



# idocVAULT 2.0

## Core Image Processing

2023 Update

SecuriKey 



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eDOC  
INNOVATIONS

Core Image Processing — When Strategy Matters

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## HTTPS

The problem with the regular HTTP protocol is that the information that flows from server to browser is not encrypted, which means it can be easily stolen. idocVAULT uses HTTPS protocols using an SSL (secure sockets layer) certificate, which helps create a secure encrypted connection between the server and the browser.

## ENCRYPTION

Documents are encrypted in storage as well as in transit. Encryption is 256-bit AES in transit and storage.

## SESSIONS AND TIME RESTRICTIONS

Communication channels are secured via sessions. If the IP address changes during a session, the session is terminated. The credit union can create default and user specific time restrictions.

## PASSWORD COMPLEXITY

idocVAULT enforces complex passwords. For those credit unions using the hosted idocVAULT, passwords must be hosted iDOC Vault must meet the following: Minimum of 7 characters; At least 1 lowercase character; At least 1 uppercase character; and at least 1 number. In addition, a credit union can make these rules more restrictive.

**Password Rules** ^

Minimum Password Length:	<input type="text" value="8"/>	characters
Minimum Number of Lowercase Characters:	<input type="text" value="1"/>	characters
Minimum Number of Uppercase Characters:	<input type="text" value="1"/>	characters
Minimum Number of Numeric Characters:	<input type="text" value="1"/>	characters
Number of days before passwords expire:	<input type="text" value="90"/>	days
Number of days to warn user before passwords expire:	<input type="text" value="7"/>	days
After three failed login attempts, lockout user for:	<input type="text" value="15"/>	minutes
Number of previous passwords not to allow:	<input type="text" value="6"/>	passwords
Grace period for expired passwords:	<input type="text" value="7"/>	days
Grace period for passwords reset:	<input type="text" value="7"/>	days

[Save](#)

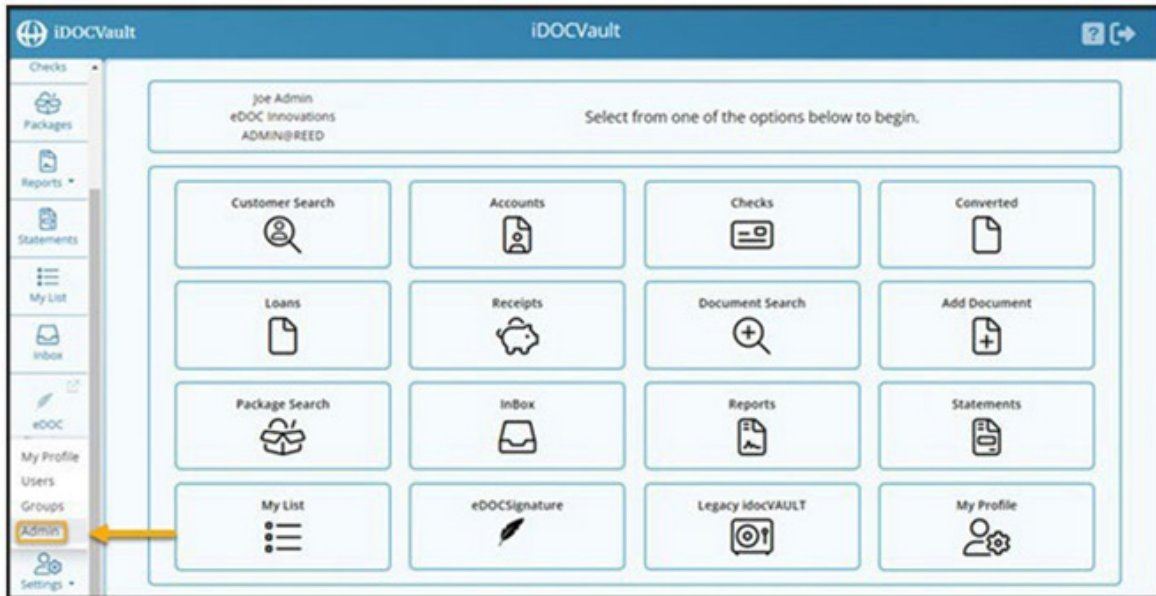
## ACCESS RESTRICTIONS

idocVAULT provides for time and IP access restrictions.

IP Addresses Allowed	
172.29.176.0-255	<a href="#">Delete</a>
172.27.192.0-255	<a href="#">Delete</a>
172.22.240.0-255	<a href="#">Delete</a>
172.26.224.0-255	<a href="#">Delete</a>
172.27.224.0-255	<a href="#">Delete</a>
172.26.244.0-255	<a href="#">Delete</a>
172.23.1.0-255	<a href="#">Delete</a>
<input style="width: 100%;" type="text"/>	<a href="#">Add</a>

CU\*ANSWERS

## OVERVIEW: IDOCVAULT



eDOC offers an online document management solution, idocVAULT, that can be used to securely store and manage all of your current and future member documents.

