

## Password Tips

Canadian Tire Financial Services takes your security very seriously. In addition to the efforts we make to protect your information, we suggest you take a number of steps to protect yourself. If you have questions about your online security you can contact us at 1-800-459-6415.

When you login to our secure website, My Online Account, you need a username and password to gain access to our services and resources. To safeguard yourself and prevent unauthorized access of your account, it is crucial that you choose a strong unique password and change it often.

### Good Password Practices

- Always choose unique passwords that include a combination of letters and numbers. Choose ones that are memorable but hard to guess (e.g., birthdays, family members, pet names, telephone numbers, or sequential numbers are not good choices).
- Whenever possible, choose passwords that are a minimum of eight characters.
- Create a brand new password for every application you use and every Internet service that you subscribe to.
- Change each password regularly.
- Change your password if you suspect it has been guessed or seen by someone else.
- Change your password if you notice something suspicious in your My Online Account, email account, other online accounts or if you have recently removed malware from your system.
- Don't allow your computer programs and browsers (Internet Explorer, Google Chrome, etc.) to save your password(s). For example, when you encounter a pop-up box that asks if you would like your password to be remembered, always click "no." Saying "okay" can give anyone using your computer access to your personal information.
- Don't disclose your password(s) to anyone or write it down (e.g., on a post-it note or password list).
- Avoid using passwords that are real words, unless they are part of a phrase (see below).
- Avoid using public or shared computers for accessing My Online Account. While many are okay for browsing the Internet, it is best not to access sensitive information or use a log in and password in the event that the computer is not properly secured.

### Other tips to help keep you protected:

- Never walk away from your computer without ensuring you sign out from My Online Account and close your browser.
- While logged into any online account, do not leave your computer unattended. Although inactivity while logged into your My Online Account will force your session to time out, it's safer to log yourself out and close your browser when you're done.
- Don't send personal information, such as your Social Insurance Number, account numbers, passwords, etc., through email.

## **How to choose a Unique Password**

Securing your password is as easy as humming your favourite tune. Here's one idea for creating an easy-to-remember and secure password:

Step 1: Think of a favourite song, and use the first letter in each word. For example, Rush's "All of us get lost in the darkness," could be translated into AOUGLITD.

Step 2: Replace two or three letters of your song acronym with numbers. "AOUGLITD" becomes a stronger (and longer) password as AO2GLI4D.

As you can see, a password generated by this method is fairly secure, and easy to remember. In cases where an application allows long passwords, you could possibly use the entire phrase as your "password."

If you have questions about your security online you can always contact us at 1-800-459-6415 or visit our [security centre](#).