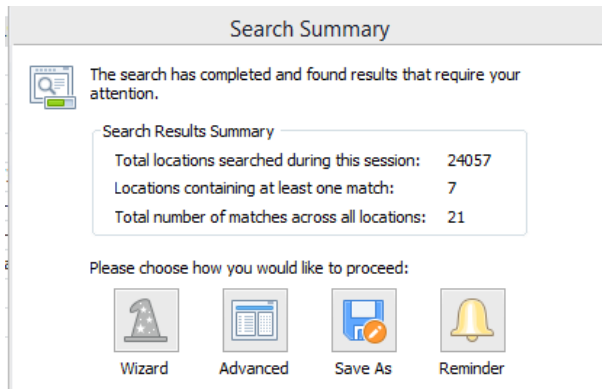# PII Remediation

Case A: Pop-Up Appears

The best way to complete remediation is to finish it in the pop-up result window after the scheduled remote scan completes. By default settings, a menu should automatically appear on your screen when logging back into your machine after the remote scan.

- To begin, click the ***Advanced*** button in the Spirion results window.

- The results window will look similar to the following screenshot
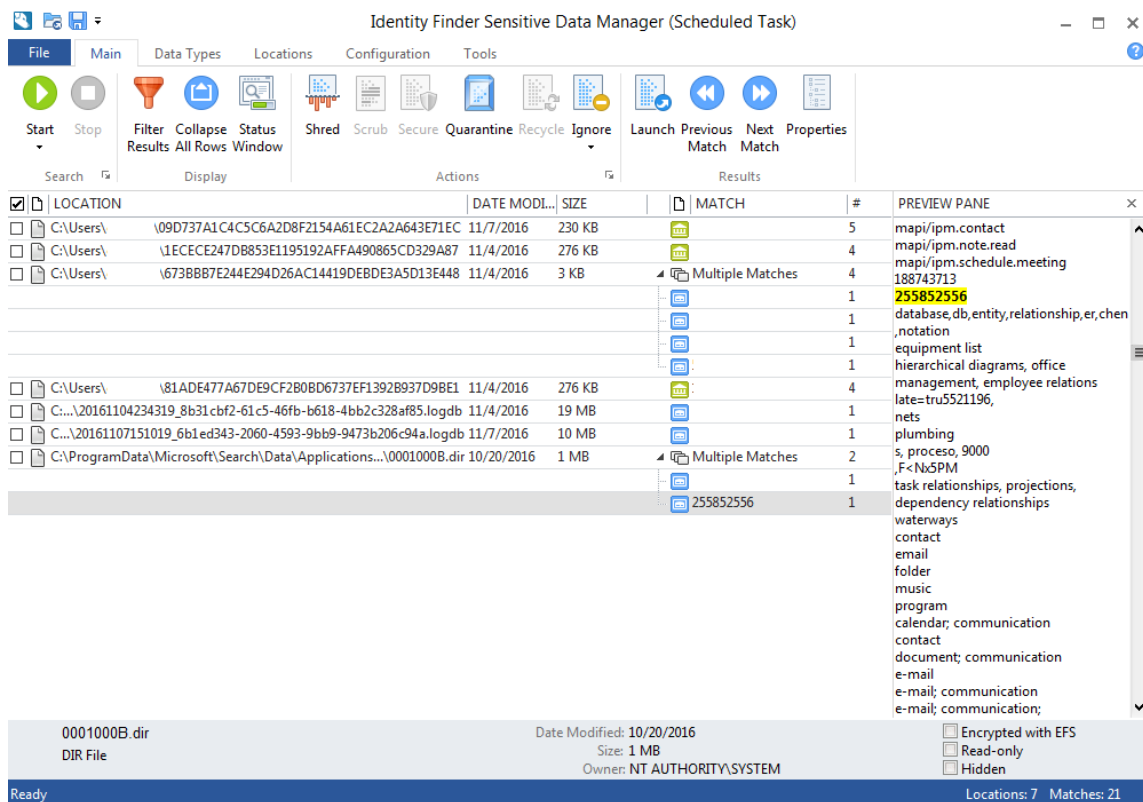
- You will need to check every match in each result. Double click to open and view the details, check the box on the right to select files individually.

- The checkbox at the top will select all matches.

- If the match contains SSN or CCN, and you do not need it, you must *Shred* it. If you need to keep the file for BUSINESS REASONS ONLY, move it to your Encrypted Network Drive and then *Shred* the original.

   1. Select which file you wish to *Shred* or *Scrub*
      - Shred will remove the file from your system.
      - Scrub will attempt to mask the results highlighted within the preview pane.
   2. Select Shred
   3. Select Yes to Shred selected file(s).

