



# Account Creation Policy TEC 3.0

## Office of Information Technology

Institutional Type: Operational

Applies to: Faculty, staff, students, student workers, guests, vendors, senior citizens taking classes and general/departmental network/email accounts. This also applies to accounts created for system login use and access.

### POLICY DATES

Issued: 9/1/1993  
Revised Last: 3/6/2020  
Edited by: Tina Stuchell  
Reviewed: March 2020

This policy guides the creation of network, email and system accounts. All users of the appropriate accounts must use the accounts only for academic and work-related business and must follow all policies in their use of the accounts such as the Technology Acceptable Use Policy, etc.

### Definitions

Term	Definition
Email Account	Email account and email address. All Mount Union email addresses take the following format: <a href="mailto:XXXXXXXX@mountunion.edu">XXXXXXXX@mountunion.edu</a> . where XXXXXXXX is the first six characters of last name, first initial and middle initial when available. When not available a similar format is selected. The exception to this format is for student accounts. Student accounts are comprised of first six characters of last name, first initial, middle initial and anticipated grad year. Example xxxxxxxx2023@mountunion.edu
Network Account	Login account that gives access to network resources.
System Account	Login account that gives access to various campus academic, administrative and server systems.
Username	This is comprised of six characters of last name, first initial, middle initial. For students it will also comprise of anticipated grad year. Display name within PowerCampus is what is pulled from to determine username. All Active Directory (AD) accounts must contain an ID number, so the account can tie back to ERP system/legal name for user.

### Policy Details

Please note the creation of accounts including network, email, Self-Service, Learning Management System, Administrative Systems, etc. requires several steps and can take 24-48 hours for all access to systems to be granted.

#### I. Network Accounts

##### A. Faculty/Staff Accounts

Accounts naming conventions are comprised of the first six characters of last name, first initial and middle initial when available. When not available a similar format is selected. Accounts are created when hired. Accounts are kept active as long as employed with the University of Mount Union.

Faculty and staff accounts permission also include appropriate server file space comprised of departmental and personal file space.

Account user packet which contains account name and password is not distributed to the employee until first day of employment.

Network and email accounts will use the same name. (i.e. User John J. Doe, will have user name doejj and email address of [doejj@mountunion.edu](mailto:doejj@mountunion.edu).) In cases of name changes, username and email address must remain the same.

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Accounts are only active while an employee or a retiree. The Office of Information Technology is notified of terminations, resignations and retirees by Human Resources or running appropriate reports on a regular basis from ERP system.

Employee accounts can only be extended after terminations and resignations if approval is granted by area VP, area Assistant/Associate VP or Director of HR. If access is granted for another employee to manage the account for a duration, the typical time frame that should be granted is 30 days. If additional time is needed to manage the account, the area VP, area Assistant/Associate VP or Director of HR must grant approval of the additional time and give a date for the deadline, which should not exceed 3-6 months unless there are special circumstances. If there are special circumstances, then the area VP and Director of HR must both approve this request.

#### B. Student Accounts

##### 1. Undergrad

Accounts naming conventions are comprised of the first six characters of last name, first initial, middle initial and entry year (example stuchetm2020 – Current entry year). When middle initial is not available a similar format is selected such as second initial of first name. Accounts are created when students are accepted and are kept active while enrolled at the University of Mount Union. Please note student accounts created between 2014 and 2020 used naming conventions of ending with anticipated grad year. Beginning in Fall of 2020 entry year is added, instead of anticipated grad year. Also accepted students receive accounts beginning Fall 2020, prior to Fall 2020 students who paid their deposits received accounts.

##### 2. Graduate

###### a. PA, M. ED

Accounts naming conventions are comprised of the first six characters of last name, first initial, middle initial and entry year. (example stuchetm2018 – Current entry year). When middle initial is not available a similar format is selected such as second initial of first name. Accounts are created when students become accepted and are kept active while enrolled at the University of Mount Union. If students do not become paid/registered students, their accounts are disabled. Please note student accounts created between 2014 and 2020 had used naming conventions ending with anticipated grad year. Beginning in Fall of 2020 entry year is used, instead of anticipated grad year (+2 for PA and M.ED programs). Also accepted students receive accounts beginning Fall 2020, prior to Fall 2020 students who paid their deposits received accounts.

