

Title: Computer Resource Access and Revocation Guidelines
Effective Date: July 1, 2004
Review Date: December 10, 2008
Issuing Authority: Vice President, Computer and Financial Services & CIO

Guidelines

These Guidelines specify (1) the kinds of computer resources available at Temple University, (2) who has access to these computer resources, (3) when cessation of access to computer resources occurs, (4) 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 a Computer Services Director.

Section 1: This section defines the kinds of computer resources available at Temple.

- | | |
|-----------------------------------|---|
| ✓ TUportal | ✓ Listserv List Ownership |
| ✓ Blackboard | ✓ Building swipe card access |
| ✓ TUmial | ✓ Direct access to Temple's network |
| ✓ OWLnet | ✓ Wireless access to Temple's network |
| ✓ Computer lab access | ✓ VPN access |
| ✓ Remote library database access | ✓ RACF/Administrative mainframe and other system access |
| ✓ Help Desk support | ✓ Voicemail box |
| ✓ Site license software downloads | ✓ MyBackpack |
| ✓ Diamond Dollars | ✓ MyHousing |
| ✓ Euler/Astro Unix account access | |
| ✓ www.temple.edu access | |

Section 2: This section specifies who has access to computer resources at Temple and which of the above resources are available to them.

Student Populations

Enrolled students

- ✓ Admitted undergraduate students
- ✓ Registered matriculated and non-matriculated undergraduate students
- ✓ Admitted graduate students
- ✓ Registered matriculated and non-matriculated graduate students
- ✓ Professional students (Law, Medicine, Podiatry)

This group has access to:

- ✓ TUportal
- ✓ Blackboard
- ✓ TUmial
- ✓ OWLnet
- ✓ Computer lab access
- ✓ Remote library database access
- ✓ Help Desk support
- ✓ Site license software downloads (when applicable)
- ✓ Diamond Dollars
- ✓ MyBackpack
- ✓ MyHousing
- ✓ Unix account access (Astro)
- ✓ Euler research account (graduate and professional students)
- ✓ Listserv list ownership
- ✓ Perkins Promissory Note Acceptance
- ✓ Direct access to Temple's network
- ✓ Wireless access to Temple's Network

Students not currently registered in ISIS

- ✓ Medical students not currently registered but located at remote Temple Hospital affiliated locations such as in Western Pennsylvania completing rotations
- ✓ Students who are working on an incomplete and are not currently registered
- ✓ Students who are on an approved leave of absence
- ✓ Students who are studying abroad

This group requires advanced written authorization granted by Advisor or Dean's office. Access is limited to one or more of these resources:

- ✓ TUportal
- ✓ Blackboard
- ✓ TUmial
- ✓ OWLnet
- ✓ Remote library database access
- ✓ Help Desk support
- ✓ MyBackpack

Potential students

- ✓ Current undergraduate student applicants
- ✓ Currently accepted undergraduate students (accepted students who have not yet paid deposit)
- ✓ Current graduate student applicants

This group has access restricted to:

- ✓ TUportal
- ✓ Blackboard
- ✓ OWLnet

Non-credit students**Prior to receiving access to Temple resources, a Cognizant Chair/Director, Dean, Provost, or Vice President must submit advanced written authorization for this group to the tuhelp.temple.edu web site. Access is limited to one or more of these resources:**

- ✓ TUportal
- ✓ Blackboard
- ✓ TUmial
- ✓ Computer lab access
- ✓ Help Desk support

Employees

- ✓ Current full-time University employees (*Definition of current: anyone still listed as active in HR and paid within the past 90 days.*)
- ✓ Full-time employees with leave status
- ✓ Part-time employees
- ✓ Board of Trustee members/Chancellors
- ✓ Employees who are not currently on the payroll, but require an account in advance of their pending employment.
- ✓ Adjunct faculty who teach every fall or every spring, but fall out of the payroll for the time between the semesters they teach.
- ✓ Temple Japan and Rome employees not in HRS payroll system, but paid locally in those countries.

