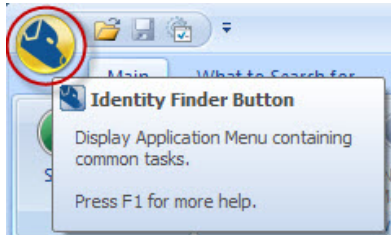


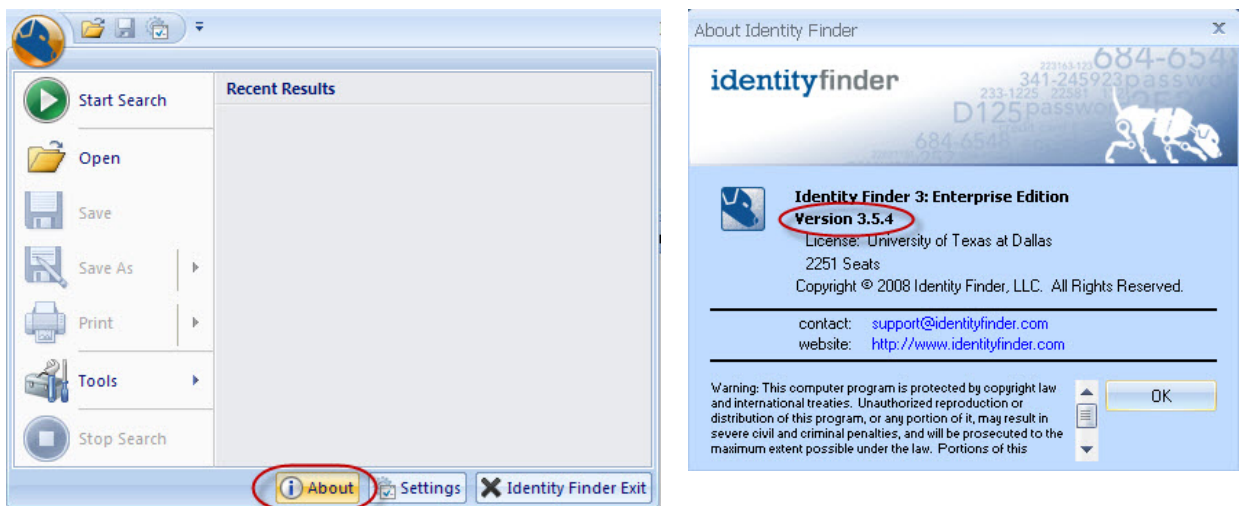
## Identity Finder FAQ

### How do I tell what version of Identity Finder I am running?

1. Click on the Identity Finder button in the top left corner of the screen.



2. Click the About button at the bottom of the menu screen.



### If I installed Identity Finder in the Fall do I still need to install it?

If you do not have version 3.5.4 installed, you will need to install the new version. See above instructions to verify the version of Identity Finder installed on your machine.

### What is the difference between shredding and deleting?

It is possible, using special software, to recover deleted files, often long after they are deleted. Consequently, sensitive data that is deleted could still be accessed. Shredding permanently removes data and makes it completely irrecoverable.

### Can you recover my password vault password?

No. If you forget the password you set for your password vault, you must uninstall/reinstall Identity Finder. You will lose all of the passwords you previously put into your password vault.

## Does Identity Finder scan my Outlook files?

No. Identity Finder only scans emails in your Inbox.

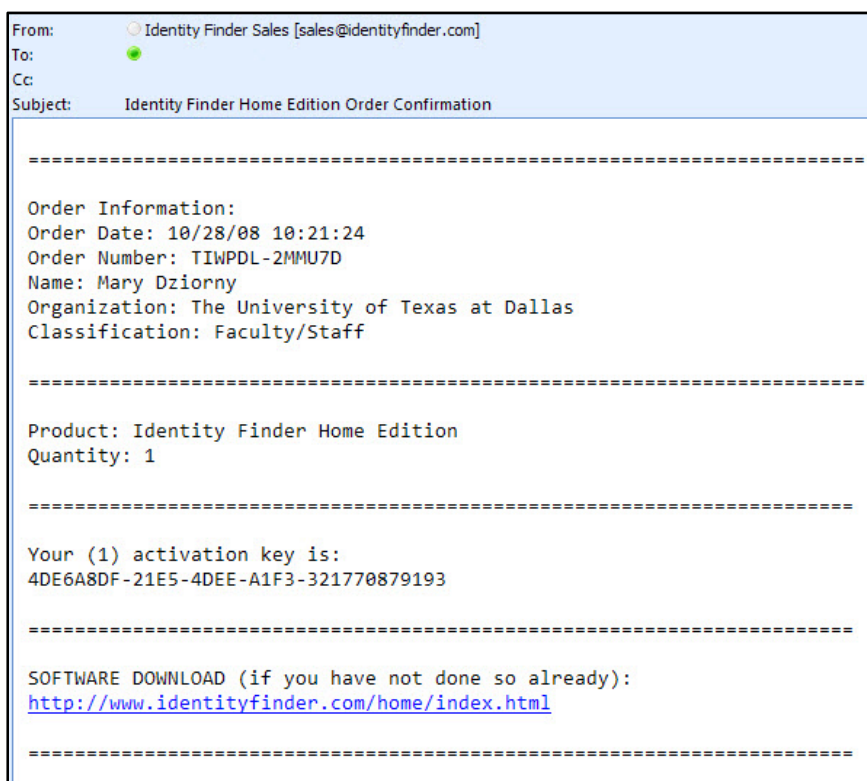
## If I have a home computer how do I scan it?

Identity Finder Home Edition is available for all staff and faculty to use on one home computer. You can find instructions for downloading and installing Identity Finder Home Edition here (include link to IF Home Edition documentation here).

## How do I reinstall Identity Finder Home Edition/install Identity Finder Home Edition on a different computer?

You can only use the license you received from Identity Finder once. Consequently, you must complete the following steps before you can successfully reinstall Identity Finder or install it on a different computer.

1. Find the email containing your **Activation Key** you received from Identity Finder Support.



2. Send an email to Identity Finder Sales at [sales@identityfinder.com](mailto:sales@identityfinder.com) telling them you need to reinstall Identity Finder. Make sure you include the Activation Key in this email.
3. Identity Finder Support will reset the Activation Key so that you can reuse it when you reinstall the program.

