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 UNE PROCEDURE OR GUIDELINE	Document # <b>UNE-D09/34628</b>	Date Effective <b>July 2004</b>
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	Tested by:	
Document Title <b>User Registration Operating Procedure</b>		

**CHANGE HISTORY**

<b>Revision</b>	<b>Date</b>	<b>Description of Changes</b>	<b>Author</b>
3.1			Terry Cooke / Martina Linnemann
3.2	March 2009	Reformatting / new template; minor changes	Martina Linnemann

**1. PURPOSE**

To specify the conditions under which members of the University community register for use of the University's centrally managed ICT services.

**2. SCOPE**

This operating procedure applies to the University community using centrally managed ITC services and covers the following areas:

- The User Registration Process
- Change of Username
- Change of Account Status
- Special Circumstances
- Account Closures

**3. REFERENCES**

- i. Rules for the Use of University of New England Computing and Communications Facilities.
- ii. Conditions of Use.
- iii. Internet Data Privacy Protection.
- iv. Security Policy.

**4. PROCEDURE****4.1 General**

- 4.1.1 ITD will register members of the University community for a computer account and grant access to requested and approved centrally managed ITC services.
- 4.1.2 Usernames created by the User Registration System are unique.
- 4.1.3 By registering for an account, members of the University community agree to the University's policies and procedures on computing use.
- 4.1.4 Accounts must be used for the purpose for which they were created, i.e. staff must use their staff account for all staff related work, student accounts for student work.

4.1.5 Users are responsible for ensuring that their files that are stored on ITD servers are independently backed up prior to account archival.

4.1.6 Exceptions to this operating procedure can be requested in writing and must be approved by the Director of ITD or nominee.

#### **4.2 User Registration Process - Staff**

4.2.1 Members of staff can register for an account at any time during their employment period.

4.2.2 New staff members can register for an account as soon as their details are processed in the University's Human Resources system.

4.2.3 A valid Account Code to be used for chargeable services must be supplied.

4.2.4 The application for the account and for access to approved ITC services must be approved by an Authorised Officer.

#### **4.3 User Registration Process - Students**

4.3.1 Students can register for an account and for access to ITC services approved by ITD as soon as their details are processed in the University's Student Information System and an offer has been made to the student.

4.3.2 Students can register online, by phone or in person at the Service Desk.

4.3.3 A form of photo ID (usually a student card) and the student number are required for registration at the Service Desk.

4.3.4 For phone/online registration the student must provide their student number, full name and date of birth as identification.

#### **4.4. User Registration Process - Approved Affiliates of UNE**

4.4.1 Special Registration accounts can be set up for Approved Affiliates of the University.

4.4.2 A valid Account Code to be used for chargeable services must be supplied.

4.4.3 The application for the account and any access to approved ITC services must be approved by an Authorised Officer.

4.4.4 All Special Registration account applications must specify an end date. On this date all access will be removed and the account data will be archived.

#### **4.5. Change of Usernames**

4.5.1 A username assigned by the User Registration System cannot be changed except in the following circumstances:

- a) A user changes their name after marriage, divorce or by deed poll and this change has been entered into the University's personnel or student records system.
- b) The username created by the system is deemed offensive.
- c) Clearly demonstrated misuse of the account by persons other than the account owner e.g. harassment by email.

4.5.2 The user must request a change in their username.

4.5.3 The request must be approved by the Director of ITD or nominee.

4.5.4 An email alias may be requested to redirect email from the old username to the new username.

#### **4.6 Change of Account Status**

**4.6.1 Merging Accounts:**

Staff, student and Approved Affiliate accounts cannot be merged.

**4.6.2 Ex-Staff member changing to Student:**

Staff members who leave their position to take up studies at the University of New England cannot retain their UNE staff account. A student account will be created. Email will not be redirected from the staff account to the student account.

**4.6.3 Ex-Student changing to Staff:**

New staff members who were UNE students will be given a staff account. An email alias may be requested to redirect student account email to the staff account.

**4.6.4 Special Registration changing to Staff:**

New staff members who were special registrations will be set up with a staff account. This account may not have the same username. However, on request, the existing Special Registration can be converted into staff account.

