

Security Guidelines on Access to e-Services Portal

電子化服務入門網站安全指引

1. Username and password are required in order to authenticate your identity every time you logon to e-Services Portal. Every user has the responsibility to protect his/her own password and follow the general instructions on password management:

登入電子化服務入門網站時，用戶須以用戶名稱及密碼確認身份。每用戶有責任保護其個人密碼，並遵循下列密碼管理守則：

- (a) Change your password periodically, at least once every 6 months.

定期更新密碼，至少每 6 個月更新一次。

- (b) If you receive a default password for password reset, change it immediately.

請立即更改重設密碼的預設密碼。

- (c) DO NOT divulge password unless necessary. If it is disclosed during maintenance or support, it should be changed promptly afterwards.

如非必要，請勿透露你的密碼。若於維修或接受支援服務時透露了你的密碼，事後應立即作出更改。

- (d) DO NOT share password unless necessary. If it must be shared, change it promptly upon the sharing is ceased.

請勿共用密碼。如在有需要的情況下與他人共用，亦應於該共用終結時儘快更改密碼。

- (e) If you forget your password, please reset it via your own email account or contact your school administrator for assistance.

如忘記密碼，請透過你的私人電郵戶口重設密碼或向學校行政用戶尋求協助。

- (f) If you suspect that a password has been compromised, change it immediately.

如懷疑你的密碼已洩露，請立即更改。

- (g) Immediately report to the e-Services Team for any suspicious requests to divulge or change your password.

如收到任何可疑要求透露或更改你的密碼，請立即通知電子化服務入門網站小組。

- (h) DO NOT capture or otherwise obtain unauthorized passwords.

未經授權，請勿套取或盜用他人密碼。

2. Strong password should be chosen for your logon account. Detailed guidelines on how to choose a strong password are as follows:

請為你的戶口選擇一個完備的密碼，詳細指引臚列如下：

(a) DO NOT use your username in any form as the password (e.g. as-is, reversed, capitalized, doubled, etc.).

請勿使用登入名稱或以此變化出來的任何形式作為密碼（如不加改變、顛倒、用大寫字母、重覆等）。

(b) DO NOT use your first, middle or last name in any form as the password.

請勿使用姓氏、名字或以此變化出來的任何形式作為密碼。

(c) DO NOT use your spouse's or child's name as the password.

請勿使用配偶或子女的姓名作為密碼。

(d) DO NOT use other information easily obtained about you as the password. For example, do not use ID card number, license plate numbers, telephone numbers, date of birth, the name of the street you live on or the building you live in, etc.

請勿使用容易取得的個人資料作為密碼，例如身份證號碼、車牌號碼、電話號碼、出生日期、居所街道或大廈名稱等。

(e) DO NOT use the information about the bureau, your school or your post as the password.

請勿使用你所屬的部門、學校或職位等資訊作為密碼。

(f) Use a password with at least 8 characters composed of at least 3 of the following 4 categories:

i. English uppercase characters (A-Z)

ii. English lowercase characters (a-z)

iii. Numerical digits (0-9)

iv. Non-alphanumeric characters (which are !, \$, #, %, @, - or _)

使用最少 8 個字符的密碼，並由以下 4 個字符類別中最少 3 個類別的字符所組成：

甲. 英文大寫字母字符（A 至 Z）

乙. 英文小寫字母字符（a 至 z）

丙. 數字字符（0 至 9）

丁. 非字母數字字符（包含 !、\$、#、%、@、- 或 _）

(g) Type your password quickly so that passers-by cannot see what you are typing.

迅速輸入你的密碼，以免遭旁人看到你所輸入的內容。

3. It is suggested that the computer you use for accessing e-Services Portal should not be installed with any Peer-to-Peer (P2P) file sharing software. It should be properly protected by personal firewall, anti-virus software, malicious code detection and repair software. All the security software should be activated at all times and with the latest virus signature and malicious code definition. Latest security patches shall be applied to these computers. Regular system scan should also be performed to ensure that these computers are free of computer virus and malicious code.

請勿於登入電子化服務入門網站的電腦內安裝點對點（P2P）分享軟件。電腦應裝上個人防火牆、防毒軟件、惡意代碼的檢測和修復軟件，並配備最新的病毒碼、惡意代碼及最新的安全補丁程序／安全性修正程式。請定期掃描電腦，以確保當中沒有病毒和惡意代碼。

4. It is suggested that users should not logon to e-Services Portal from public computers, e.g. those in cyber cafes, as such computers may not be well protected or may even have been compromised with hacking software.

請勿使用公用電腦（如網吧內的電腦）登入電子化服務入門網站，因為這些電腦的安全性成疑，甚至可能已被裝上「黑客」軟件。

5. When connected to e-Services Portal, users should protect the computer with password-enabled screen saver and never leave the computer unattended.

請使用設有密碼屏幕保護的電腦，連接到電子化服務入門網站，切勿讓已登入的電腦處於無人看管的狀態。

6. After using e-Services Portal, logoff from the system properly and close all browsers as soon as possible.

使用後，請登出電子化服務入門網站，並儘快關閉所有瀏覽器。

7. For more information about password management, firewall, anti-virus and P2P related issues, please refer to the following websites:

http://www.infosec.gov.hk/english/promotion/5_steps_clean_PC.html

http://www.infosec.gov.hk/english/technical/articles_peer.html

要知道更多關於密碼管理、防火牆、防毒軟件及點對點（P2P）分享軟件的資訊，請參考以下網站：

http://www.infosec.gov.hk/tc_chi/promotion/5_steps_clean_PC.html

http://www.infosec.gov.hk/tc_chi/technical/articles_peer.html