Identity Finder FAQs

Q: What is Identity Finder?
A: Identity Finder is a program that searches through files, e-mail and web browsers to find sensitive information that is stored on your computer.

Q: Why do I need to use Identity Finder?
A: UT System Policy 165 requires all faculty and staff to protect sensitive information. Identifying sensitive information that is saved on your computer is the first step in protecting data.

Q: Is Identity Finder automatically installed on my UTA owned computer?
A: If your computer is part of the UTA domain, Identity Finder should be installed on your computer. If your computer is not part of the UTA domain, you can manually install the client.

Q: I'm not sure how to use Identity Finder. Is there a step-by-step guide?
A: Yes, a user guide is available.

Q: Identity Finder found sensitive data on my computer. What should I do?
A: If you no longer need the information, you can use the Shred feature in Identity Finder to permanently delete the file. If you need to keep the file but the sensitive information found can be removed, you can use the Scrub feature in Identity Finder, which replaces the identified information with Xs. If the file must be kept, it should be moved to a secure location like your departmental K: drive.

Q: Can I delete this file?
A: What documents need to be kept and for what length of time varies from department to department. Consult your supervisor and the Office of Records and Information Management to find out what the requirements are for your department.

Q: Why do I need to use the Shred feature within Identity Finder? Can't I just delete the file?
A: When files are deleted, they are not truly removed from the hard drive of your computer until it is overwritten. The Shred feature within Identity Finder immediately overwrites the file location on your hard drive, making the file completely irretrievable.

Q: What file types can I use the Scrub feature on?
A: The Scrub feature can be used on Notepad, Wordpad and Microsoft Office 2007 & 2010 (.docx, .xlsx, .pptx) files. If you have Office XP or 2003 files that you would like to scrub, the files must be migrated to the newer format to use Identity Finder to Scrub the data. Click here to learn how to migrate files. You can also remove the information manually.

Q: Can I use the Shred feature within Identity Finder to delete files that aren't identified as containing sensitive information?
A: Yes, you are able to use the File Shredder tool (located in the Tools tab) to permanently delete any file or folder on your computer.

Q: Should I scan my J: or my department's K: drive?
A: Identity Finder is already configured to scan your J: drive by default. You should **not** scan your department's K: drive unless you are an ISA or DSA, or unless you have been directed to do so by your supervisor.

Q: Can I use Identity Finder on my home computer?
A: Yes, as part of the license agreement, you may download and install the Home Edition on your personally owned computer.

Q: Is there an Identity Finder client available for Mac?
A: Yes, there is a Mac client. It does not contain all of the extra features of the Windows client, but it will still identify sensitive information located on your Mac and Shred the file if selected.