

## **FIRST On-Line Services**

### **General Rules**

#### **Protect your computer**

Viruses and malicious programs such as Trojan Horses may run a password sniffing program on your computer. In the background it will be able to capture your password keystrokes without your knowledge. Being constantly online may increase your risk exposure for your computer.

To avoid getting infected you should:

1. Never download any file from sites (e.g. program, game, picture, mp3 song) or people (e.g. attachments) which you aren't sure about.
2. Delete junk or chain e-mails.
3. Install firewall and virus detection software to protect against hackers, virus attacks or malicious "Trojan Horse" programs. You should also update your software's virus definition frequently.

#### **Protect your Information:**

1. Do not use an Internet café or any PC that you do not own to check your account
2. Never go to a website from a link in an email, and if you do so in error, never enter your password, PIN or any personal details.
3. Do not leave your computer connected and unattended while you are logged on to FIRST On-Line.
4. Ensure you log onto FIRST Online the correct way - Always log on by entering the website address [www.first.com.jo](http://www.first.com.jo) into the address bar.

#### **Password advice:**

1. Do not use passwords that can be easily guessed
2. Never write down your passwords nor disclose them to anyone.
3. Your password should have a minimum of six characters, be as meaningless as possible and use uppercase letters, lowercase letters and numbers e.g. 1Ksb6a
4. Change your password at least every 30 days.
5. Use a password on your computer