

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](tel: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.

FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL AND MASSACHUSETTS GENERAL HOSPITAL

LOGIN

To Update Your Password, click [here](#). For additional assistance, please contact us.

MASSACHUSETTS GENERAL HOSPITAL	IS Service Desk 617-726-5085	Telecommunications Service Desk 617-726-5085
BRIGHAM AND WOMEN'S HOSPITAL	IS Service Desk 617-732-5927	Telecommunications Service Desk 617-732-5927
BRIGHAM AND WOMEN'S Faulkner Hospital	IS Service Desk 617-983-7454	Telecommunications Service Desk 617-983-7454 (x7454 if in-house)
allways SM HEALTH PARTNERS	IS Service Desk 617-643-2020	
COOLEY DICKINSON HEALTH CARE	IS Service Desk 413-582-5005	Telecommunications Service Desk 413-582-5005
DANA-FARBER CANCER INSTITUTE	IS Service Desk 617-632-3399	Telecommunications Service Desk 617-632-2333
CANCER CENTER South Shore Hospital	IS Service Desk 781-624-4445 or, in-house at x4445	
MARETHA WINWOOD HOSPITAL	IS Service Desk 617-726-5085	Telecommunications Service Desk 617-726-5085
McLean HOSPITAL	IS Service Desk 781-416-8940	Telecommunications Service Desk 617-855-3400
NANTUCKET COTTAGE HOSPITAL	IS Service Desk 617-726-5085	Telecommunications Service Desk 617-726-5085
NEWTON-WELLESLEY HOSPITAL	IS Service Desk 617-243-6001 or, in-house, at x6001	Telecommunications Service Desk 617-243-6001 or, in-house, at x6001
NORTH SHORE MEDICAL CENTER	IS Service Desk 978-354-2014	
PARTNERS COMMUNITY HEALTHCARE, INC.	IS Service Desk 857-282-5999	
PARTNERS CONTINUING CARE	IS Service Desk 617-726-0790	
Partners eCare	IS Service Desk 857-307-4150	Telecommunications Service Desk 857-307-4150
PARTNERS	IS Service Desk 857-282-4357	Telecommunications Service Desk 857-282-4357

2. Click **OPEN A TICKET**

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Contact the IS Service Desk

MY INFORMATION QUICK LINKS NEWS SITE GUIDE

Service Interruptions

- 9/17 - Network Hardware Upgrade: CNY Building 34 3rd Floor
- 9/18 - SRH RL Solutions Upgrade
- 2019 IS Systems Maintenance (ISM) Schedule
- 2019 Change Freeze Schedule
- 2019 ERIS Systems Maintenance Schedule

[View More](#)

CHECK TICKET STATUS SEARCH KNOWLEDGE **OPEN A PeC/Epic TICKET** **OPEN A TICKET** MAKE A REQUEST

Site Map

- Knowledge**
 - Knowledge Home
 - News Articles
 - Service Interruptions
- Service Catalog**
 - Catalog Home
 - My Completed Requests
 - My Open Requests
 - Order Mobile Devices
 - EDSP Requests
- CI Management**
 - CI Subscription
 - CI Unsubscription
 - My CI Subscriptions
 - My Assets
- IS Services**
 - Home
 - Contact Us
 - Open a PeC/Epic Ticket
 - Open a Ticket
 - My Profile

Provide Portal Feedback

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

PARTNERS HEALTHCARE FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL AND MASSACHUSETTS GENERAL HOSPITAL

Contact the IS Service Desk

MY INFORMATION QUICK LINKS NEWS SITE GUIDE

What's Trending

- HOWTO: Enroll into MobileIron for iOS updated 2019-03-27
- HOWTO: Request VPN Access updated 2019-05-08
- HOWTO: Enroll your Mac into the Partners Enterprise Apple Support (PEAS) Program updated 2019-08-13
- HOWTO: Enroll into MobileIron for Android updated 2019-09-12
- HOWTO: Connect to VPN updated 2019-09-04
- INFO: Password Best Practices updated 2019-07-17
- HOWTO: VPN Installation Guides updated 2019-08-20
- HOWTO: Install the Report Phishing Icon updated 2019-08-20
- INFO: MobileIron: What is it and Why do I need it? updated 2019-03-12
- FAQ: Dropbox Business at Partners HealthCare updated 2019-04-24

Create a New Call

If you are submitting a ticket related to [EPIC](#) or [Partners eCare](#) please use [this link](#).

This page is for submitting non-urgent issues only! If your issue is high priority, for example it impacts patient care, relates to a lost or stolen device, or other urgent issue, please immediately call your IS Service Desk.
Please expect acknowledgement of your submission within 24 hours.

Open on behalf of this user

► More information

Location

Room/Cube

Device In Use

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* Preferred Method of Contact

-- None --

* Contact Phone/Email

Application In Use

* Please describe your issue below

► More information

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Site Map

- Knowledge**
 - Knowledge Home
 - News Articles
 - Service Interruptions
- Service Catalog**
 - Catalog Home
 - My Completed Requests
 - My Open Requests
 - Order Mobile Devices
 - EDSP Requests
- CI Management**
 - CI Subscription
 - CI Unsubscription
 - My CI Subscriptions
 - My Assets
- IS Services**
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 - Open a PicEpic Ticket
 - Open a Ticket
 - My Profile

Provide Portal Feedback

4. Click **Submit**