SUBJECT: Changing a Banner User Password

DATE: July 1, 2006

STANDARD: Ensure that password changes are controlled and
             communicated to only the authorized account user.

PROCEDURES:

1. Users can change their own password within Banner and should do so at
    least every three months.

2. If a user should forget their password, they can request that CSD Help Desk
    reset their password. They must provide proof of identity to the Help Desk
    Technician before the password can be reset. The technician CANNOT
    accept a password change request via a phone call or email.

3. Exceptions to #2 can be made with the CSD Director's approval if an
    acceptable means of obtaining proof of identify can be obtained.

4. When the Help Desk is certain that the password change is being requested
    by the owner of that account, they will reset the password, expire it and notify
    the user. This step should take no longer than four hours.

5.   The user must change the password the first time he or she logs in.