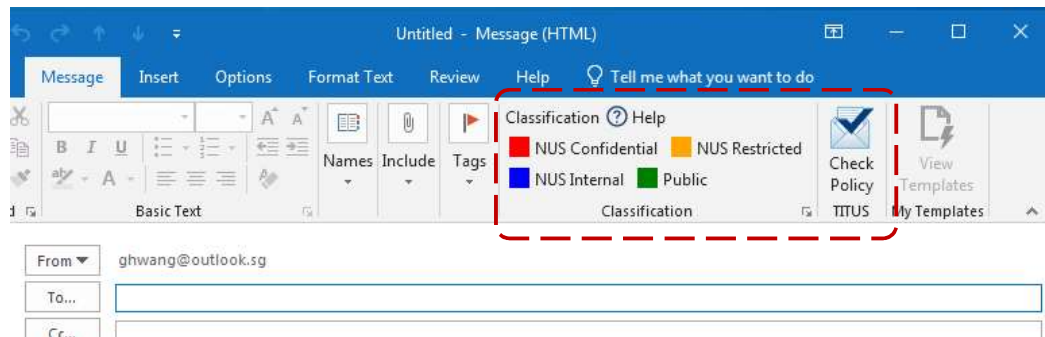# Data Classification Tool Frequently Asked Questions

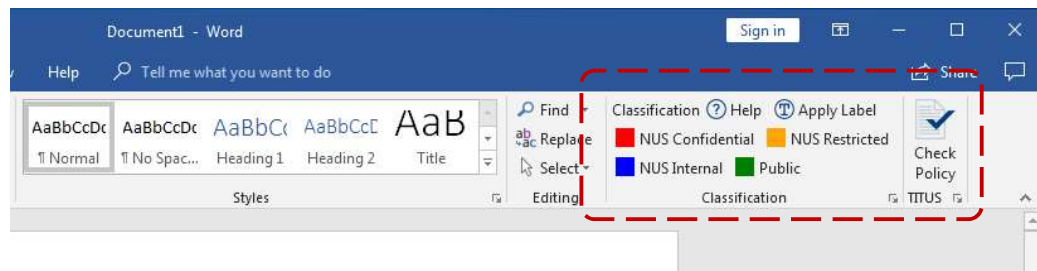1. **How do I know if Data Classification Tool has been installed on my desktop / laptop?**

   For Window users, you will see the Data Classification Tool group in the Ribbon of Outlook and Office. If you do not see it, download the Data Classification Tool from Software Center.
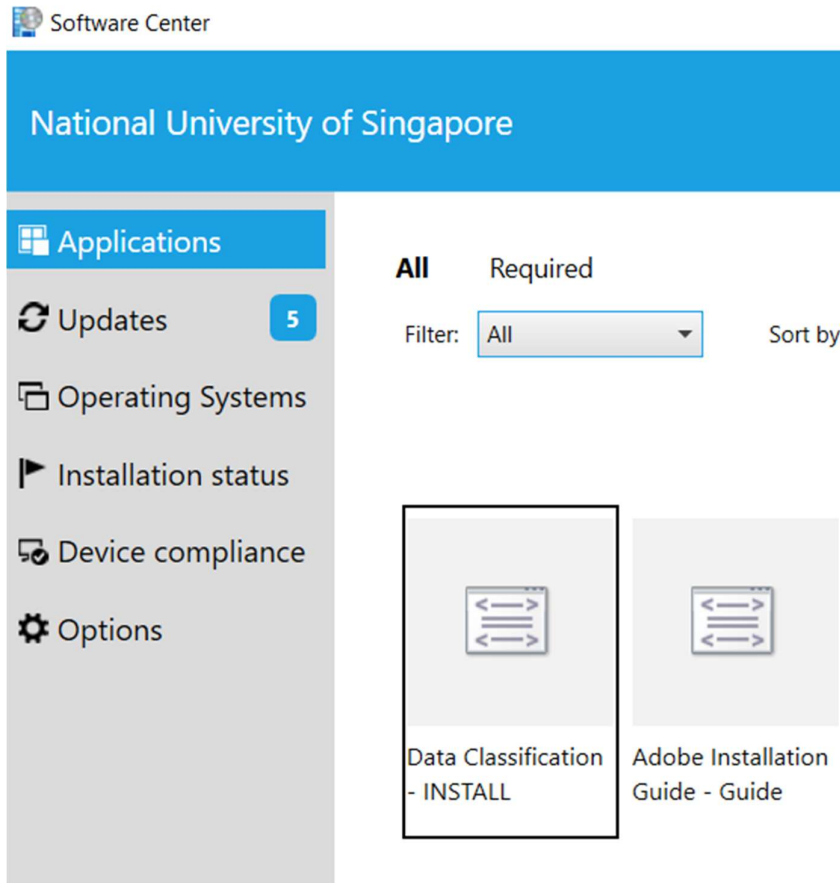
   1. Outlook email example:

