

Title: Computer Resource Account Management Guidelines
Effective Date: July 1st, 2004
Last Updated Date: September 30, 2011
Issuing Authority: Vice President, Computer and Financial Services & CIO

These Guidelines specify (1) the kinds of computer resources available at Temple University when assigned an AccessNet account and who has access to these computer resources; (2) exceptions to access to these resources; (3) when cessation of access to computer resources occurs; (4) e-mail/ file retention and recovery, disk quota allocations, password management and policy adherence; and (5) contact information.

Any exceptions to these guidelines must be approved by the Chief Information Security Officer.

Section 1: This section provides a non-exhaustive list of the centrally managed computer resources at Temple University.

	Applicant/ Prospect	Student	Employee	Alum	Guest	Retiree	Emeritus
TUportal	✓	✓	✓	✓	✓	✓	✓
Blackboard	✗	✓	✓	✓	✓	✓	✓
TUmail	✗	✓	✓	✓	Requires Approval	✓	✓
Computer Lab Access	✗	✓	✓	✓	✗	✗	✓
Remote Library Database Access	✗	✓	✓	✗	Limited	✗	✓
Help Desk Support	Limited	✓	✓	Limited	Limited	Limited	Limited
Site Licensed Software Downloads	✗	✓	✓	✗	✗	✗	✗
Diamond Dollars	✗	✓	✓	TBD	TBD	TBD	TBD
Research Account Access (e.g. Euler/Pascal)	✗	By Request	By Request	✗	✗	✗	By Request
Personal user web and file space (Astro)	✗	✓	✓	✓	✓	✓	✓
Wireless access to Temple's network	✗	✓	✓	✓	✓	✓	✓
Off-campus Access to Temple's restricted resources (e.g. VPN access)	✗	Requires Approval	✓	✗	✗	✗	✗
Google Apps	✗	✓	✓	✓	Requires Approval	✓	✓
Federal Perkins Electronic Promissory Note	✗	✓	✗	✗	✗	✗	✗

	Applicant/ Prospect	Student	Employee	Alum	Guest	Retiree	Emeritus
Degree Audit Reviewing System(DARS)*	✗	✓	✗	✗	✗	✗	✗
MyHousing	✗	✓	✗	✗	✗	✗	✗
Voicemail box	✗	✗	✓	✗	By Request	✗	By Request
Kronos Swipe Access	✗	✗	✓	✗	✗	✗	✗
Banner SSB	✗	✓	✓	✗	✗	✗	✗
Banner INB	✗	✗	Requires Approval	✗	✗	✗	✗
Cognos	✗	✗	Requires Approval	✗	✗	✗	
TUmarketplace	✗	✗	Requires Approval	✗	✗	✗	✗
RACF/Administrative mainframe and other system access	✗	✗	Requires Approval	✗	✗	✗	✗
OWLlink	✗	✗	Requires Approval	✗	✗	✗	✗
Kronos Time Keeper Access	✗	✗	Requires Approval	✗	✗	✗	✗
iGreentree Applicant Tracking	✗	✗	Requires Approval	✗	✗	✗	✗
Feith/ Xtender Document Imaging	✗	✗	Requires Approval	✗	✗	✗	✗
Advising Database	✗	✗	Requires Approval	✗	✗	✗	✗
Listserv List Ownership	✗	By Request	By Request	By Request	✗	✗	By Request
Departmental/University Web site Ownership (e.g. www.temple.edu)	✗	Requires Approval	Requires Approval	✗	✗	✗	✗
Report2Web	✗	✗	Requires Approval	✗	✗	✗	✗

Section 2: This section defines general exceptions

Application Access

The functionality of the application varies based on your role.

Student Exceptions

Students who still require system access but are not currently registered (e.g. Students working on an incomplete course, students on active military duty, etc.) require advanced written authorization granted by Advisor or Dean's office. This authorization must be requested by the Advisor or Dean's office representative using <http://tuhelp.temple.edu>.

Guest Access Accounts

"Guests" are defined as those individuals who are not current Temple University employees, faculty, or students. Guests can include, but are not limited to employees of Temple University Health System, visiting faculty, visiting scholars, contractors, vendors, volunteers, volunteer faculty who are not considered "faculty of record," temporary agency employees, and summer program participants.

Any full-time Temple University employee can request that a guest be granted access to Temple resources in order to conduct official university business. To make this request, the employee (*or sponsor*) logs in to [TUportal](#) and clicks **Guest Access Request System** under TUApplications on the left.