###### b. DPT

Accounts naming conventions are comprised of the first six characters of last name, first initial, middle initial and entry year (example stuchetm2019 – Current entry year). When middle initial is not available a similar format is selected such as second initial of first name. Accounts are created when students are accepted and are kept active while enrolled at the University of Mount Union. If students do not become paid/registered students, their accounts are disabled. Please note student accounts created between 2014 and 2020 had used naming conventions ending with anticipated grad year. Beginning in Fall of 2020 entry year was used, instead of anticipated grad year (+3 for DPT programs). Also accepted students received accounts beginning Fall 2020, prior to Fall 2020 students who paid their deposits received accounts.

NOTE: Please note the additional rules related to student accounts:

- Students who graduate can keep their email account for “life” in the “cloud”. This rule began in 2014 and is only for those who graduated from that year forward.
- Non-returning students (for any reason) their accounts are disabled/deleted following their last semester of attendance. The exception to this rule is only possible if a VP or Associate/Assistant VP gives permission to extend the account. (Example maybe in case of illness, medical reasons or incomplete).

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- Students who are enrolled in undergrad program, then graduate and immediately goes onto enroll in a master/doctorate work will retain their undergraduate account.

C. Departmental/Office Accounts

These accounts are only created by request of the head of the department/office. These accounts are requested in writing by submitting the appropriate paperwork with appropriate signatures. These are general accounts, example = IT, and are overseen by the head of the department/office.

D. Board of Trustee Accounts

Generic account(s) are maintained for the board of trustee members for appropriate business purpose. Some individual accounts are created for board members for committee work.

E. Vendor Accounts

Vendor account(s) are only created and maintained for the official use to conduct appropriate project work and are maintained for a short period of time.

F. Senior Citizen Accounts

Senior citizens (as defined by our registrar's office) who take courses at Mount Union for non-credit are provided an account in order to perform course work. These accounts are available only when enrolled in courses and use the same formatting rules as students.

G. Guest Accounts

Guest network accounts are only created by request in writing by the appropriate department/office head. Generally, are for short period of times and turned on/off only for specified periods of time. General Library guest accounts passwords are maintained by the library staff.

H. Interns

Intern network accounts are only created upon request of department/office head for a specific period of time by filling out the appropriate paperwork with appropriate signatures.

I. Parent Accounts

Parent network accounts are only created for the use within Self-Service for access to Shared Access functionality. These accounts are generated systematically.

j. Admin/High level Accounts

Within the Office of Information Technology there are various employees who have responsibilities that need administrative network privileges. Those who do, have separate administrative accounts created for such access. The members include Director of IT for Security, network employees, Director of IT for Operations and CIO. These accounts are never reused even after an employee leaves the institution.

Those employees who hold the following positions hold high-level network accounts that will never be reused (this assists with our GLBA and security compliancy efforts):

- Board of Trustee
- President
- Vice President
- Associate and Assistant Vice President
- Provost
- Dean
- Controller
- Administrative Analysts and Manager of Administrative Systems
- Chief Information Officer
- Director of IT for Security
- Director of IT for Operations
- Director of Financial Aid

## II. Email Accounts (@mountunion.edu)

### A. Faculty/Staff Accounts

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Accounts naming conventions are comprised of the first six characters of last name, first initial and middle initial when available. When not available a similar format is selected. Accounts are created when hired. Accounts are kept active as long as employed with the University of Mount Union. The format for email is as follows: [xxxxxxx@mountunion.edu](mailto:xxxxxxx@mountunion.edu).

Email account and password is distributed in the employee user packet and is distributed on the first day of employment.