   2. Office document example:

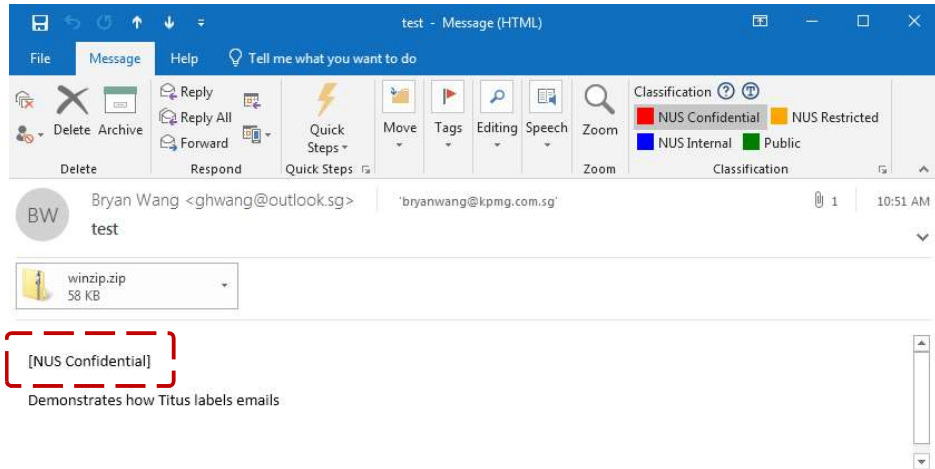2. **How do I install the data classification tool if it is not installed on my laptop?**

   Go to Software Centre and clicked on data classification to start installation.
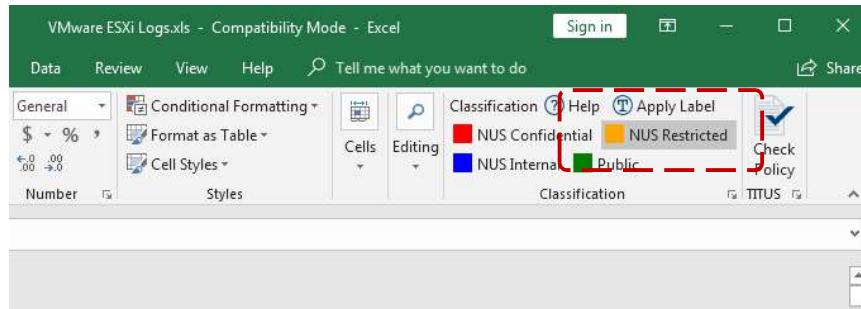

3. **How do I know the data classification of my Outlook email or Office documents?**

   The data classification automatically tags every Outlook email and Office documents (Excel, PowerPoint and Word) with the suggested data classification – whether it is "NUS Confidential" or "NUS Restricted" as you send email or save Office documents. The data classification of the documents or emails is indicated within the Data Classification Tool in the Ribbon.

1. Outlook email example: Email classification can be viewed from sent items.

2. Office document example: The example below show a document that is tagged as "NUS Restricted".

4. How does the tool automatically classify emails and documents?

The data classification tool automatically classifies Outlook email and office documents based on a list of keywords for "NUS Confidential" information collected from your department data owners defined by the respective data stewards for student, staff and financial data. To view the list of "NUS Confidential" keywords detected by the Data Classification Tool within Outlook emails or Office documents, click on the Check Policy button in the ribbon. A prompt will show the list of "NUS Confidential" words in the email (subject, body or attachment) or document. Please see example below:
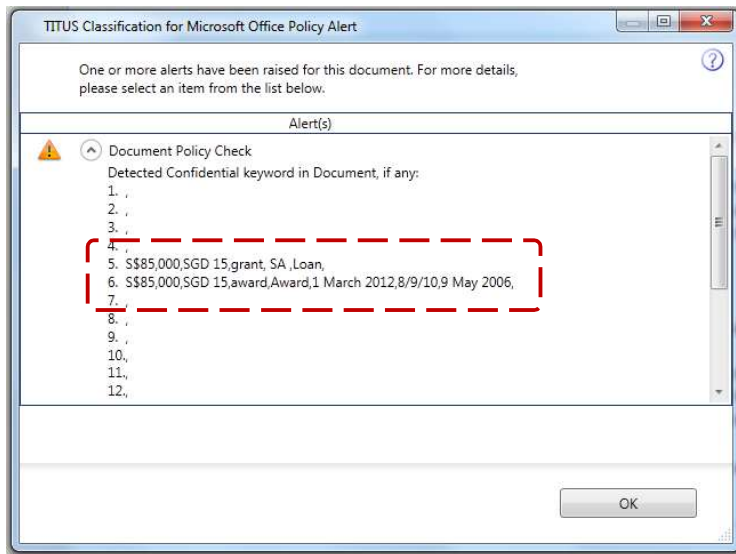
Diagram 3.1: Prompt showing list of "NUS Confidential" keywords identified in your email or document

5. **I noticed that "NUS Confidential" keywords in my email subject header do not show up in Check Policy. Why is this so?**

