My Drive appears to be dead, what do I do? If your drive does not light up, plug the drive into your USB port and allow it to charge for about 90 minutes. Ignore any pop-up messages that may appear.

What is an Aegis Secure Key USB drive? The Secure Key drive is an encrypted USB drive that allows users to securely transport data. The drives are protected by a 7-15 digit code that the user creates, and must input on the drive before it is plugged into a USB Port. The Secure Key drives erase themselves automatically if a wrong password is entered 10 times consecutively.

What is the storage size of the Secure Key drive? The total capacity of the drives is 4 gigabytes. Higher capacity drives are available from vendors.

Who is eligible to receive a Secure Key USB drive from the University? University faculty, executive management and approved staff who will need to transport confidential University data are eligible to receive one of the encrypted drives.

What should I store on the drive? You can use your Secure Key drive to temporarily store or securely transport any confidential data. The Secure Key drive should not be used as primary storage for any content (your original documents must exist elsewhere).

Will the Secure Key USB drive work on my computer? After you’ve entered your code, the Secure Key USB drives should work as any other USB drive on your system.

How do I make a request for a Secure Key encrypted USB drive? You may request a drive by sending an email to security@uta.edu. In some cases, your ISA will distribute the drive to you.

How long will it take after my request to receive a drive? Generally it will take up to 2 business days to process a request, after which you will receive email instructions on where to pick up your drive.

Once I receive the drive, is it mine? No, the Secure Key drive remains the property of the University and should be returned when employment has ended. If you transfer to another department, contact Information Security Office at 817-272-5487 or at security@uta.edu to transfer the drive to your new department.
What should I do if I want to give the drive to another faculty member or employee? If you wish to transfer the drive to another user, please contact the Information Security Office at 817-272-5487 or at security@uta.edu, so the new can be assigned the drive.

What if the drive is lost or stolen? If the drive is lost or stolen, you are required to notify the Information Security Office at 817-272-5487 or at security@uta.edu.

What if the drive is defective? If the drive is defective, you notify the Information Security Office at 817-272-5487 or at security@uta.edu.

How do I Set my PIN? Upon first use, you will need to change the PIN. The drive comes with the default PIN set as 1-1-2-2-3-4-4 and should be changed when you receive the drive. (see the Quick Start Guide or the Aegis Secure Key Manual for instructions on how to reset the PIN.)

How do I unlock and use by drive? After your PIN is set, you press the “key” button, enter your PIN, press the “key” button again and insert your USB drive into the computer’s USB port within 30 seconds. (see Quick Start Guide or the Aegis Secure Key Manual.)

How long does my PIN need to be, and what are the rules to set my PIN? Your User PIN will need to be between 7 and 15 digits long. It cannot contain repeating numbers (1-1-1-1-1-1-1, etc.) nor sequential numbers (1-2-3-4-5-6-7, etc). Set a PIN that will be easy for you to remember but hard for others to guess, for example a childhood phone number, or a phone number you’re familiar with but with numbers transposed. (see Quick Start Guide or the Aegis Secure Key Manual.)

If I forgot my PIN can you recover the data? We do not have the ability to recover your data If you forget your PIN. Users are responsible for setting and remembering their PIN, and should not use the Secure Key drives for primary storage. The Secure Key drives erase themselves automatically if the wrong PIN is entered 10 consecutive times, and can be reformatted for reuse with a new PIN. (see Hacking Prevention and Drive Recovery.)

If you made special arrangements with your ISA or the Information Security Office, we may have set a Master PIN that could allow recovery. (see Aegis Secure Key Manual.)

Who do I call for support or questions? You may contact the help desk at 817-272-2208 or helpdesk@uta.edu, or the Information Security Office at 817-272-5487 or at security@uta.edu

Additional detailed Information can be found on the Information Security Website at: http://www.uta.edu/security/aegis-secure-key/