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 identity 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.