This typically happens when you are currently still selecting the text in the email subject header. Please click away from the subject header and try again.
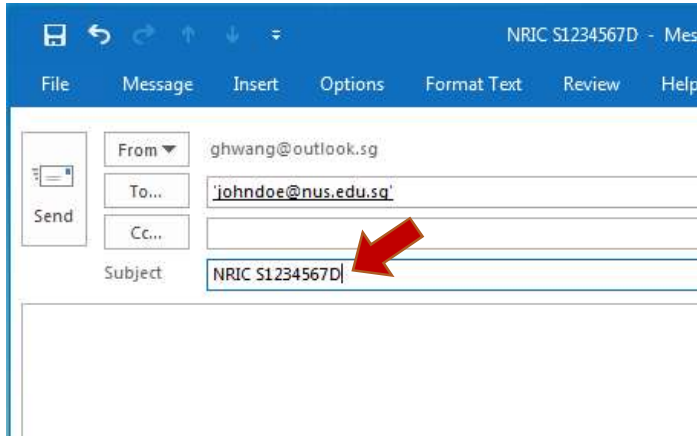
6. **Where can I find the list of "NUS Confidential" keywords?**

You can click on the Help [⑦ Help] button from the ribbon to obtain this list of "NUS Confidential" keywords.

>>Include diagram → Do we want to include this in the NUS website? → See if format provided NUS Confidential Data Types.docx works

7. **What if I would like to make changes to the defined list of sensitive words?**

Please email cce_its@nus.edu.sg on the request. NUS IT will consult the respective Data Stewards.
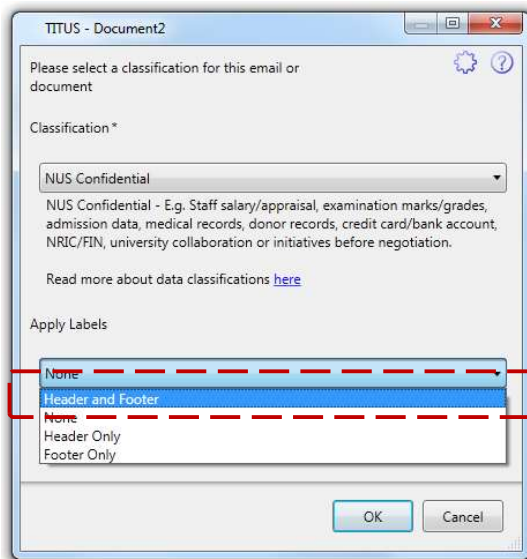
8. For Office documents (e.g. Word, PowerPoint and Excel), how do I add or change data classification labels?

Follow the steps below to apply data classification labels to your Office document:
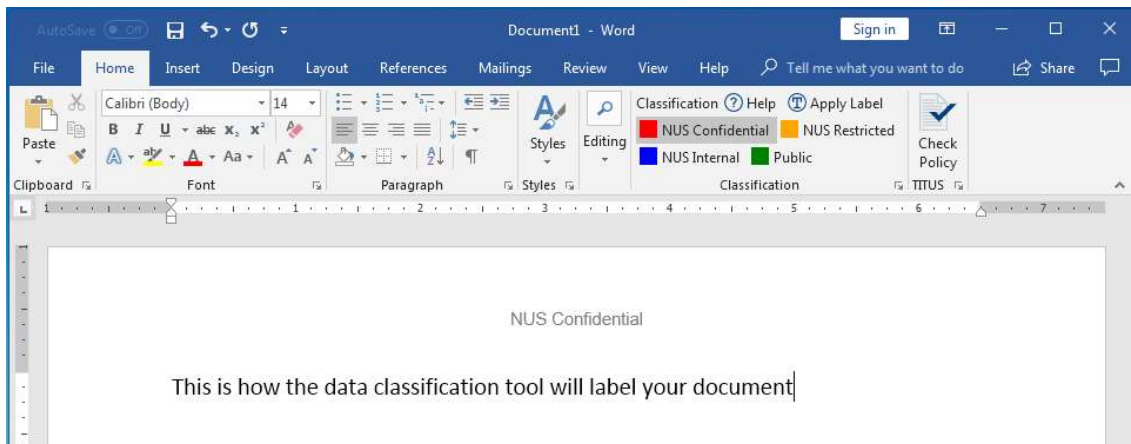
1. Click on the Apply Label button from the ribbon.
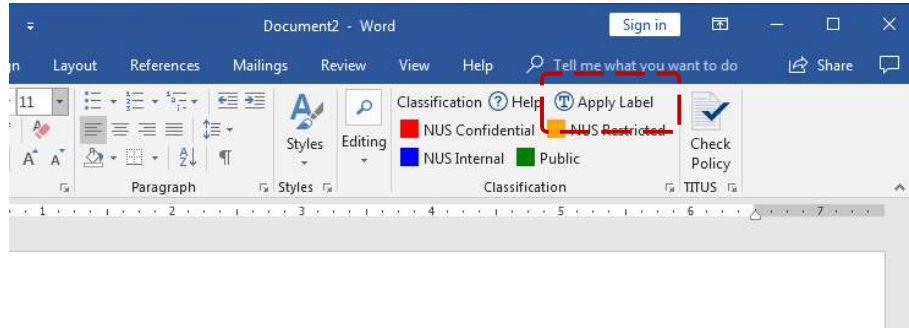
2. A prompt will appear (see example below). You can apply labels to *Header and Footer*, *Header Only* or *Footer Only*. Select the appropriate option and click OK.
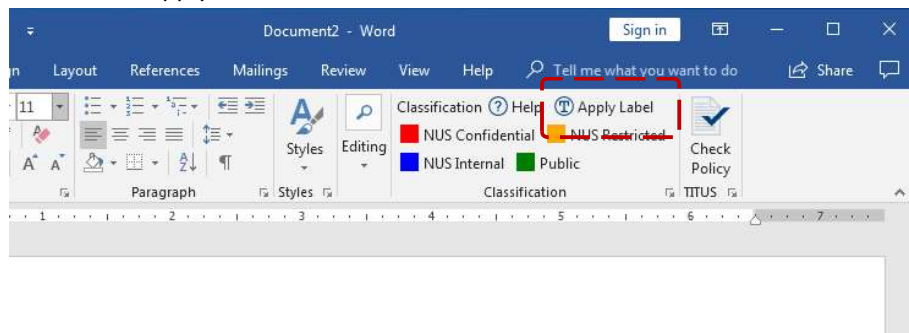
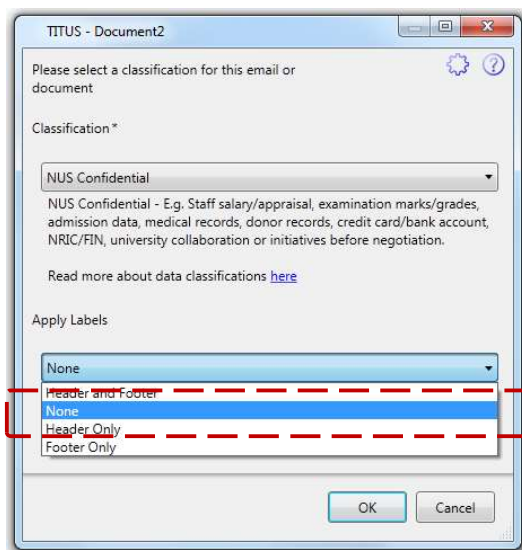3. After clicking OK, the labels will be applied. See example below:

