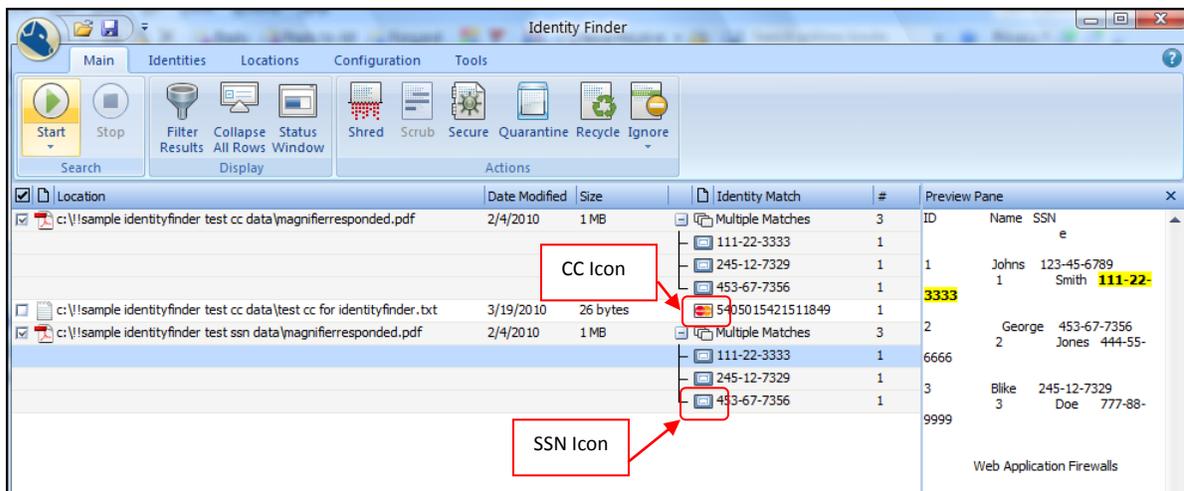




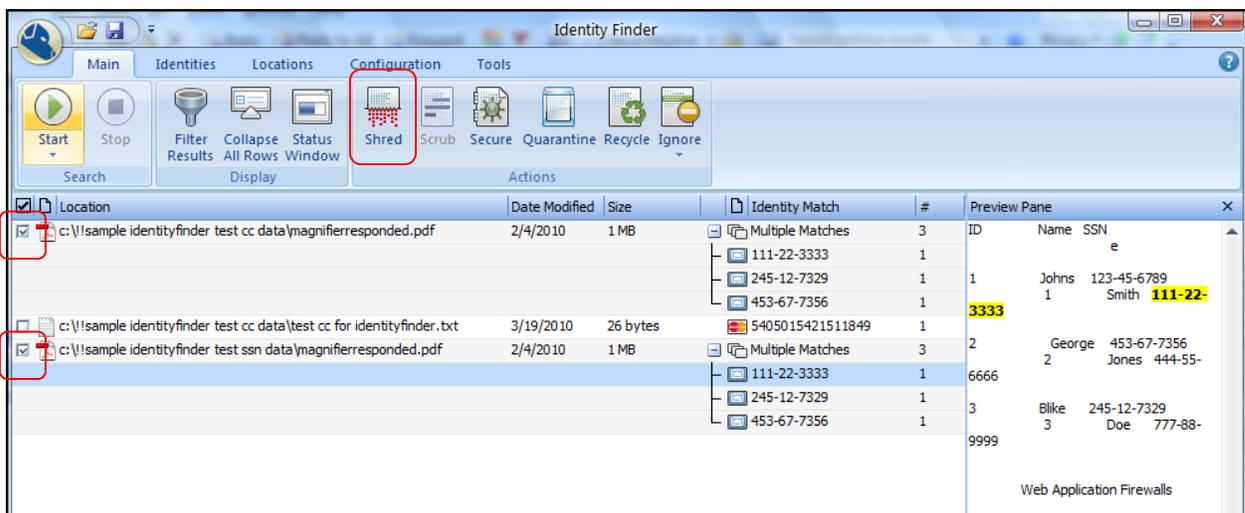
# Identity Finder Remediation FAQ

## Remediating Identity Finder Results

1. Identity Finder is scheduled to run at 12:15 PM on Wednesdays. It only looks for changes after the initial scan/remediation. After Identity Finder has scanned your computer, you will see the Identity Finder remediation screen below. Here, you will have the option to shred or ignore data. Identity Finder will show you the type of Match (either Social Security Number or Credit Card Number). If you click on the data element under the Identity Match column, the results of the match will display in the preview pane on the right. You will also see the name of the file and location, along with the data identified below.

