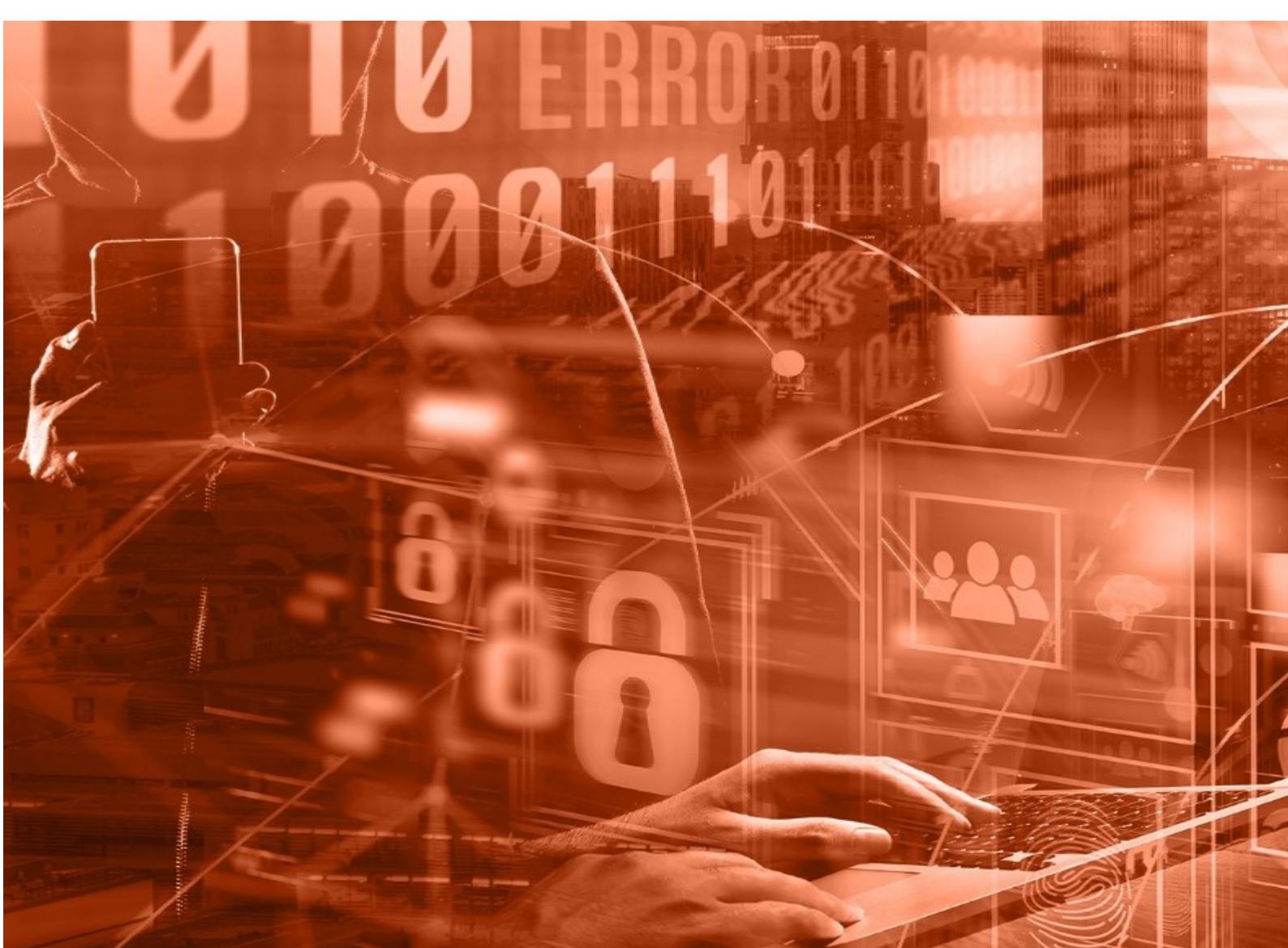# National Fraud Initiative

Protect Yourself Online

Protect yourself online

We want to make sure access to your NFI account online is safe and secure. Here are some simple tips to stay safe online.

- ✓ Your organisation code, username and password are the key to your online account. They should never be given to anyone else and you should not write your password down anywhere. Change your password regularly to keep it safe.

- ✓ Never give out your password. We will NEVER ask you to supply your complete password.

- ✓ Be on your guard for fraudulent (or 'phishing') emails that claim to be from NFI and ask you for your personal information or NFI sign in details. We will never ask you for security details by email.

- ✓ Use 2 Factor Authentication to log in to the NFI web application. This type of log-in is now industry standard and should provide you with even more assurance that our security protocols operate at the highest possible levels protecting the personal data we hold on our systems.

- ✓ When you log in to our website, the first thing you must check is the site certificate. This proves you're entering a genuine National Fraud Initiative (NFI) web application. You can do this by double-clicking the padlock symbol at the bottom or next to the address bar of your web browser (this may vary dependent on browser used. Further details on how to check the website certificate is provided below.