9. **For my Office documents (e.g. Word, PowerPoint and Excel), how do I remove data classification labels?**

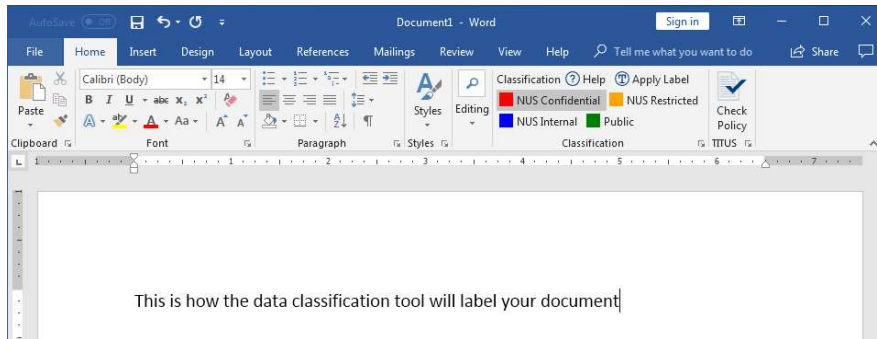Follow the steps below to apply data classification labels to your Office document:

1. Click on the Apply Label button from the ribbon.

2. A prompt will appear (see example below). Select *None* and click OK.

3. After clicking OK, the labels will be removed. Notice that the classification in the ribbon remains.

## 10. How do I manually add or change the data classification in my Office documents or Outlook emails?

You can add or change the data classification through the ribbon.

1. For Office documents (e.g. Word, PowerPoint and Excel), select the classification in the ribbon. Please see example below:
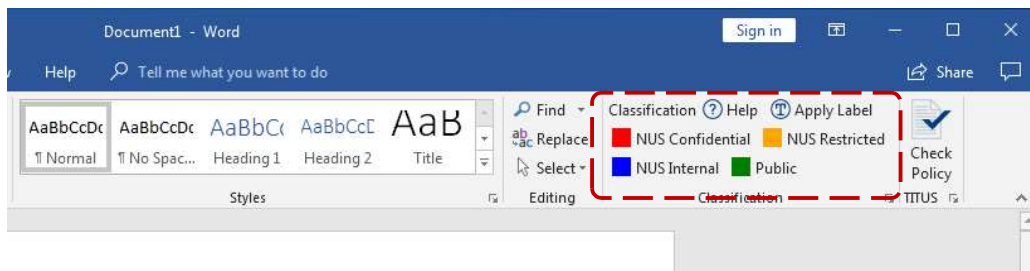
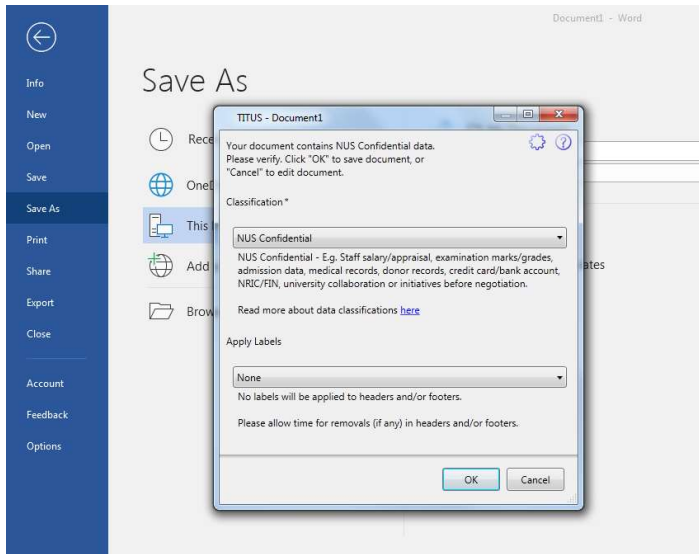*Diagram 9.1: Ribbon to change Office document classifications*