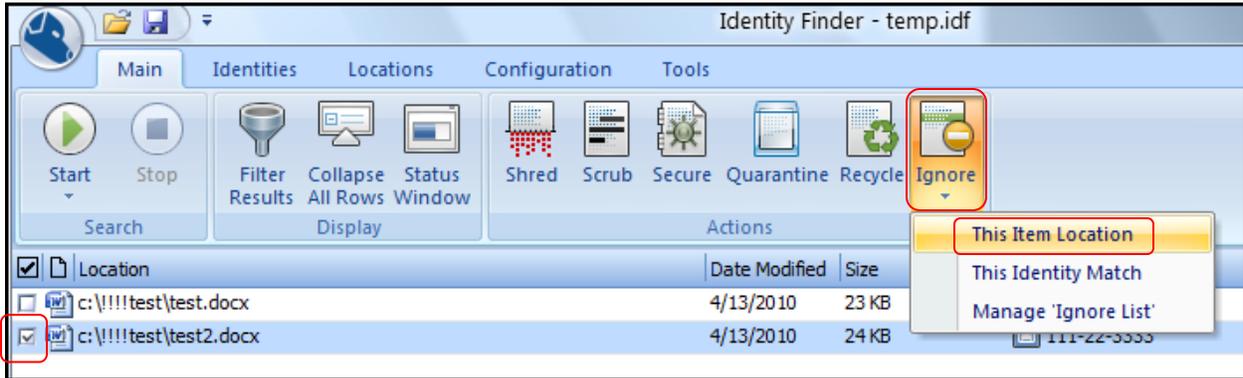


2. To select an item, click the check mark box on the far left of the screen. You can select more than one item at a time. To remove the item from your machine by digitally shredding it, click the **“Shred”** button.

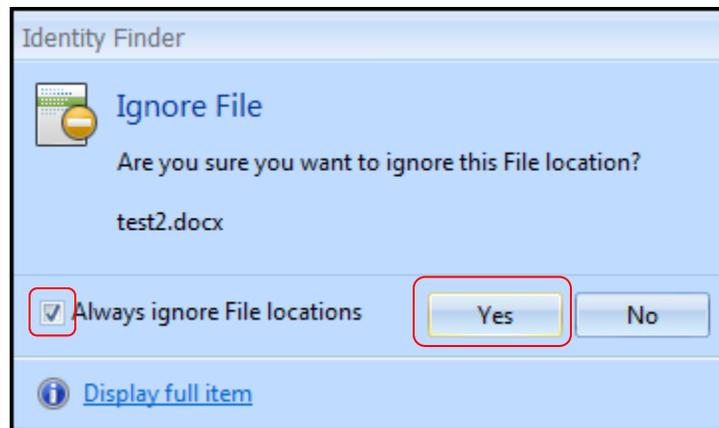




- Occasionally, Identity Finder may find something that is a false positive. Examples of false positive matches include Banner documentation and international phone numbers. If Identity Finder recognizes an item as a false positive, you can click the **"Ignore"** button and chose "This Item Location." it will keep the item on your machine, but ignore it in all future scans.



- You will be prompted to with a screen that reads "Are you sure you want to ignore this File location?" Click the "Always ignore File locations" box, then click **"Yes"**.



- If Identity Finder discovers a file which contains either SSN or Credit Card which you need for valid business purposes, please move this item to the secure share on the network and encrypt the file. If you need assistance with this, please contact your Key User or Bentley's [Chief Information Security Administrator](#).



6. During the weekly scan, if Identity Finder does not find any SSNs or Credit Card numbers, it will display the Summary screen below. Simply click the Exit button to close the application.

