LAPTOP ENCRYPTION FOR WINDOWS 10 HOME EDITION

Partners uses McAfee Endpoint Encryption® and SafeBoot software to encrypt most Microsoft Windows laptops that connect to Partners resources.

McAfee Endpoint Encryption® and Safeboot for Windows are installed like any other application installed on your laptop. After installing the software, you will be prompted to reboot and register your laptop with the McAfee Server.

Partners HealthCare requires that all laptop, tablet, and netbook computers that connect to the Partners network through OWA, VPN, GoToMyPC, or by other channels must be registered and encrypted. This also applies to devices that store Partners Confidential Data. Users may choose to install a Windows encryption product other than McAfee Endpoint Encryption® or Safeboot, provided it employs full disk encryption. Windows laptop computers that do not run a full disk encryption product must not connect to the PHS network or be used to store or access confidential data unless full disk encryption is installed.

Please review the McAfee Endpoint Encryption Incompatible PC Hardware List

Minimum System Requirements

30MB of Free Disk Space

Supported on:

- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 10
- Microsoft Windows 2000 through SP4
- Microsoft Windows XP through SP3 (32bit only)
- Microsoft Windows 2003 through SP2 (32bit only)
- Microsoft Vista 32bit and 64bit (all versions)
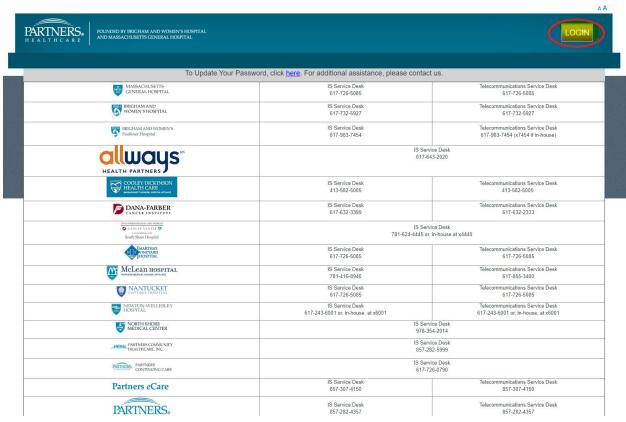- Microsoft Pocket Windows 2002 and 2003

Encryption Request

To have a laptop encrypted please submit a ticket to the IS Service Desk and you will be contacted within 24 hours to make the necessary arrangements.
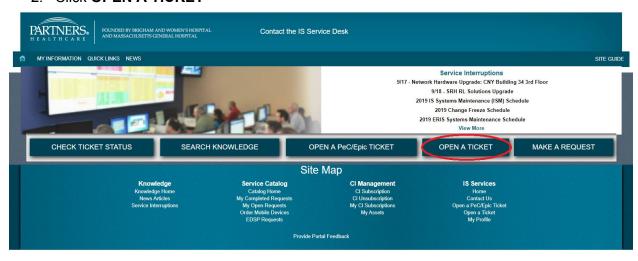
How to Submit a Ticket

You can submit a ticket by either calling the IS Service Desk at 617-726-5085 or through an online portal at https://partnershealthcare.service-now.com/phsess/main.do
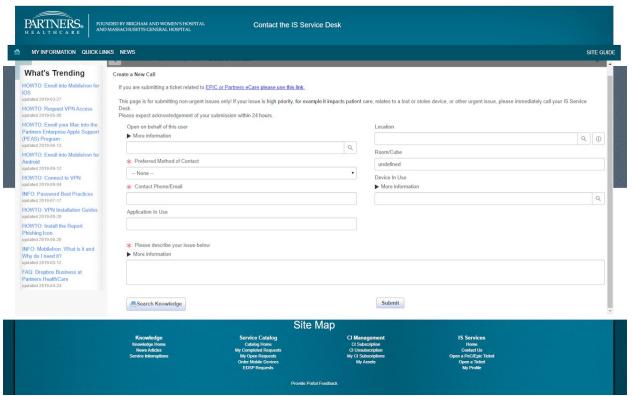
1. If not logged in already, please click on the **LOGIN** button located on the top right corner of the webpage and login with your credentials.

2. Click **OPEN A TICKET**

3. Fill out the form and request for a laptop encryption
   a. Enter your **Preferred Method of Contact**
   b. Enter your **Contact Phone/Email**
   c. Enter "requesting a personal laptop encryption for [enter your windows edition]" in the **Please describe your issue below** box

4. Click **Submit**