2. For Outlook emails, select the classification in the ribbon in the email message. Please see example below:
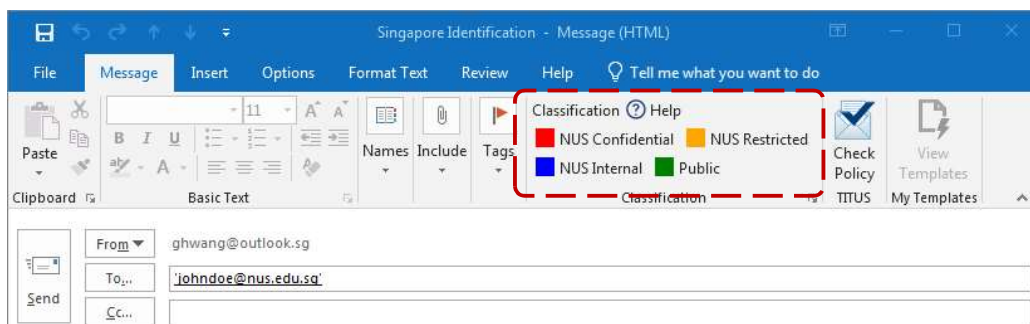
*Diagram 9.1: Ribbon to change the Outlook email classifications*

11. When will I see a Data Classification Tool prompt (See diagram below)**?**

Users will be prompted as long as the Outlook email or Office document contains confidential keywords or if users downgrade a document from "NUS Confidential" and the Outlook email or Office document contains "NUS Confidential" keywords.

The only time users will not be prompted when an Outlook email or Office document contains confidential keywords is when the user pre-selects "NUS Confidential" in the ribbon. See example below:
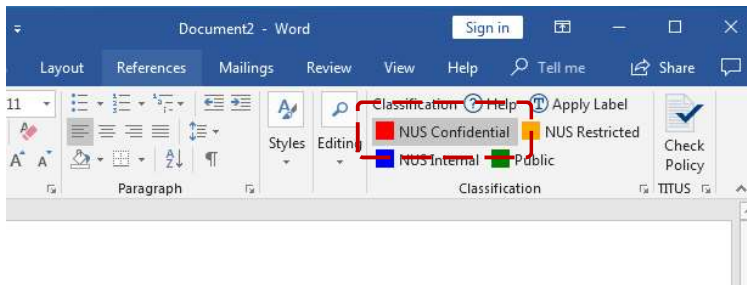
Diagram 10.1: User pre-selects NUS Confidential in ribbon

12. **When I click on the Apply Label button in Excel, why am I not able to change the Classification and Label selections?**

