information reaches:

- The National Cyber Security Centre (NCSC)
- Action Fraud
- Police Scotland

Reporting near misses and scams enable these agencies to turn your information into actionable intelligence, that can be used to detect or disrupt future crimes.



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Reporting suspicious emails



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If you receive a suspicious email, you can report it directly via your email service provider.

Usually the option to report the email is beside the reply options.

It may be called 'security options', 'report message', or 'protection'.

If in doubt, search '[report this message](#)' in your email providers search area to get more details.

Report suspicious emails directly to the NCSC by forwarding it to: report@phising.gov.uk.



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Reporting suspicious text messages



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If you receive a suspicious text message, you can report it to NCSCC by forwarding the text to 7726.

If this does not work, this is because your mobile operator has their own reporting mechanism. You will find instructions on how to report a suspicious text by visiting their website and searching 'how to I report a suspicious text'.



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Your action counts



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You can play a part in fighting against scammers by reporting suspicious attempts:

- **Report**
- **Block**
- **Delete**



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I've clicked on a link or engaged in a conversation that I shouldn't have, what should I do?



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Recognise that you have made a mistake. You might feel embarrassed, but it can happen to anyone.

Reject any further interaction. Do not engage with the scammer and do not respond.

Report it immediately.

- If you provided your bank details or lost money, call your bank straight away.
- Report any loss to Police Scotland by calling 101.
- If the scam relates to your work account or mobile phone, tell your manager straight away and report to your IT department.
- If there is no loss, report it to NCSC.



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What do I do if I am a victim of a scam?



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- Change passwords on relevant accounts.
- If the scam relates to NHS Scotland work email account or mobile phone, contact your IT department or manager for advice and guidance.
- If the scam relates to your personal account or mobile phone, report it to NCSC. Further information can be found on their website.
- Protect your accounts using multi-factor authentication.
- Notify your friends, followers, and contacts if there is a risk to your email or social media accounts.
- Use the service provider's support pages.
- Update the software and apps on your devices.
- Check your email settings.
- If you cannot recover your account, report it to Police Scotland on 101.



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