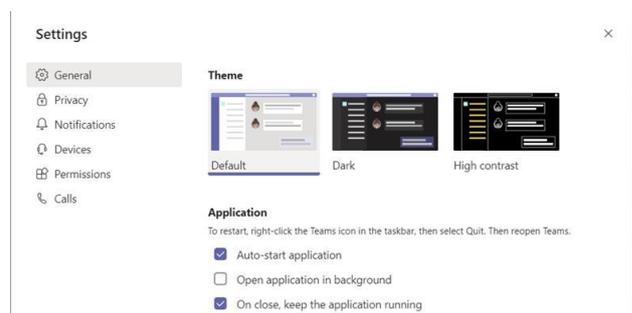




## INFORMATION GOVERNANCE 29

### SYSTEM WARNING NOTICE

1. **Introduction.** In recent weeks we have had a number of reports about an issue that can arise when a user inadvertently inputs data, often a password, into Teams which is then sent out, sometimes to multiple users.
2. **Issue.** As a computer starts up and the user logs in a number of applications start automatically, many in the background and not visible to users, but others come up on the main front screen. Users can also select to open applications they want to use such as web browser or Outlook for email. If you select Outlook a dialogue box will open up for you to type a password in. Many users will then do this looking at the keyboard and pressing enter once complete. The problem we are seeing is that whilst users are looking at the keyboard and entering their password the Teams application will open automatically as part of the computer start up and puts itself in front of any other application. This leads to the user inadvertently typing their password into Teams and then when they press enter it can be sent out to other users on Teams.
3. **Options.** There are some immediate actions that can be taken if you wish and some proposed solutions that will need to be considered to this issue:
  - 3.1. All users should be aware of the issue. When you enter a password ensure that it is in the correct place before you press enter.
  - 3.2. Users can manually select an option in Teams that will stop it opening automatically at start up. To do this:
    - 3.2.1. Click on your profile at top right of Teams then click on Settings.
    - 3.2.2. Under General Settings, untick the Auto Start Application box.



- 3.3. Finally, N3i will prepare a change proposal for our CCG customers to see if they want us to change the default option for MS Teams to not auto start.

If you have any queries about this, or any Information Governance issue, please contact the N3i service desk marking your query IG. The contact details for the service desk are:

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