   This happens if you are currently selecting a cell in the Excel spreadsheet header or footer (See example below). Please click away from the header and footers and click Apply Label again.
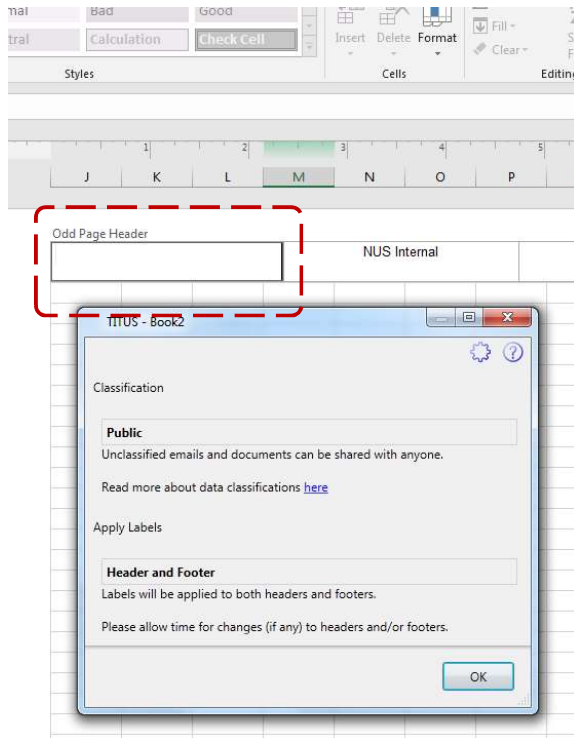
   Diagram 11.1: Prompt does not allow for selection when Header cell is currently active
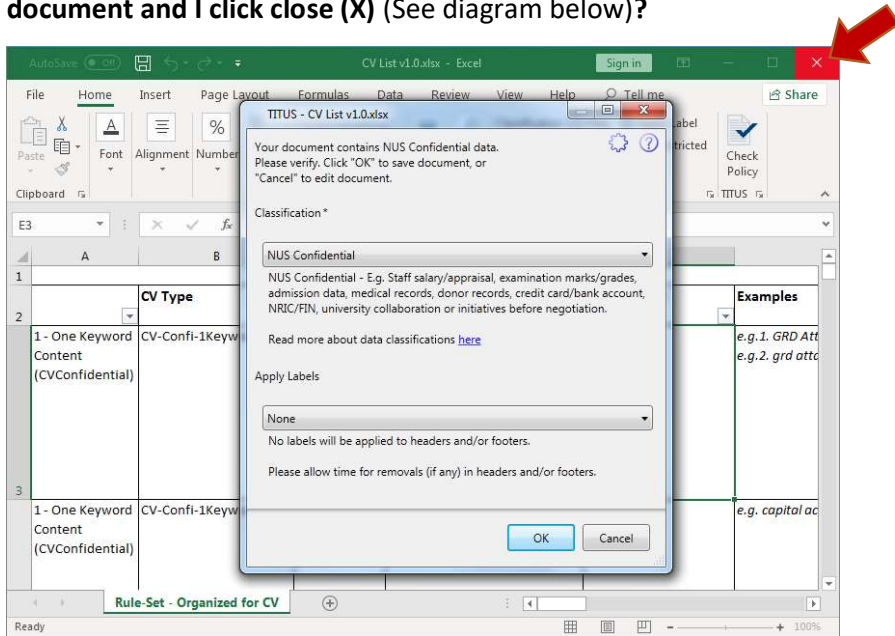
13. **How will the Data Classification Tool classify my email when I encrypt an Outlook email message with NUS Encrypt Email feature?**
   (https://nusit.nus.edu.sg/its/resources/encrypt-email-withwithout-attachments)
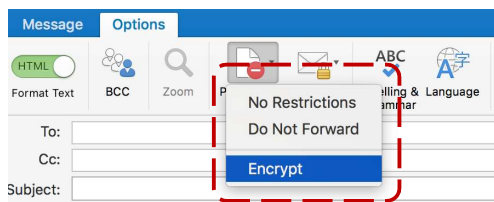
   The Data Classification Tool will automatically label any email messages, where "Encrypt" is selected in the Permission section in the Options tab, as "NUS Confidential". However, if you have manually selected another NUS classification, we will respect that classification.

14. **Why does the Data Classification Tool prompt when I did not make changes to the document and I click close (X)** (See diagram below)**?**

This most typically happens with Microsoft Excel documents. Microsoft Excel recognizes actions like *double-clicking an empty cell* *as a change* and will prompt users on whether they want to save the change. The data classification tool rides on this save action and prompts users to classify the document as well.

15. **I've noticed that documents get classified in the ribbon after I print a document** (See diagram below)**. Why is this so?**
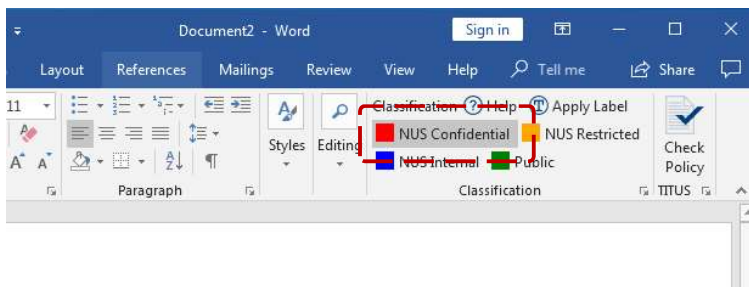

If your document has not been classified by the data classification tool before a print, the tool requires the document to be classified before being printed.

The Data Classification Tool will automatically classify the document for you. This is based on a defined list of "NUS Confidential" keywords.

16. Will my documents be automatically labelled when I print them out?

No. Your documents will not be automatically labelled when you print them out. However, if you wish to label the document using the data classification tool before printing, you can click on the Apply Label button in the Ribbon.
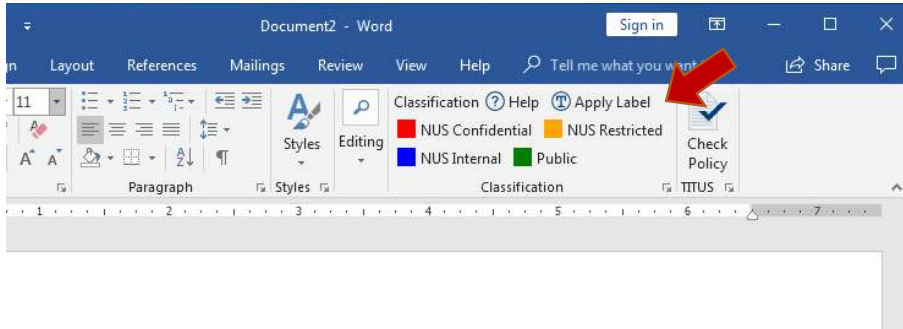