**4.6.5 Staff changing to Special Registration:**

Staff members who leave their employment at UNE but continue to be associated with UNE as an Approved Affiliate will not retain their staff account. A Special Registration Account will be created. However, if approved by the former supervisor, the old staff email account may be forwarded to the special registration account. Approval for the forward must be given by the Head of School/Director of the staff member or the Director of ITD or nominee.

**4.6.6 Special Registration changing to Student:**

Approved Affiliates with Special Registration accounts who become students of UNE cannot keep their Special Registration account. A student account will be created. An email alias may be requested to redirect special registration emails to the student account. Approval for the redirection must be given by the Director of ITD or nominee.

**4.6.7 Student changing to a Special Registration:**

If a student ceases being a student of UNE and returns as an Approved Affiliate, a new Special Registration account will be created. An email alias may be requested to redirect student emails to the special registration account.

**4.7 Special Circumstances****4.7.1 Staff with more than one position at the University**

Staff with more than one position at the University will be issued a single account with appropriate access privileges covering all positions. Where usage charges apply, an agreement must be reached between the employee's supervisors.

**4.7.2 Staff changing positions within the University.**

1. When a staff member leaves their position to take up another position with UNE, the existing account will be archived and access privileges to computer services removed.
2. Where there is no request to change the account name, the account can be reactivated with new privileges for the new position. Approval must be given by the staff member's new supervisor. The account name will remain the same.
3. Where there is a request to change the account name, e.g. where access to sensitive information in the previous position is an issue, a new account will be created for the new position. This new account must be requested by a senior University manager and approved by the Director of ITD or nominee. In these cases the original account data will be archived and no data transferred to the new account. If both parties agree, any emails to the old account can be redirected to another email account for an agreed period.

**4.7.3 Staff also enrolled as UNE students**

Staff members who are enrolled as UNE students will be provided with separate accounts. As per 3.2.4 staff must use their staff account for staff related work and their student account for student related work.

## 4.8 Account Closure

### 4.8.1 Staff

Staff internet (proxy) access as well as access to any other services specified by ITD will be disabled immediately their enrolment period ends and notification is received from Human Resource Services. The account, other access and all account data will be archived ten weeks after notification is received from Human Resource Services that a user has left the employment of UNE.

Account data will be removed from the system after 12 months.

### 4.8.2 Undergraduates and Postgraduates by Coursework

1. Undergraduates' and Coursework Postgraduates' internet (proxy) access as well as access to any other services specified by ITD will be disabled immediately their enrolment period ends and notification is received from Student Administration.
2. Email, disk space and other services approved by the Director of ITD or nominee will remain available for nine months following the end of enrolment, at which time the account data will be archived for 12 months. Following this period the account data will be removed from the system.
3. A warning will be sent to the student's UNE email address 42 days before the account data is due to be archived.

### 4.8.3 Postgraduates by Research

1. Research postgraduates' internet (proxy) access as well as access to any other services specified by ITD will be disabled immediately their enrolment period ends and notification is received from Student Administration or Research Services.
2. Email, disk space and other services approved by the Director of ITD or nominee will remain available for twelve months following the end of enrolment, at which time the account data will be archived for twelve months. Following this period the account data will be removed from the system.
3. A warning will be sent out to the student's UNE email address 42 days before the account data is due to be archived.

### 4.8.4 Special Registrations

1. At the end date, account data will be automatically archived for twelve months and access privileges to all centrally managed ICT systems and services will be removed. Following this period the account data will removed from the system.
2. The account may be re-activated on request from an authorised officer.

## **5. DEFINITIONS**

**Account:** The computer user account provided by the University to access ICT services centrally managed by ITD. The account itself does not have any access privileges; these are added and removed on request.

**Account Data:** Any data associated with a user account. The includes email folders and any data files stored on the server in space reserved for the account.

**Authorised Officer:** Head of School or Directorate or nominee.

**ICT:** Information and Communications Technologies

**ITD:** Information Technology Directorate, University of New England.

**UNE:** University of New England.

**University Community:** University staff, enrolled students and approved affiliates.

**User Registration System:** The application used to create, maintain and remove accounts.