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Abstract:

concerning mobile device management with a focus on traveling in both low and high-risk countries.

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USG Cybersecurity maintains a list of high-risk countries. By default, a country is considered low risk unless it appears on the high-risk list. When traveling to lower risk countries, special consideration and preparation is still required, although not necessarily to the extent as when traveling to high-risk countries. It is important to take a minimum complement of technology along to accomplish work while abroad. Consider following the Recommendations for Travelers to High-Risk Countries regardless of the risk level of your destination.

If you are taking a laptop computer, before you go you should:

- Verify that your computer software is current by having your computer reviewed by technical support. Make an appointment for a review in advance of your trip.
- Make sure your computer is fully backed up via the organization backup services and whole disk encryption is enabled.
- Test the VPN software to ensure you are familiar with how it operates.
- Remove any documents containing sensitive or confidential data.

Consider a loaner phone borrowed in the country you plan to visit, an unlocked phone with a local SM

- Change your institution password.
- If you checked your voicemail by calling in while traveling, change your voicemail passcode.

8. A mobile uses a cellular network to connect to the internet, and typically shares that connection via Wi-Fi. Hotspots are a combination of hardware and services purchased from your cellular phone company and are useful when cellular service is available, but Wi-Fi is not. Hotspots access the

If the issue continues, contact your carrier directly.

• AT&T: 1-314-925-6925. To access the plus sign (+) on most devices, press and hold the 0 key.

• T-Mobile: 1-505-998-3793

Verizon: Dial the exit code for the country you are in, then dial 1-908-559-4899

Reminder: Not having an international plan could result in loss of service and high charges (i.e., overages). Changing plans during non-business hours could result in additional added fees.

Travel Loaner Program

Calling from the U.S to other countries requires an international calling plan. This plan reduces the per minute cost of calls to the countries being called. (Cost varies by country.) Please call 706-583-2001 or submit a service request for support. Facetime Audio on Wi-Fi is free. The cost for Facetime not used on Wi-Fi is based on your data plan. To avoid high data overages, you must initiate the call using Facetime