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**Account Access and Security: International Travel**

Recently, some individuals have been locked out of their accounts (email, Teams, Cerner, Tiger, etc.) when attempting to log in while out of the country. This is intentional and out of an abundance of caution as most ransomware attacks are initiated from international sites.

While account security is critical to the privacy of our staff and patients, we understand being locked out of your account can be frustrating and inconvenient. To lessen the chances of having your account locked when traveling internationally, our IT Security and Service teams have created an easy-to-follow process.

**What should I do if I plan to travel internationally?**

* Call the IT Service Desk (505-272-3282) 3 days in advance to notify us of international travel.
* Provide the following information:
  + Username
  + Country(s) that you will be visiting
  + Length of stay (begin and end dates)

**What happens if I do not call prior to travel?**

* Your account will be locked if you try to log in while out of the country. Again, without prior knowledge of whether your international access is legitimate or not, we will lock the account to protect the whole organization.
* Upon your return, please contact the Service Desk to have your account re-activated.
* At that time, you will be required to change your HSC Net ID password.

Our intention is to keep all of us safe and to protect your information and our patient’s information. We hope this clarifies the procedure for maintaining account access while traveling internationally. Thank you for your understanding – strong cybersecurity practices are paramount to the care we provide.