NOTE: Please note the additional roles pertaining to employee accounts

- If an alumnus (with a mount union account – so graduate after 2014) & becomes an employee a new mount union account is created for their employment.
- There are times an employee will take courses, in those cases no new student account will be created, they will make use of current employee account.
- In rare occasions when an employee takes classes and then terminates employment, but stays on as a student the student/past employee will be allowed to maintain their employee account and use for student work provided they left the institution as an employee in good standing, the time frame for the additional account use is a short period and the employee account is not needed for supervisor. A short period is defined as 1-2 semesters remaining. In all other cases, the employee account will be terminated, and a new student account will be created for student course work.

#### B. Student Accounts

##### 1. **Undergrad**

Accounts naming conventions are comprised of the first six characters of last name, first initial, middle initial and entry year (example stuchetm2020 – Current entry year = 2020 resulting in stuchetm2020@mountunion.edu). When middle initial is not available a similar format is selected such as second initial of first name. Accounts are created when students are accepted and are kept active while enrolled at the University of Mount Union. Please note student email accounts created between 2014 and 2020 used naming conventions of ending with anticipated grad year. Beginning in Fall of 2020 entry year is added, instead of anticipated grad year. Also accepted students receive accounts beginning Fall 2020, prior to Fall 2020 students who paid their deposits received accounts.

##### 2. **Graduate**

###### a. PA, M.ED

Accounts naming conventions are comprised of the first six characters of last name, first initial, middle initial and entry year (example stuchetm2018 – Current entry year 2018 resulting in stuchetm2018@mountunion.edu). When middle initial is not available a similar format is selected such as second initial of first name. Accounts are created when students are accepted and are kept active while enrolled at the University of Mount Union. If students do not become paid/registered students, their accounts are disabled. Please note student accounts created between 2014 and 2020 had used naming conventions ending with anticipated grad year. Beginning in Fall of 2020 entry year is used, instead of anticipated grad year (+2 for PA and M.ED programs). Also accepted students began receiving accounts beginning Fall 2020, prior to Fall 2020 students who paid their deposits received accounts.

###### b. DPT

Accounts naming conventions are comprised of the first six characters of last name, first initial, middle initial and an entry year (example stuchetm2019 – Current entry year 2019 resulting in stuchetm2019@mountunion.edu). When middle initial is not available a similar format is selected such as second initial of first name. Accounts are created when students pay their deposits and are kept active while enrolled at the University of Mount Union. If students do not become paid/registered students, their accounts are disabled. Please note student accounts created

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NOTE: Please note the additional rules related to student accounts

- Students who graduate can keep their email account for “life” in the “cloud”. This rule began in 2014 and is only for those who graduated from that year forward.
- Non-returning students - their accounts are disabled/deleted following their last semester of attendance. The exception to this rule is granted only if a VP gives permission to extend the account. (Example maybe in case of illness or medical reasons).
- If an alumnus (with a mount union account – so graduate after 2014) & becomes a graduate student, no new account is created, uses their alumni account.
- If an alumnus (with a mount union account – so graduate after 2014) & becomes an employee (given a new account for job/position) and then becomes a grad student they should use their employee account for graduate work (this is so they do not have two accounts showing up in global address book) Note – Alumni email address do not show up in global address book.
- There are times an employee will take courses, in those cases no new student account will be created, they will make use of current employee account.
- In rare occasions when an employee takes classes and then terminates employment, but stays on as a student the student/past employee will be allowed to maintain their employee account and use for student work provided they left the institution as an employee in good standing, the time frame for the additional account use is a short period and the employee account is not needed for supervisor. A short period is defined as 1-2 semesters remaining. In all other cases, the employee account will be terminated, and a new student account will be created for student course work.

C. Departmental Accounts

These accounts are only created by request of the head of the department/office. These accounts are requested in writing by submitting the appropriate paperwork with appropriate signatures.

D. Board of Trustee Accounts

Email accounts are not created for Board of Trustees. (Network account only)

E. Vendor Accounts

Mount Union email accounts to be used by vendors are not created.

