

# Information Technology Quarterly



Vol. 9 No. III

Third Quarter 2007

Edwin Poisson, Director, Information Technology

## OakSource Strong Password System Protects Employees

by Peggy Daniels, eGovernment Services

Have you been wondering why the password rules for OakSource seem to be more complex than most computer PINs and passwords? Some employees have expressed concerns about OakSource passwords, and asked if the password rules could be made simpler. The OakSource password system was designed to offer a high level of protection for sensitive and personal employee information. Although the rules may seem cumbersome, the complexity of the password system is what protects the security and privacy of your OakSource account.

Your unique user name and password combination is the key that allows you to access personal information that is stored in the County's computer databases. The strong password system helps to keep your information well protected from hackers, cyber criminals, and other malicious users who may try to steal information. The Federal Trade Commission estimates that as many as nine million Americans have their identities stolen via the Internet each year.

A strong password system requires the use of a random string of characters (letters and numbers). Each character that is added to a password increases the security of the system, so longer passwords are generally more secure. In addition, the more different characters a password contains, the more difficult it will be for someone to guess the password. Computer security experts normally recommend that passwords contain a minimum of eight characters, and that the password be changed on a regular basis. OakSource requires passwords of at least six characters that must be changed every 45 days. The OakSource password system was designed to be as simple as it could be, while still offering a high level of security.

To make the most of OakSource's strong password system, try using words or phrases that are easy for you to remember but difficult for others to guess. Try to create a password that you can remember without

having to write it down. Here are some ideas to try the next time you are required to change your password:

- Some people use names of pets or their favorite TV characters and then add numbers that mean something to them.
- Another idea is to think of a sentence that you can remember such as "My son Barry is 19 years old." Take the first letter of each word of the sentence that you created to create a new word. Using this example, the password would be "MsBi19yo".

### Inside

<i>OakSource Strong Password System Protects Employees</i> .....	1
<i>Webmail Has a New Look</i> .....	3
<i>Training Opportunities at IT</i> .....	4
<i>On the Lighter Side: Email Mistakes</i> .....	4

Continued on next page

**OakSource Strong Password System Protects Employees...** *continued from page 1*

In the event that you do forget your OakSource password, help is available directly from the OakSource login page:



From the Help page, you can learn how to change your password, request that your password be reset, or set a password hint:

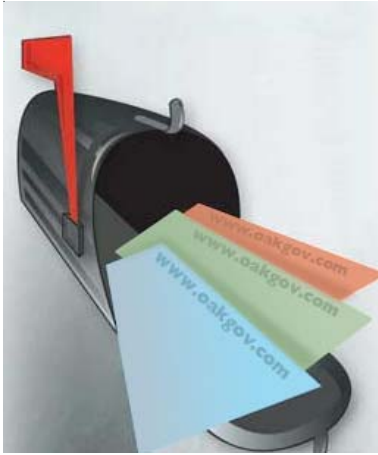


The County is dedicated to protecting employee privacy and the security of employee information. For this reason, the OakSource strong password system will remain in place. Although the password rules might seem inconvenient, it would be even more troublesome if employees' personal information was left vulnerable by an easily compromised password system. The OakSource password system supports the County's ongoing commitment to ensuring the integrity of its computer databases and the safety of its employees.

**OakSource Remote Access Now Available**

All employees are now eligible to request Remote Access to OakSource, which allows you to login to OakSource and the Employee Self-Service applications using any computer that is connected to the Internet. To learn how to sign up for Remote Access, login to OakSource and go to the HR Services Tab>County Policies>Remote Access.

# Webmail Has a New Look



Oakland County Information Technology updated Webmail with a new interface on July 23, 2007. The new interface is easier to use and has a more user-friendly appearance than the previous version.

As part of the recent upgrade to the Webmail interface, Information Technology would like to pass along the following important information:

## Quick Reference Guide:

A list of changes to common system features is now available through a Webmail Quick Reference Guide. This guide is available on the IT Training Center web site, specifically: <http://www.oakgov.com/ittrain/documentation/webmail.html>.

## Webmail Login:

Please note that email passwords will not change, but all email user names have changed from the standard of Last Name, First Initial, to the user's complete email address (e.g., smithj@oakgov.com instead of smithj).

## Pop-up Blockers:

Please be aware that third party browser-related toolbars (e.g. Yahoo or Google) with pop-up blockers may interfere with the functionality of Webmail.

## Browser Requirements:

The following is a list of browser requirements for those users who are accessing Oakland County Webmail through a non-County workstation (e.g. home PC):

For Windows systems:

Firefox 1.0 and above (Mozilla 1.7 and above)

Netscape Browser 7.1 and above

Microsoft Internet Explorer 6.0 and above

For Macintosh systems:

Safari 1.2 and above

## System Documentation:

Documentation for the Webmail interface is available on the IT Training Center web site, specifically: <http://www.oakgov.com/ittrain/documentation/webmail.html>. General system instructions are also available through the Webmail on-line Help menu.

If you have any questions regarding this upgrade, please contact the IT Service Center at 248-858-8812.

# Training Opportunities at Information Technology

The Information Technology (IT) Training Center provides invaluable training in the County's standard software (Windows, Microsoft Office Suite, Adobe, etc). Instructor-led and on-line classes are available, offering two unique training experiences.

The IT Training Center web site, <http://www.oakgov.com/ittrain>, contains all the information needed to utilize the classes offered at the IT Training Center including:

- Full course descriptions of all classes for your review.
- The complete Quarterly IT Class Schedule.
- Registration forms and instructions on how to enroll in instructor-led classes.
- Information on ElementK Online Training.  
*A unique learning experience at the user's workstation while using Microsoft products (Access, Excel, Word etc.).*
- Information on Off-Site Training for Non-Standard Software.  
*(Crystal Reports, PageMaker, Photoshop, InDesign, Publisher, etc.).*

For additional training information and questions, please contact the IT Training Center at [training@oakgov.com](mailto:training@oakgov.com).

## On the Lighter Side - Email Mistakes

It's wise to remember how easily email — this wonderful technology — can be misused, sometimes unintentionally, with serious consequences.

Consider the case of the Illinois man who left the snow-filled streets of Chicago for a vacation in Florida. His wife was on a business trip and was planning to meet him there the next day. When he reached his hotel, he decided to send his wife a quick email.

Unfortunately, when typing her address, he missed one letter, and his note was directed instead to an elderly preacher's wife whose husband had passed away only the day before. When the grieving widow checked her email, she took one look at the monitor, let out a piercing scream, and fell to the floor in a dead faint.

At the sound, her family rushed into the room and saw this note on the screen:

"Dearest Wife, Just got checked in. Everything prepared for your arrival tomorrow. P.S. Sure is hot down here."

- adapted from [www.computerjokes.net](http://www.computerjokes.net)

### Information Technology Quarterly

*Editor:*

*Vickie Worrell*

*Assistant Editor:*

*Danielle Randall*

*Contributing Writers:*

*Peggy Daniels*

*Published by:*

*Oakland County*

*Department of Information Technology*

*1200 North Telegraph Road  
Pontiac, Michigan 48341-0421  
Phone: (248) 858-0810  
© 2007*

*Visit Oakland County's Home Page at  
[www.oakgov.com](http://www.oakgov.com)*

*This newsletter is designed to share useful technology news and information with Oakland County Employees!*

*For comments, views, and suggested topics  
please contact Vickie Worrell at  
[worrelly@oakgov.com](mailto:worrelly@oakgov.com)*