

Password Policy

Policy

New passwords will be provided, and existing passwords will be released, only when the identity of the requester can be clearly established.

Background

Groupcall is a subscription service which can be accessed via a proprietary Windows software client and/or an Internet Web client (www.groupcall.com).

Each Groupcall subscriber school is allocated a unique username and password when they subscribe to the service which is used by both applications. Passwords are assigned for access to these resources to authenticate a school's identity and to provide security.

A Groupcall username and password will only be provided to the head teacher or primary contact of a subscribing school upon receipt of a signed copy of the attached Security Questionnaire. All information from the questionnaire will be kept securely and not disclosed to any other third-party organisation.

Password protection is one of the most important principles of security. The purpose of this policy is to outline the procedures used by authorized staff to change or reveal an existing password to users who have compromised or forgotten their authorized password to the Groupcall system.

The disclosure of the password to members of staff is solely at the discretion of the head teacher. Groupcall strives to provide a secure service; however Groupcall cannot guarantee the confidentiality or security of information as a result of unauthorized disclosure of passwords.

Definitions

PASSWORD- Authorized school password assigned by the Groupcall Service for access to its software and website.

USER- A School or organization that holds a valid account on the Groupcall service.

Exemptions

Everyone who holds, or wishes to acquire, a valid account on the Groupcall service is covered by this policy. There are no exemptions.

Procedures

I. Password request procedures.

Procedures for processing password requests strive to balance security requirements and user convenience. These procedures will be followed by staff of Customer Support for all password requests for access to the Groupcall Service (including new, changed or forgotten passwords)

1. Under no circumstances will existing passwords be revealed by telephone.
2. Under no circumstances will new passwords be provided by telephone.
3. Customer Support will be pleased to handle requests made in one of the following ways:
 - Requests may be made by telephone to Customer Support at 0203 328 4600 9am – 5 pm Monday-Friday. Security will be verified using the data held in the security questionnaire. Existing or new passwords will be sent via mobile text message to both the head teacher's mobile phone number and to the primary contact.
 - Requests may be faxed to Customer Support at 0203 328 4601 a.m. – 5 p.m. Monday-Friday. The fax must include new password (if applicable) and head teacher or primary contact's signature. Groupcall will contact the sender; security will be verified using the data held in the security questionnaire. Existing or new passwords will be sent via email or mobile text message to the head teacher and/or the primary contact.
 - Requests may be e-mailed to Customer Support at support@groupcall.com, 9 a.m. – 5 p.m. Monday-Friday. The email must include new password and reason for change. Groupcall will contact the sender; security will be verified using the data held in the security questionnaire. Existing or new passwords will be sent via email or mobile text message to both the head teacher' and/or the primary contact.
4. Groupcall has sole discretion to provide passwords to users based on answers to a number of security questions.
5. Groupcall will use its best endeavors to process all password change requests as soon as possible (maximum will be three working days).

II. Password Protection Responsibilities

All Groupcall personnel assume the following responsibilities:

- Groupcall personnel must protect confidentiality of user's password.
- User must manage passwords according to the Password Guidelines below
- User is responsible for all actions and functions performed by his/her account.
- Suspected password compromise must be reported to Groupcall Customer Support immediately.
- Inform Groupcall immediately (as soon as reasonably possible) if a member of staff leaves their employment knowing the Groupcall password.

Password Guidelines

Select a Wise Password

To minimize password guess-ability:

- Do not use any part of the school name (your name, initials, etc.).
- Do not use a proper name or any word in the dictionary without altering it in some way.

A password is harder to crack if you utilize several of these selection techniques:

- Use 8 or more characters.
- Use two or three short words that are unrelated.
- Deliberately misspell words.
- Take the first letter from each word of a phrase.
- Include at least two digits or punctuation characters (if system allows).

Keep Your Password Safe

- Do not tell your password to anyone.
- Do not display your password in your work area or any other highly visible place.
- Do not reuse old passwords.

Additional Security Practices

- Ensure your workstation is reasonably secure in your absence from your office. Consider using a password-protected screen saver, logging off or turning off your monitor when you leave the room.

Contact Information

For information regarding this policy, please contact:

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