

# **IT Policies and Procedures**

## **Password Management**

Passwords must be changed every 90 days

Minimum length: 12 characters

Must include uppercase, lowercase, numbers, and special characters

Two-factor authentication is mandatory for all systems

## **System Access**

VPN access requires manager approval

Remote desktop access is limited to IT-approved devices

All software installations must be approved by IT

## **Security Protocols**

Lock your computer when leaving your desk (Windows + L)

Report suspicious emails to [security@company.com](mailto:security@company.com)

Never share passwords or access credentials

Regular security training is mandatory

## **Hardware Support**

Submit hardware requests through the IT portal

Equipment repairs must be handled by authorized IT staff

Personal devices must be registered before connecting to company network

## **Software Guidelines**

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Standard software suite is pre-installed on all devices

Additional software requests require business justification

Regular updates are mandatory and scheduled monthly

## Troubleshooting Steps

1. Check network connectivity
2. Verify system is up to date
3. Clear browser cache and cookies
4. Restart the application
5. Restart the computer
6. Contact IT support if issues persist