17. I've noticed that the classification label in my email message is different from the selection in the ribbon (See diagram below). Why is this so?
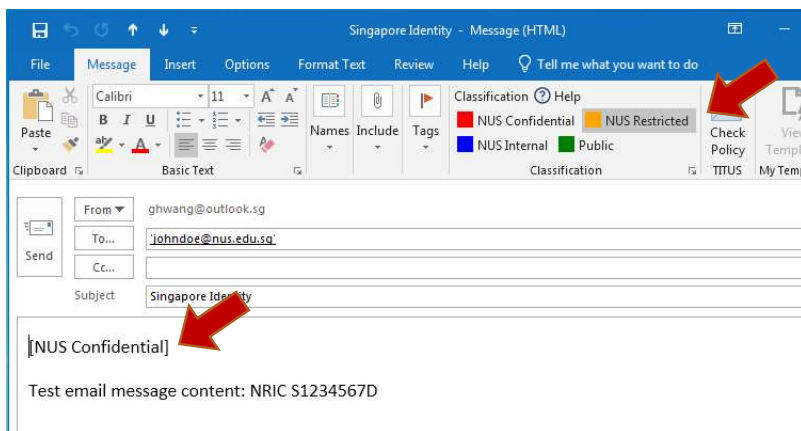
This typically occurs when you make edits after clicking Send in your email message. For example you click another classification in the ribbon, or manually change the classification (e.g. [NUS Confidential] in the email message body. In such cases, please ensure that changes are made to *both the ribbon classification and label* in the message body before sending the email.

Note that editing is only available if you have enable delayed sending of email messages, which will result in email messages to stay in the Outlook Outbox for a period of time before the message is sent.

18. I've noticed a red bar at the bottom of my Word, Excel, PowerPoint or Outlook application (See diagram below)**. How do I resolve this?**
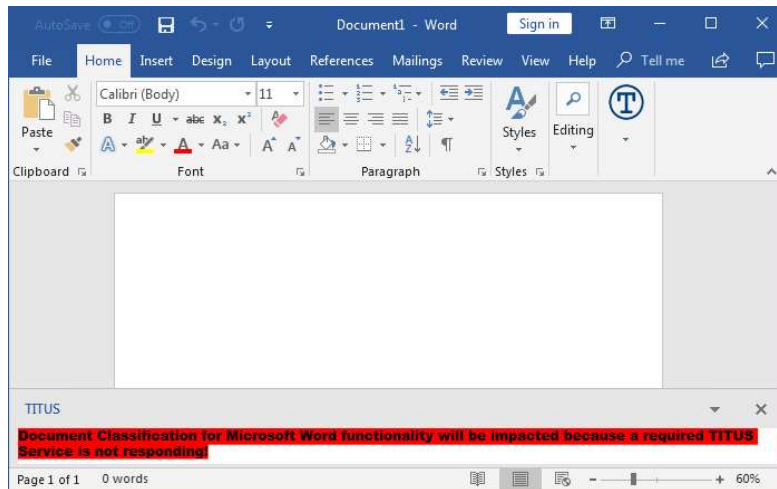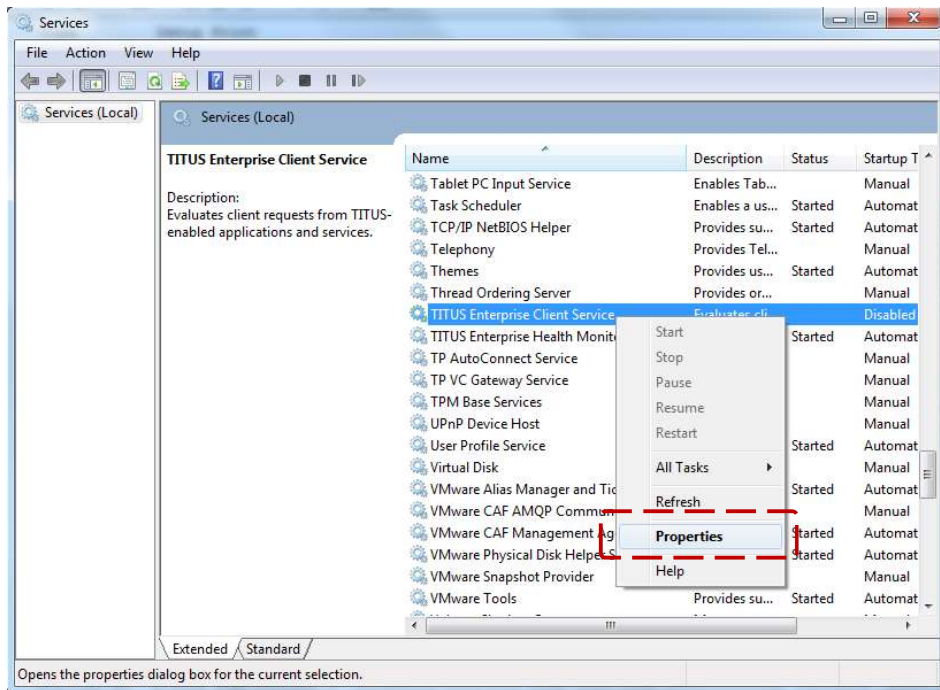