- If the Shred task is successful you will receive a confirmation for the action performed. Select OK to continue.
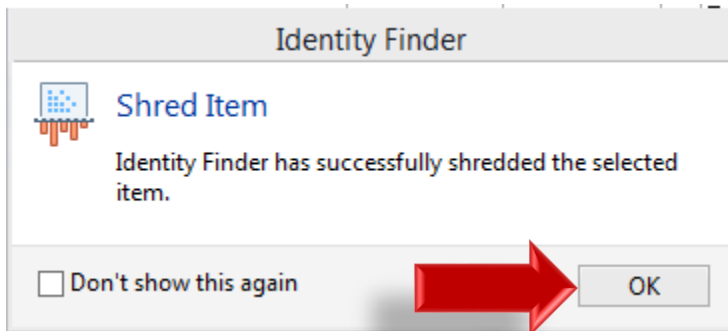
- If you wish to keep the files local and are business related you can opt to **Scrub** the file which will attempt to remove the highlighted information from the document.
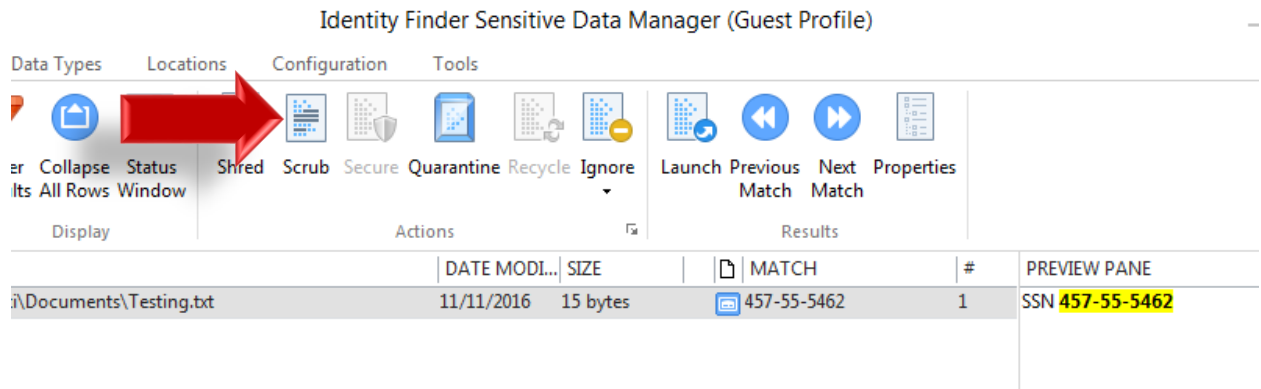

- If the matches have no Sensitive Information per USM Policy or they are false positives you can Ignore the location from future scan results. For these files, you may choose to **Ignore** instead of deleting them.
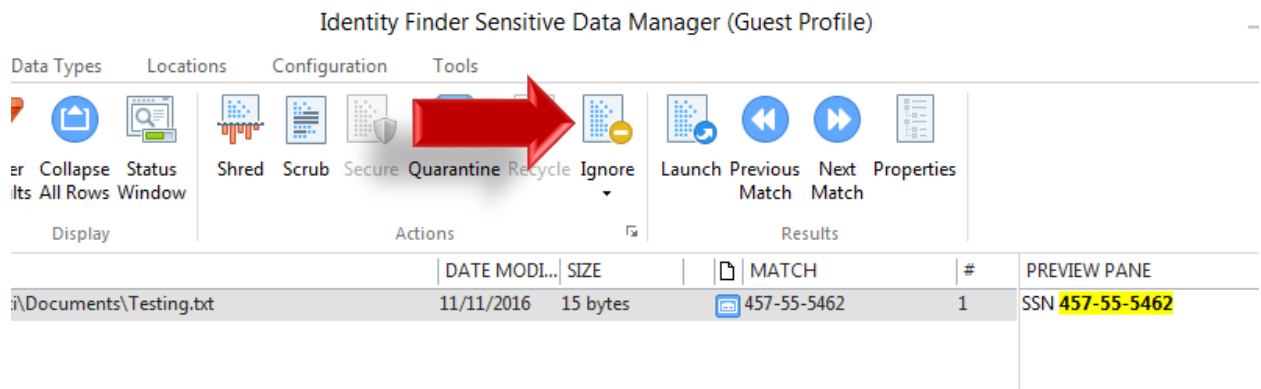
Case B: No Pop-Up

Remote scanning has an auto-saving function that saves the results. If you do not have a pop-up window appear after your remote scan has finished, there is a way to manually open the program.

- Go to **My Computer** -> **Local Disk** -> **Users -> User Account -> My Documents.** Within the folder, the results file name format is umbidfresults.idf. Double click this file to start the Spirion Client.

- When the client starts, it will first ask you to input a Profile Password (See "Profile Sign In"). If you set a password from a previous scan, you can enter it here. Otherwise, click "Cancel" to skip this step and go to the next window. The default password for the results file is **umbresults.**
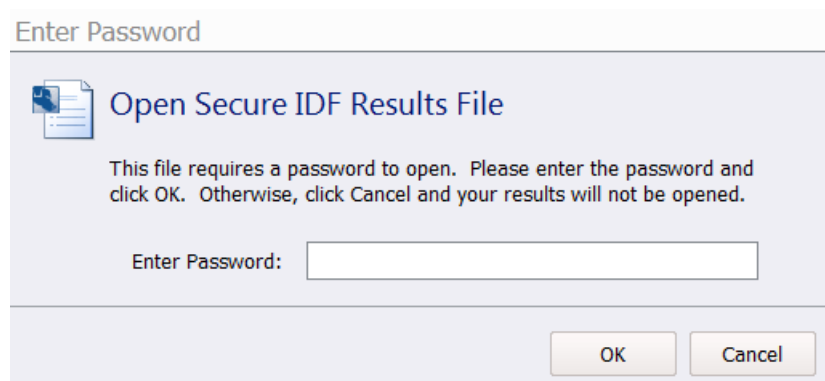
- After logging in, the remediation window will appear and you can follow the steps from **Case A.**

Viewing Search Results

Remote scanning is done at night, but the live result window should appear when you log into your machine the following day.

The results of the search are displayed in the...

a) **Results View**

b) **Preview Pane**

c) **Properties Pane**

These tabs contain all of the relevant information about the result including the full path to its location, the type and value of the result, a preview of that result in context, and many other details.

The **Results View** is a reporting table, similar to a spreadsheet, which is on the left side of Spirion. It contains all the information about the results of your search and allows you to analyze those results and take action to protect any sensitive information.