Password Security Policy

Computer HelpDesk

All passwords are to be secure and private. Passwords are not to be shared or borrowed among faculty, staff or students. Passwords are not to be displayed openly where others may easily obtain them. Contact the Help Desk immediately if a password is lost, stolen or used by anyone other than its intended user. The code will be deleted and a new code issued to its authorized user.

FERPA
In all instances the Help Desk is to be in compliance with the Family Educational Rights and Privacy Act when any information is requested.

More information may be found on our NSCC web site at
http://www.nscc.edu/records/ferpa.html

Phone or Personal Contact
If an individual makes a request for a password in person, request a picture ID such as driver's license or school ID. Codes may only be issued once three types of personal data such as birthday, name, and address have been confirmed (if address is not correct on SIS ask for former address or a phone number).

Faculty PIN numbers are to be secure and private. Randomly assigned PIN numbers are given to adjunct faculty by Records to get the ball rolling for grading. When a faculty member accesses Faculty Self-Service for the first time they are to change their PIN number. For security, the only individuals who have access to administrate faculty PIN numbers are Records personnel.

Passwords via Email
For security purposes, Helpdesk personnel are not permitted to divulge password codes through email.