All requests are subject to approval by a Temple administrator with Level 1 or Level 2 signature authority. When the request is approved or denied, an e-mail notification is sent to both the sponsor and guest.

For more information about guest access to Temple resources, see the [Granting Systems Access and Guest Card to Guests](#) policy.

Building Swipe Access

Building Swipe access is based on approval and completion of the required building Access Card forms located at <http://forms.temple.edu>.

Wireless Internet Access Only

Guests who only require access to the wireless network and do not require an AccessNet account, can be granted access if the following requirements are met:

- Must be sponsored by a current Temple University student or employee
- Requires an expiration date for a period of one to seven days

This request must be submitted by the sponsor using <http://tuhelp.temple.edu>.

Guests who require access to the wireless network for more than seven days will need to obtain a Guest Access account, as described previously.

Section 3: This section defines when cessation of access to computer resources will occur.

In general, computer resource access remains open as long as a student is registered for the current or for a future semester or if an employee remains on the payroll and has not violated university policy resulting in a suspension of privileges. Guest access cessation is typically defined at time of issuance and may be terminated earlier or extended depending upon need.

Changes in one's status will impact access as follows:

- Accepted or newly-admitted students who fail to register before the second week of semester will lose access to their AccessNet account until they register.
- Matriculated/ Non-matriculated students who fail to register for the next semester will lose access to their AccessNet account as follows:
 - If a student's last semester attended is Fall, Summer Session I or II, their AccessNet account will expire approximately 90 days from the end of the last semester attended.
 - If a student's last semester attended is Spring, they will receive notification during the Fall semester that they will lose access to their AccessNet account within 30 days if they fail to register or take appropriate measures for official leave of absence.
- An individual who is terminated loses access to restricted Temple resources effective immediately upon their termination, unless Human Resources or the individual's VP/Dean/Provost has requested otherwise. If the individual is a student, their access to student related resources remain.
- Individuals awarded "Professor Emeritus" status will automatically retain their AccessNet account until they no longer appear in our HR system.
- Retirees can retain their e-mail access.

- Employees who change departments within the university will have their privileges to computing resources appropriately updated. Current access to resources based on job duties, will be suspended. The new supervisor is responsible for requesting new access based on job requirements for the transferred employee.
- If a student graduates and within 90 days of the last semester attended, becomes an employee of the university, they automatically retain their AccessNet account.
- If a student graduates and then registers for a course during the next semester, they automatically retain their account.
- Alumni who do not register for a credited course have the option of retaining their AccessNet account through the Alumni Office. For details, go to www.myowlspace.com.

Section 4: This section defines file retention and recovery, disk quota allocations, password management and policy adherence.

E-mail and File Recovery

Generally, deleted e-mail cannot be recovered. If you have accidentally deleted your e-mail, contact the Computer Services Help Desk. A best effort will be made to recover it if the email is housed on a server maintained by the University; however, Computer Services cannot guarantee its recovery. The University is not responsible for providing email retention or email recovery of @temple.edu email accounts which are hosted or maintained by a third party vendor or vendors. Anyone using university systems is strongly encouraged to maintain their own backup of important email and documents.

E-mail and File Quota Allocations

- Students are automatically assigned a storage quota as designated by the third party email vendor or vendors.
- Employees are automatically assigned a storage quota as designated by the University.
- E-mail sent to an account that is out of quota will bounce back to the sender.

Faculty and Staff who require additional space need to specify the intended purpose of the additional space. Requests for additional space must be approved by Computer Services via <http://tuhelp.temple.edu> web site.

Password Management

For security reasons, Computer Services requires:

- AccessNet passwords must be changed every 6 months at a minimum.
- Passwords must conform to the password strength rules defined on the TUsecure website at <http://accounts.temple.edu>
- Accounts and Passwords must not be shared.

For more information on password management, go to <http://accounts.temple.edu>

Policies

All users of the Computing Resources automatically agree to adhere to all Computer Resources policies which can be found at www.temple.edu/cs/policies.

Listserv lists must be owned by an @temple.edu address for accountability purposes or will be removed.

Section 5: This section provides contact information.

Inquiries can be sent via the TUhelp web site at <http://tuhelp.temple.edu>, by e-mail to help@temple.edu, or by phone to the Computer Services Help Desk at (215)-204-8000.