

LANDHOMESTEXAS
IT ACCESS GUIDELINES
XXXXX 2025

1. Introduction

Welcome to the LandHomesTexas IT and Automation Department. This document outlines the IT access policies to ensure secure, efficient, and appropriate use of company resources. By using LandHomesTexas IT systems, all employees agree to abide by these guidelines.

2. General IT Access Policies

2.1. Employee Access & Authentication

- All employees must use their designated company credentials to access IT systems.
- Multi-Factor Authentication (MFA) is required for accessing critical systems.
- Passwords must be strong enough – minimum 12 characters, including uppercase, lowercase, numbers, and symbols – and updated every 90 days.
- Sharing credentials is strictly prohibited.

2.2. System Access Levels

- Access is granted based on job roles and responsibilities.
- Any request for elevated access must be formally submitted and approved by IT.
- Employee leaving the company or changing roles must have their access reviewed and updated immediately.

2.3. Remote Access

- Remote access to company systems is only permitted through approved VPN connections.
 - Personal devices must meet security compliance (e.g., updated antivirus, OS patches) before connecting to LHT systems.
 - Employees must not store company data on personal devices unless explicitly approved.
 - Workstations must have automatic screen lock enabled after a set period of inactivity.
 - Internet connections used for work should be stable and secure; public Wi-Fi is discouraged unless a VPN is active.
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3. Usage of Company Resources

3.1. Email & Communication

- Employees must use company-provided email accounts for business-related communications.
- All employees should be aware of phishing attempts and avoid clicking on suspicious links or attachments.
- Any suspected phishing emails must be reported to IT immediately.

3.2. Internet & Software Usage

- Unauthorized software must not be installed on company devices.
- Downloading, sharing, or accessing illegal, pirated, or inappropriate content is strictly prohibited.
- Company internet and systems must be used primarily for work-related activities.

3.3. Data Security & Confidentiality

- Confidential company data must not be shared outside LHT without authorization.
- Sensitive files must only be stored on approved platforms (e.g., internal servers, OneDrive).
- Employees handling customer or business-sensitive data must follow encryption and security guidelines when transferring files.
- Remote employees must ensure that work-related documents are stored only on company-authorized cloud storage.

4. IT Support & Issue Reporting

4.1. IT Helpdesk Support

- Texas-based employees can report technical issues via IT Helpdesk Portal or email it-support@landhomestexas.com
- Remote employees should contact IT support through the designated online ticketing system or email.
- Critical IT issues should be escalated immediately via Whatsapp during working hours.

4.2. Incident Reporting

- Any security incident (e.g., data breaches, unauthorized access, system compromise) must be reported immediately to IT.
- Employees must report suspicious activity, even if the issue appears minor.
- Any unauthorized remote access attempt will be flagged for investigation.

5. IT Policy Violations & Consequences

- Violations of IT policies may result in temporary or permanent revocation of IT privileges.
 - Unauthorized access attempts, data leaks, or security breaches may lead to disciplinary action, including termination if necessary.
 - Remote employees found engaging in unauthorized activities (e.g., storing company data on personal devices, using unsecured networks) may be required to undergo additional security training.
 - LHT reserves the right to monitor IT system usage to ensure compliance.
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6. Acknowledgement & Agreement

All employees, whether in-office (Texas) or remote, must acknowledge that they have read, understood, and agree to comply with these IT access guidelines. Non-compliance may result in disciplinary action.

For any questions or concerns regarding IT access, contact the IT Department at it-support@landhomestexas.com.

7. Approval and Revision History

- Version 1.0
- Approved by: _____
- Last Updated: _____
- Next Review Date: _____