- ✓ Always remember to select the "log out" button when you've finished using our website - don't just close the window.

- ✓ Never leave your computer unattended while you're logged into the service. We've designed the website so that you will be automatically logged out if your computer remains inactive for a period of time, just in case you forget to do so yourself, but this must not be relied upon.

Website Certificates

Our website uses encryption to protect your information when it is sent across the internet. To do this you enter a "secure session" to access your NFI matches.
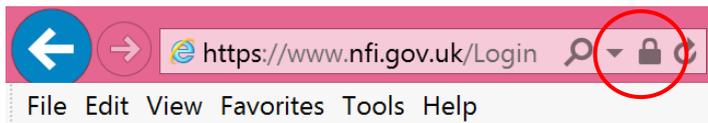
Every website that uses encryption has to obtain a site certificate. Here's how you can check that our certificate is valid:

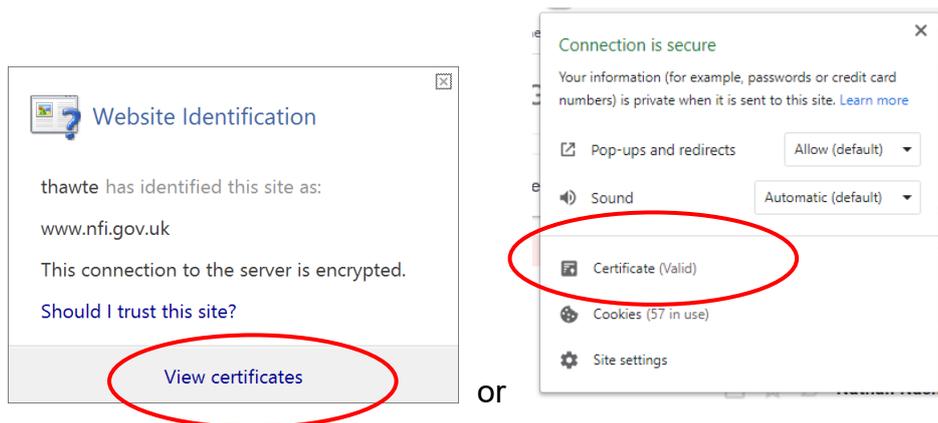## Check who owns the secure session:

1. Select the padlock in your browser window (location varies dependent on browser):
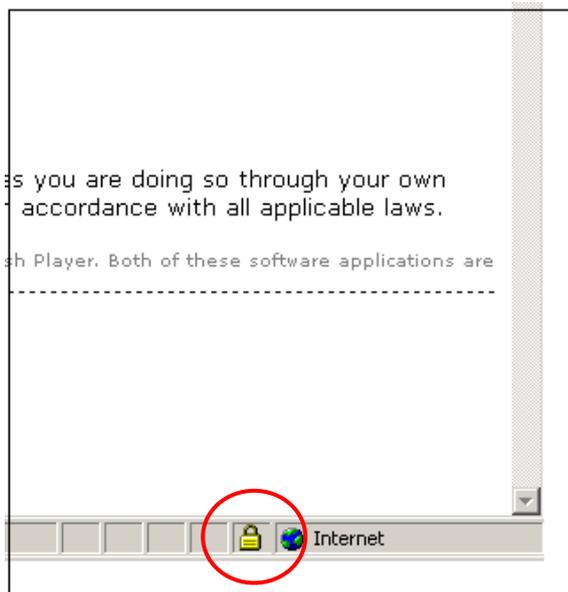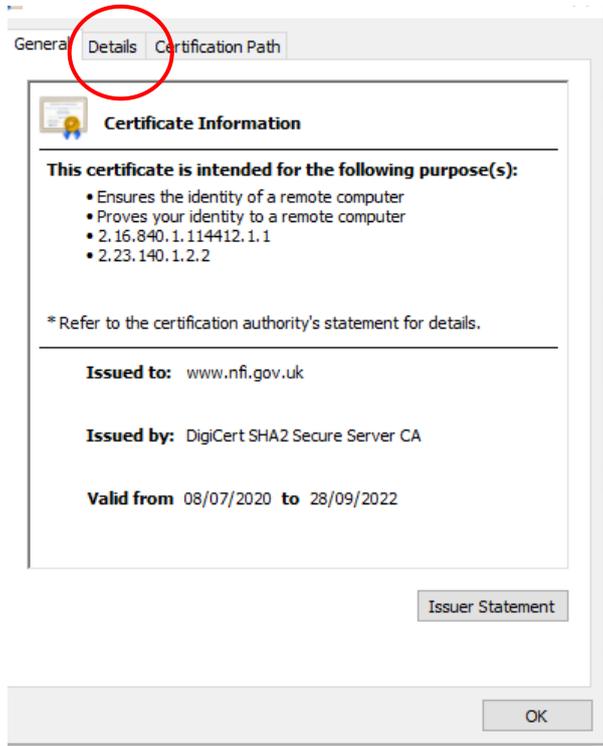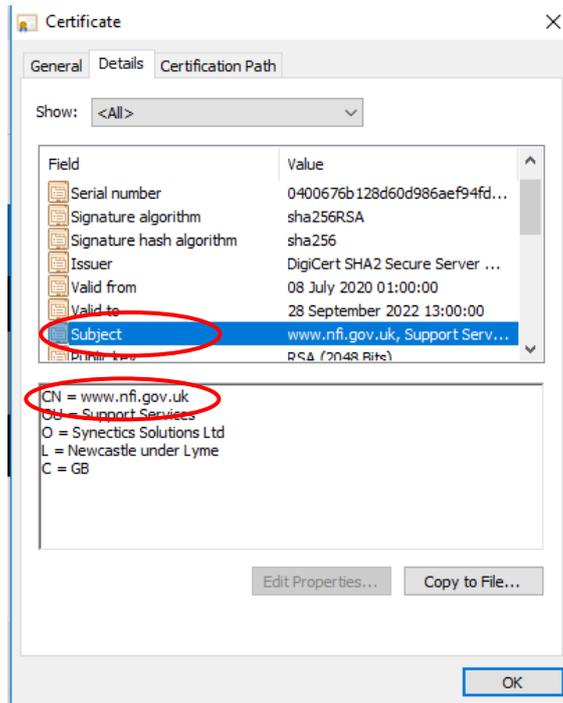