The red bar occurs when the Data Classification Tool did not successfully start in Windows. To ensure that the Data Classification Tool successfully starts, please follow the steps below:
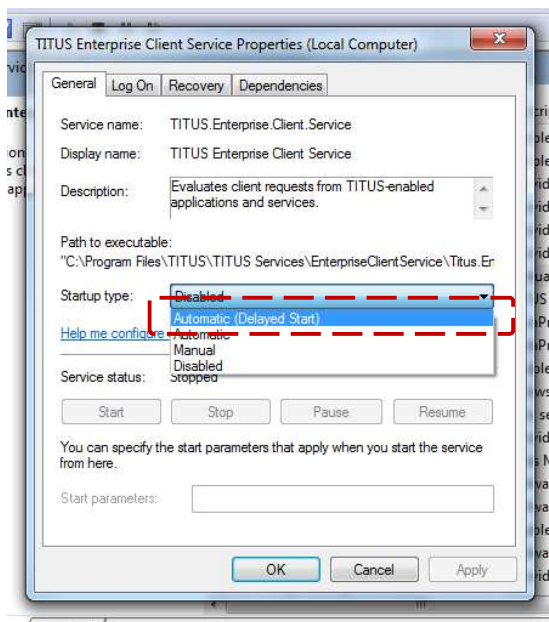
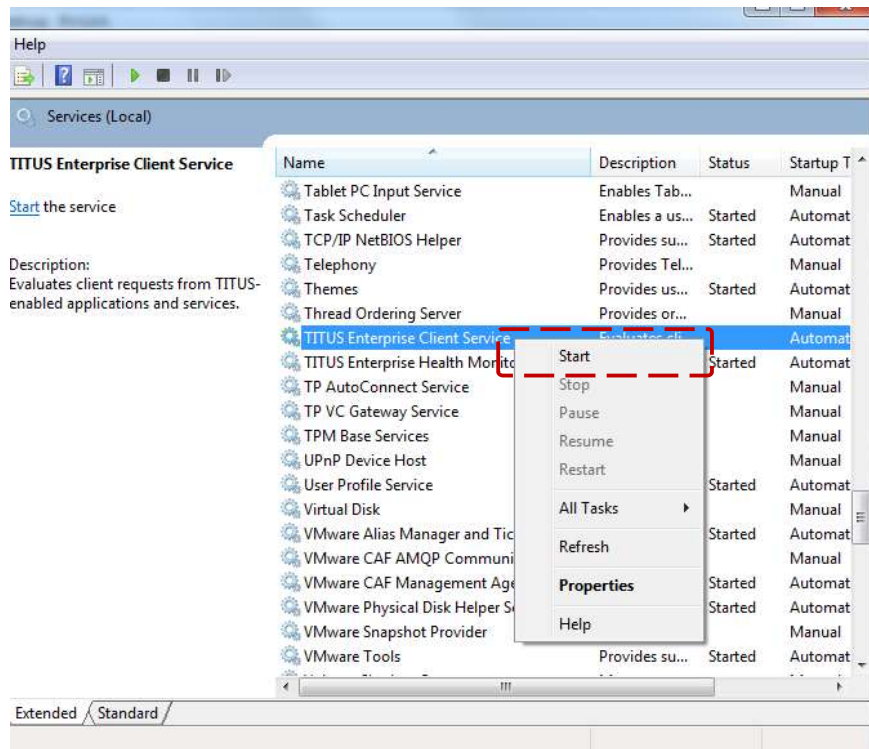1. Type 'services' in the search bar in Windows. Click on Services.
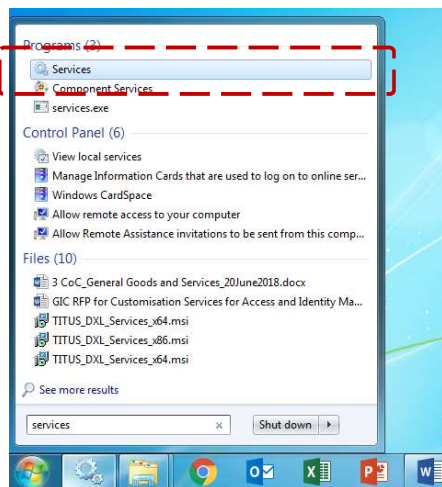
2. Find Titus Enterprise Client Service, right-click the Service and click Properties

3. Select Automatic (Delayed Start), and click OK

4. Right-click Titus Enterprise Client Service, and click Start.

19. What if I have further feedback or queries?

Contact itcare@nus.eud.sg and cceits@nus.edu.sg should you have any query, feedback or issue when using the data classification tool.