



# Security Best Practices

Cyber-attacks are happening more often. At Consumer Direct Care Network (CDCN), we care about keeping your personal information safe. Here are some easy tips to help protect yourself at work and at home.

## Email

### Use Different Passwords

**Don't use the same password for your email and other accounts** – like the DirectMyCare portal. If someone gets one password, they might try it on your other accounts too.

### Add Extra Protection

Turn on Multi-Factor Authentication (MFA) if you can. This adds an extra step to help keep your account safe. Many email, bank, and social media accounts use it. It is usually found within your account's privacy settings.

You'll need:

- Your username, password **and**
- One of these:
  - A code sent to your phone.
  - A fingerprint or face scan.
  - A special app like Google Authenticator or Microsoft Authenticator that gives you a code.

### Be Careful With Emails

- **Don't open emails, links, or files from people you don't know.**
- CDCN will **never** ask you for your password.
- If you're not sure, ask someone you trust.

## Internet Safety

### Make Strong Passwords

- Use a long phrase – 12 to 16 characters is great!
- Mix letters, numbers, and symbols (!, #, \$, &)
- Don't use easy to guess words or patterns.
- Don't reuse passwords with small changes.
- Try a phrase only you would know (example: MyC@tLikes2Nap!)
- Longer passwords are better than short, tricky ones.

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## Use Password Tools

These tools help you keep your passwords safe:

- Apple Passwords (iPhone)
- Google Password Manager (Android & Chrome)
- Microsoft Passwords (Edge browser)

## Think Before You Click

- **Review the link (URL) before you click.**
- Never type your password into a site unless you're sure it's real.
- **Be careful with search results – some may be fake.**
- If you think you clicked a fake link, tell the company you thought you were logging in to right away.
- If it's your CDCN account, contact your local CDCN office.

## Computer Safety

### Use Antivirus Software

Keep it turned on and up to date.

### Turn On Updates

Updates fix issues and help stop others from getting into your device. Make sure updates are automatic for:

- Windows
- MacOS
- iPhones (iOS)
- Android
- Adobe apps
- Tablets

## Phone Safety

- Don't share personal info or passwords over the phone, unless you know the phone number is legitimate.
- CDCN will **never** ask for your password.
- Use a screen lock (PIN, fingerprint, etc.) to keep others out.