

**APPENDIX B**  
**COMPUTER VIRUS (IT SECURITY)**  
**RESPONSE PROCEDURE**

## **COMPUTER VIRUS (IT SECURITY)**

### **RESPONSE PROCEDURE**

IT security issues can arise from a number of different sources, these can include, but are not limited to, the following:

- Malware
- Hacking
- Phishing
- Virus
- Identity theft
- Data theft

The Service Desk is the first point of contact for students, staff, postdocs and faculty with computing problems or queries. If you experience issues related to any of the above or other related problems please contact the Information Technology Services, Service Desk.

#### **School of Nursing, School of Pharmacy & Animal Care Research Centre**

Clients can access the Service Desk by:

- visiting our counter service (Henrietta Harvey - HH2012)
- submitting an Online Help Request form  
<http://www.mun.ca/ITS/services/onlinehelpform.php>
- e-mailing [help@mun.ca](mailto:help@mun.ca)
- calling our Client Support Centre: 864-4595

The Service Desk is open from 8:30 to 5:00 (8:30 to 4:30 during summer hours).

#### **Faculty of Medicine**

Clients can access the Service Desk by:

- visiting our counter service (HSIMS H-1614)
- submitting an Online Help Request form
- e-mailing [support@med.mun.ca](mailto:support@med.mun.ca)
- calling our Client Support Centre: 864-6000

The Service Desk at HSIMS is open from 8:30 to 5:00 (8:30 to 4:30 during summer hours).

#### **Communication of IT Security Issues**

Disruptions to services provided by Information Technology Services will be communicated through the ITS Website, the Service Desk answering message, Newline and Twitter within fifteen (15) minutes of being notified of the disruption. Regular updates will be provided until the issue is resolved.

### **Protect your Computer from Harmful Malware**

Obtain and install an antivirus software available from Memorial University and the Department of Information Technology Services. In order to download your free antivirus software you will be required to log into the my.mun.ca Portal. This will require all clients to have a MUN Login ID and password. If you have any problems or questions about logging into my.mun.ca please contact the ITS Service Desk at 864-4595 or help@mun.ca

Please note the following:

- **MUN students** - once logged into my.mun.ca please click on Student Services to see the channel for antivirus downloads. Go to [my.mun.ca](http://my.mun.ca).
- **MUN faculty or staff members** - once logged into my.mun.ca you will find the antivirus software download under the Employee Services section. Go to [my.mun.ca](http://my.mun.ca).
- **MUN retirees** - once logged in (MUN webmail username and password) you will be presented with the option to begin the file download process. Please log in at <http://mdl.mun.ca/channels/retiree/>.

### **Frequently Asked Questions**

For answers to commonly asked questions and problems please visit the Information Technology Services FAQ <http://www.mun.ca/its/faq/>