**USING SECURIKEY:** Credit unions may be asked by examiners or auditors to provide an idocVAULT 2.0 risk assessment, documenting idocVAULT's safeguarding of nonpublic personally identifiable information.

**ABOUT eDOC:** Founded in 1992, eDOC Innovations is the nation's only CUSO (Credit Union Owned Organization) based on e-document management technology. With 20 years of experience, eDOC has emerged as an industry leader in providing imaging solutions that work with the diverse technology requirements of the industry; thus giving the client control of their data, their documents and their strategy. eDOC innovations is aware that in this modern world security is more important than ever. It is one of the fastest-growing industries in the world today and something we should all pay close attention to.

# idocVAULT®



### FIREWALLS

Additional security layers for managed hosting devices include border and gateway devices secured to industry best-practices, dual redundant gateway firewalls, network and host based intrusion detection systems, layered network firewalls in some segments, hosts secured to industry best-practices and kept up to date with critical security fixes, regular log file reviews, centrally managed enterprise-wide anti-virus software updated hourly, centralized critical event log file aggregation systems, centralized device performance and response monitoring and alerting, and regular internal host configuration security audits.

### MULTIFACTOR

eDOC Supports a variety of Multi-factor Authentication options including Google Authenticator, SMS one-time passcodes, email one-time passcodes, and knowledge-based questions. During set up the credit union can specify any combination of these options to be required.

### PASSWORD COMPLEXITY

eDOC offers settings to ensure your staff creates passwords that are not easily cracked. In-House credit unions can maintain these settings and also have the option of integration with active directory.

### HOSTED CU\*SPY RANSOMWARE CONTROLS

CU\*Answers is occasionally asked about controls regarding ransomware and backups. Some questions are related to our hosted Imaging System (CU\*SPY). CU\*Answers and our credit union clients are on entirely separate, segregated networks, and therefore it is highly unlikely if one business is victimized by ransomware that both entities would be affected. The CU\*SPY discussion does not apply to clients that have their own in-house imaging solution.

CU\*SPY is part of the daily backup system. Encrypted system snapshots are made to a local, high speed network attached storage (NAS) device. Incremental backups are compressed and transferred to an offsite via high-speed encrypted connection. The system offers restore capabilities for multiple file versions. The backup system is monitored 24x7 and a ticket is automatically generated for missed backup or any issue with the backup system. The local and remote NAS devices also offer backup virtualization capabilities, facilitating a business continuity strategy for critical hardware or environmental failures at the primary site. Data backup integrity, recovery and virtualization are tested on the backup appliances on a quarterly basis. Storage media is available to clients who wish to purchase.

(a) Procedures are in place to prevent backups from being affected by ransomware.

*Encrypted backups are made to NAS devices  
Backup system is monitored 24x7*

(b) Access to backups use authentication methods that differ from the network method of authentication.

*Backup system requires separate credentials*

(c) At least daily full system (vs incremental) backups are made.

*Daily backups are made to the NAS system*

(d) At least two different backup copies are maintained, each is stored on different media (disk, cloud, flash drive, etc.) and they are stored separately.

*Backups are virtualized for speedy recovery, credit unions may purchase media, or may download all their reports and documents to their own in-house devices*

(e) At least one backup is offline, also known as air gapped or immutable.

*Credit unions can elect to purchase storage media of their data*

(f) A regular backup testing process is used at least annually that ensures the institution can recover from ransomware using an unaffected backup.

*The backup process is tested quarterly*

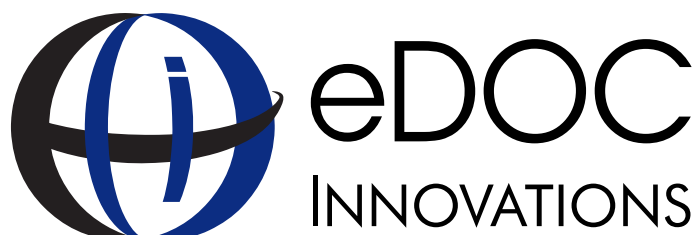
VERSION CONTROL

<b>VERSION</b>	<b>DATE</b>	<b>CHANGE</b>	<b>TEAM</b>
1.0	June 1, 2021	First published	Internal Audit
2.0	January 30, 2023	Revised for clarity	Internal Audit

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**CONTACT EDOC**

Contact eDOC Innovations support team at 800-425-7766 to learn more.



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