Your Help Desk contact calls to request your password in order to reset your account. Is it ok to give him/her your password?

No. Social engineering is a hacker's clever manipulation of the natural human tendency to trust. They may impersonate a senior manager or claim to be from the information security systems office to obtain sensitive information. The hacker's goal is to obtain information that will allow him/her to gain unauthorized access to a valued system and the information that resides on that system. Social Engineering is the weakest link in the security chain. When someone asks you to violate policy or procedure, hold firm and don't be afraid to say "No."

Tips:

Never give out your password.

A social engineering attempt is a serious security incident. If you encounter a social engineer, take note of as many details as possible (i.e. the phone number from the caller ID, background noise, the time and the conversation). At the conclusion of the incident, immediately contact your Information Security Officer.