

Augsburg University User Account Policy

I. Overview/Purpose

This policy defines the purpose, eligibility, and processes for the request and creation of user and resource accounts.

II. Scope

The Department of Information Technology is responsible for the creation and maintenance of all user and resource accounts for all centrally maintained server systems, including, but not limited to email, networked storage, and administrative systems.

III. Definitions

AugNet Account - This account allows faculty, staff, and students to access Augsburg technology resources. Each AugNet account includes an Augsburg e-mail address and file storage space (including a web site). AugNet accounts also provide access to the online campus directory, the course management system, and campus computers.

Special Access Accounts - These accounts provide access to specific computer systems, including applications such as Agresso, Raiser's Edge, Recruitment Plus, PowerFAIDS, and others.

Resource Accounts - These are e-mail only or calendar only accounts. They do not permit access to any other systems.

Generic Accounts - A generic account is an account intended for shared use. They are PROHIBITED and the Department of Information Technology will not create them.

IV. Eligibility

All faculty and staff are entitled to AugNet accounts during the term of their employment. Faculty Emeriti may keep their account indefinitely.

University departments and official student organizations may request e-mail resource accounts through their designated Liaison for Computing.

All currently registered students are entitled to an AugNet account.

All faculty, staff, and students are required to adhere to the *Policy on the Use of Computing Resources* and its accompanying *Computing Resources Usage Guidelines*.

V. Process

AugNet accounts for Faculty and Staff are created by the Department of Information Technology when a new hire notification is received from the Department of Human Resources. The following information is required to create an account: full name, Augsburg ID number, title, and department. Termination of existing accounts is covered in the *Faculty and Staff Account Deletion Policy*.

Resource accounts for departments and student organizations are created upon the request of an authorized representative of the department or organization.

AugNet accounts for students are created automatically by the Department of Information Technology on a weekly basis. Registration for courses is a pre-requisite for obtaining an AugNet account for any student who does not already have an account. In certain instances, student accounts may be created prior to matriculation. Students who subsequently fail to enroll at the university will have their accounts removed. Termination of existing accounts is covered in the *Student Account Deletion Policy*.

Special Access Accounts are created upon the request of an authorized representative for the specified system. Access will only be granted as-needed and rights are restricted according to job requirements.

Information Technology staff must change user passwords, with permission, if account access is required for troubleshooting purposes. Faculty, staff, and students will not be asked for and should not provide their existing password to Information Technology staff.

VI. Rights Assignment and Review

Default rights given to AugNet accounts include read/write access to individual network storage and, in the case of faculty and staff, their respective shared department folder. Only IT staff may change account rights or account information, other than passwords.

An account rights review is required when a faculty or staff member changes position, job responsibilities, or department.

An account rights review is also required if a student becomes a staff or faculty member or when a student staff member terminates employment with the university.

Changes to existing rights are made upon request by authorized personnel only. All requests for changes to account rights are submitted to the assigned Liaison for Computing. Liaisons for Computing are able to make changes to AugNet accounts only. All requests for changes to special access rights are forwarded to either the System Administration Team or Administrative Information System team, where the designated individual will assess the rights request and change rights as is necessary.

VII. Responsibility

The Director of Information Technology Systems and the Director of Information Technology services shall delegate members of the IT department to create and manage accounts. The delegated persons are responsible for the timely creation and deletion of accounts and the maintenance of accurate directory information.

VIII. Exceptions

Decisions on exceptions will be made by the CIO or designate.

Revision History

Revision	Change	Date
1.0	Original Version	5/15/2008
1.1	Revision history section added	5/25/2009
1.2	IT password reset wording changed	1/21/2011
1.3	Language updates	5/2/2019