

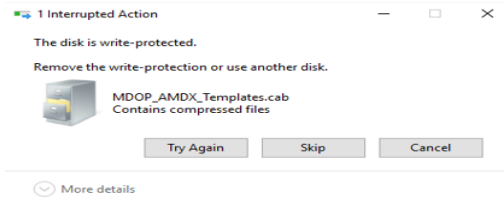
USB thumb drives offer a convenient way to transfer information between devices, but they are often a vector for data loss or malicious activity. The use of USB storage devices for NMHC business is discouraged and the saving of sensitive information (PHI, PII, etc.) to them is prohibited. Please leverage NM laptops, remote access, webmail, or network shared drives as mediums to access your data whenever possible.

In cases where USB storage is approved, NM requires encryption on all USB storage devices that are connected to an NMHC managed computer. The steps below will provide you an interface to secure your USB storage device.

How does the process work?

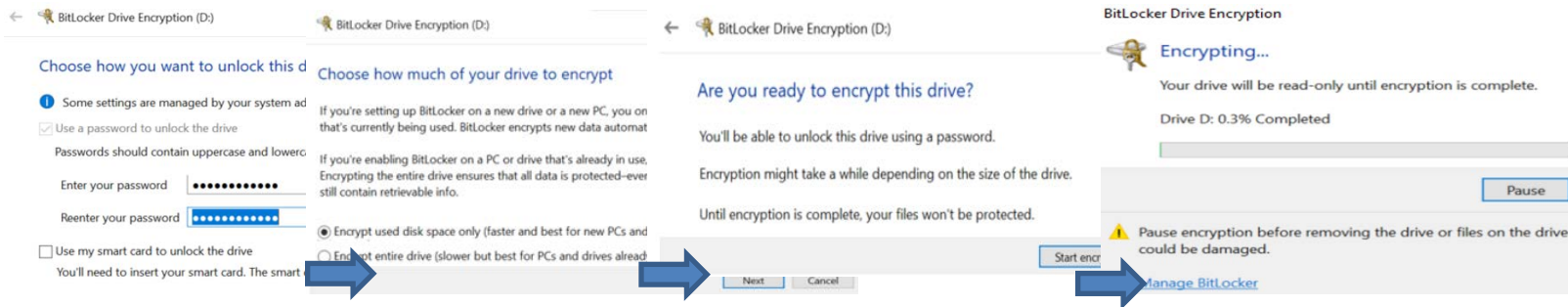
Plug in your USB drive. You will receive a pop-up box (right) whenever you connect an unencrypted USB storage device to an NMHC computer. Two options will be presented:

Don't encrypt this drive – the drive will connect to your computer in a read-only configuration. The following dialogue box will appear if you attempt to save data:



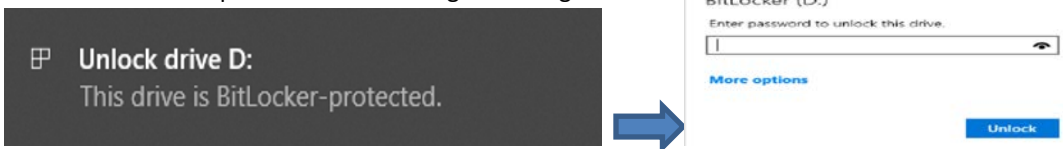
Encrypt this drive using BitLocker Drive Encryption – your drive will be encrypted via the following steps:

- 1) Enter a password, 2) Choose encryption preferences 3) Start encryption, 4) Wait for the process to complete, 5) Begin using your drive



How do I unlock an encrypted drive?

1. Plug the drive into the USB port on a computer
2. You will be prompted to unlock the drive using the password you created
3. Your data will be presented for viewing or editing



What happens if I do not remember my password? Contact the NM IS Service Desk at 312-926-4357 to obtain a recovery key, then select "More Options" and "Enter Recovery Key" to unlock your device.

I already have an encrypted thumb drive. What do I need to do? You can continue to use your encrypted drive, but you may be required to create an additional password to unlock it. Follow the wizard when connecting.

Can I use any thumb drive? Do I need to purchase a special encrypted device like before? Any drive can be used; you do not need to purchase a special thumb drive. Please be mindful when using personal USB storage devices on NM devices as they are frequently a vector for viruses.

I have a unique use-case and I need an exception. How do I request one? Contact the NM IS Service Desk and ask that a ticket be routed to the IS Security team.

I use a Mac, what should I do? Currently this solution is only available for Windows-based devices. Please contact the IS Service Desk if you require assistance with USB storage and Mac.