This group has access to:

- | | |
|---|---|
| ✓ TUportal | * Direct Access to Temple's network |
| ✓ Blackboard | * Wireless Access to Temple's Network |
| ✓ TUmial | * Voicemail box |
| ✓ OWLink | * VPN access |
| ✓ Computer lab access | * RACF/administrative mainframe access |
| ✓ Remote library database access | * Employee Time and Attendance Tracking |
| ✓ Help Desk support | * IGreentree Applicant Tracking |
| ✓ Site license software downloads (when applicable) | * Position Control |
| ✓ Diamond Dollars | * Ultimus Workflow |
| ✓ MyBackpack | * Feith Document Imaging |
| ✓ Euler research account | * Advising Database |
| ✓ Unix account (Astro) | * FMS on the Web |
| | * Kronos Time and Attendance |
| | * Building swipe card access |
| | * Report2Web |

The resources denoted with '' may require budget unit head authorization. Software downloads are restricted by terms of specific license.*

Courtesy Access: Visitors/Volunteers/Vendors/Contractors

- ✓ Vendors not a part of Temple's central payroll requiring access to resources in order to conduct official Temple University business
- ✓ Contractors
- ✓ Visiting scholars
- ✓ Visiting faculty
- ✓ Visiting students
- ✓ Community members who require courtesy access
- ✓ Other visitors (e.g., conference attendees)
- ✓ Volunteer faculty
- ✓ Neumann Center/Hillel staff or other personnel involved in a similar Student Activities organization

This group requires advanced written authorization granted by a Cognizant Dean, Provost, or Vice President prior to receiving access to Temple resources. Permission is granted by the Vice President of Computer and Information Services. Access is limited to one or more of these resources:

- ✓ TUportal
- ✓ Blackboard
- ✓ TUmial
- ✓ Computer lab access
- ✓ Direct access to Temple's network
- ✓ Wireless access to Temple's network
- ✓ Help Desk support

For details on obtaining courtesy access, go to www.temple.edu/cs/accessnet.htm.

Alumni (not currently enrolled or employed) can have access to the following Temple resources by applying through the Development Office:

- ✓ TUmial
- ✓ Help Desk support (limited to questions regarding TUmial)
- ✓ Computer lab access, but must defer in peak times to current students/staff

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.

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

- Students who apply to the university and are not accepted lose their limited access to TUportal/OWLnet.
- 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 mid-August 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 Temple resources effective immediately upon their termination, unless HR 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.
- Other retirees can retain their e-mail access for up to a year if they request this extension in writing to Computer Services. Courtesy e-mail access can be extended on a yearly basis by the Cognizant Vice President or Dean.

- Employees who change departments within the university will have their privileges to computing resources appropriately updated. Supervisors are responsible for discontinuing a transferrer employee's access. Their new budget unit head must request privileges if administrative access is required by the new department.
- 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

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. Students are strongly encouraged to maintain their own backup of important email and documents.

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 the tuhelp.temple.edu web site.

MyBackpack

File recovery

If you have accidentally deleted your files, contact the Computer Services Help Desk. A best effort will be made to recover them; however, Computer Services cannot guarantee file recovery.

Quota allocations

- Students are automatically assigned 55M of MyBackpack disk storage.
- Faculty/Administrators are assigned 110M of MyBackpack disk storage.

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 the tuhelp.temple.edu web site.

Password Management

For security reasons, Computer Services recommends:

- ✓ AccessNet passwords must be changed every 6 months at a minimum.
- ✓ Passwords must contain at least one upper case letter, one lower case letter, and one number.
- ✓ Passwords must be 8 to 15 characters in length.
- ✓ Passwords must not be shared.

For more information on password management, go to accounts.temple.edu.

Policies

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

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

Section 5: This section provides contact information.

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