

Luther Seminary User Account Policy

I. Overview/Purpose

This policy defines the purpose, eligibility, and processes for the request and creation of user and resource accounts.

II. Scope

The Department of Information Technology is responsible for the creation and maintenance of all user and resource accounts for all centrally maintained server systems, including, but not limited to email, networked storage, and administrative systems.

III. Definitions

LutherNet Account - This account allows faculty, staff, and students to access Seminary technology resources. Each LutherNet account includes a Luther Seminary e-mail address and file storage space. LutherNet accounts also provide access to the online campus directory, the course management system, and campus computers.

Special Access Accounts - These accounts provide access to specific computer systems, including applications such as Jenzabar, Raiser's Edge, PowerFAIDS, and others.

Resource Accounts - These are e-mail only or calendar only accounts. They do not permit access to any other systems.

Generic Accounts - A generic account is an account intended for shared use. They are PROHIBITED and the Department of Information Technology will not create them.

IV. Eligibility

All faculty and staff are entitled to LutherNet accounts during the term of their employment. Faculty Emeriti may keep their account indefinitely.

Accounts are created based on hiring information from human resources. Requests from other channels for employee accounts wait for human resource authorization.

All currently registered students are entitled to a LutherNet account. Students are no longer eligible for a LutherNet account when one of the following conditions are met:

1. the student has officially withdrawn from the seminary,
2. the student has requested their account be deleted, provided they are no longer are affiliated with the seminary.

Alumni are allowed to retain their account access.

All faculty, staff, and students are required to adhere to the *Electronic Communications Policy*.

V. Process

LutherNet accounts for Faculty and Staff are created by the Department of Information Technology when a new hire notification is received from the Department of Human Resources. The following information is required to create an account: full name, Luther ID number, title, and department. Termination of existing accounts is covered in the *Faculty and Staff Account Deletion Policy*.

Resource accounts for departments are created upon the request of an authorized representative of the department.

LutherNet accounts for students are created automatically by the Department of Information Technology. Registration for courses is a pre-requisite for obtaining an LutherNet account for any student who does not already have an account. In certain instances, student accounts may be created prior to matriculation. Students who subsequently fail to enroll at the seminary will have their accounts removed. Termination of existing accounts is covered in the *Student Account Deletion Policy*.

Special Access Accounts are created upon the request of an authorized representative for the specified system. Access will only be granted as-needed and rights are restricted according to job requirements.

Information Technology staff must change user passwords, with permission, if account access is required for troubleshooting purposes. Faculty, staff, and students will not be asked for and should not provide their existing password to Information Technology staff.

VI. Rights Assignment and Review

Default rights given to LutherNet accounts include read/write access to individual network storage and, in the case of faculty and staff, their respective shared department folder. Only IT staff may change account rights or account information, other than passwords.

An account rights review is required when a faculty or staff member changes position, job responsibilities, or department.

An account rights review is also required if a student becomes a staff or faculty member or when a student staff member terminates employment with the college.

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