



Passwords and Voice-Mail Pass Code Reset Policy

Applies To:	All	Policy Number:	ITS-0021
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Policy

ITS holds at the highest level the confidentiality and respect for every password assigned to every user. Users who forget their password or require it to be reset must report to the Helpdesk in Fisher 230 and produce their University identification card to have the password reset on the spot.

Students or employees without a valid University identification card are encouraged to obtain a new one from the Student Life Office.

In the event the student is unable to come to campus, on request, the password information may be sent to the address of record in the Registrar's office.

Employees who require their voice-mail pass code reset, must submit an online ticket into the University Helpdesk system. The request will be verified for authenticity and the new pass code will be sent to the e-mail account of the requestor.

Supervisors may request to have an employee's password or voice-mail pass code reset.