F. Senior Citizen Accounts

Senior citizens (as defined by our registrar’s office) who take courses at Mount Union for non-credit are provided an account in order to perform course work. These accounts are available only when enrolled in courses and use the same formatting rules as students.

G. Guest Accounts

Guest email accounts are not generally created.

NOTE: To assist in some cases pertaining to account (this is stated above in paragraph form).

- If undergrad
  - Get account
  - If Graduates – Keep Acct for “life” (Since 2014)
- If Mount Union Alumnus with Acct for “life” & becomes employee
  - New Account is created for employment. Their Alumnus account is still kept for their personal use.
- If Mount Union Alumnus with Acct for “life” & becomes a UMU Graduate Student
  - No new account is created, use Alumnus Acct
- If Alumnus with Acct for “life” & becomes a UMU Employee & then attends graduate school

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- New Account is created for employment and uses this account for graduate school
- If Employee and then becomes student, employee account is used for both work and school, no new student account is created.
- If Employee, then becomes student, then terminates employment but continues on as a student (these are rare occasions), will be permitted to keep use of employee account until graduation if in good standings and within 1-2 semesters of completion and past employee account is not needed by supervisor. In all other occasions a new student account will be created.

### III. System Accounts

#### A. Faculty/Staff Accounts

Accounts are created to give login access to various systems. These include systems that are used for both administrative and academic uses. These accounts are only created with the completion of the appropriate forms along with the appropriate signatures.

The accounts are only active as long as the faculty or staff are employed at the university.

#### B. Student Worker Accounts

Accounts are created for student workers (students who are employed for campus employment within an office or department). These accounts are only created upon written request with the appropriate signature and are overseen by the head of the department or office.

#### C. Vendor Accounts

When appropriate vendor accounts are created for a limited time to be used for supporting, maintenance and troubleshooting of a specific system. These accounts are overseen by The Office of Information Technology for those systems accounts managed by The Office of Information Technology.

#### D. Administrator Accounts

These accounts are used for support of the appropriate systems. Overseen by a select few within the Office of Information Technology. Are kept at the highest security. Default system passwords are always changed and maintained within the Office of Information Technology for those systems overseen by IT. These accounts are not ever reused after the employee retires or leaves the institution.

## PROCEDURE

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Procedures are in place around the creation of accounts within The Office of Information Technology. They are as follows:

- IV. New Admin System Account Procedure
  - A. For employee's system access
- V. New College Credit Plus Student Account Procedure
  - A. For College Credit Plus Students (Early Admits & Dual Credit)
- VI. New Faculty, Staff & Intern Account Procedure
  - A. For employee's network/email access
- VII. New General Account Procedures
  - A. For general accounts such as departmental or organizational network/email access
- VIII. New Guest Account Procedures
  - A. For guest accounts (library guests, camp guests, etc.)
- IX. New Graduate Student Account Procedures
  - A. For graduate students
- X. New Individual Bright Space Account Procedures
  - A. For faculty/staff/student access for LMS
- XI. New Re-Admit & Senior Citizen Student Account Procedures
  - A. For students readmitted & students who are senior citizens
- XII. New Student Accounts Procedures
  - A. For undergrad student network and email accounts.

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#### Responsibilities

Position or Office	Responsibilities
Office of Information Technology (Administrative Services & Technical Services)	Creation of accounts for faculty, staff, students, departments, etc.

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#### Contacts

Subject	Office	Telephone	E-mail/URL
	Office of Information Technology	330.823.2854	<a href="mailto:IT@mountunion.edu">IT@mountunion.edu</a>

#### History

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Rules associated with creation of accounts have been in place since 1993. They have been maintained on IT internal web pages through the years and placed into this written policy in 2016.

#### FUTURE CHANGES:

All changes must be listed sequentially, including edits and reviews. Note when the policy name or number changes.

Issued: 9/1/1993

Revised: 3/6/2020

Edited:

Reviewed: March 6 2020