Or

2. A dialogue box opens (dependant on your browser). Select 'View certificates'

or

3. Then select the 'Details' tab at the top

4. Select the entry marked 'Subject'. The entry marked 'CN' should be www.nfi.gov.uk when you are accessing your National Fraud Initiative account online.

## Check that our security certificate is valid:

1. Select the padlock in your browser window (location varies dependent on browser):

2. Firstly check the 'Valid from:' date is current. Then select the tab that says 'Certification Path' in the dialogue box When checking NFI's online certificate for account services, select www.nfi.gov.uk in the 'Certification Path' dialogue box
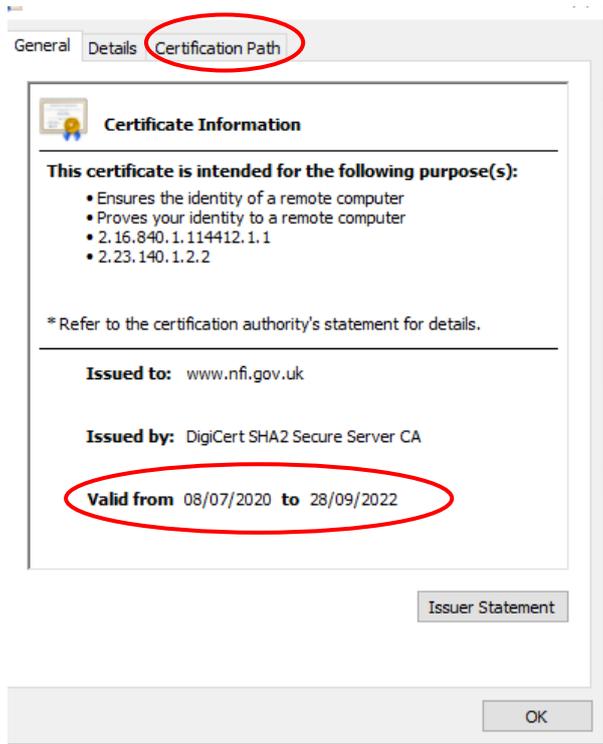
3. Verify that it says 'This certificate is OK' in the 'Certificate Status Dialogue' box
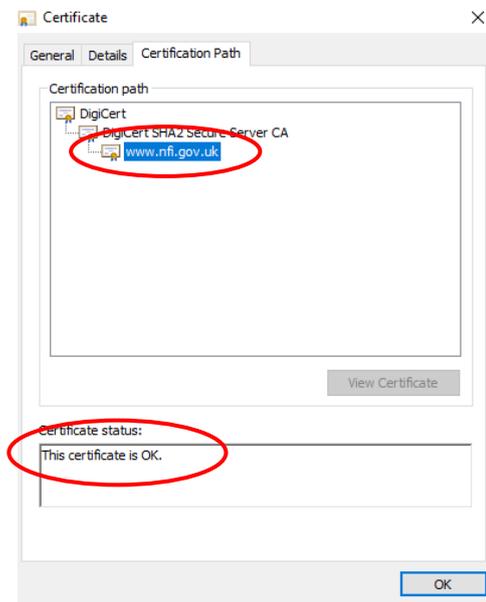
4. If any other message is shown, or you cannot get these site certification procedures to work, please contact our Helpdesk on 0345 345 8019.

24 July 2020