

## ***Policy***

### ***Changing Password by IS Department***

- Date:** September 8, 2010
- Purpose:** Purpose of this policy is to outline the procedure to have the Information Systems Department change a password for a member of the Otis Community.
- Scope:** This policy covers students, faculty, and staff at Otis College.
- Discussion:** From time-to-time individuals forget their password to their network account and Banner Self Service account. In order to insure that that a request for password changes is being asked for by the individual owing the account, that individual must request the change in person at the Information Systems Office on the 2<sup>nd</sup> floor of Ahmanson Hall. They must present a valid ID to confirm their identity.
- Details:** The following steps can be taken by an individual to get their password changed:
1. See the Manager of IS in room 206 on the 2<sup>nd</sup> floor of Ahmanson Hall.
  2. If the manger is not in then go to B01 in the basement of Ahmanson Hall and ask a staff member to help.
  3. If IS staff are unavailable in B01, then submit a Track-It work order. Please see the Otis web page "Track-It Work Order System" on how to submit work orders.
  4. Students can go to the 4<sup>th</sup> floor Academic Computing helpdesk to get their password changed.
  5. For Banner Self Service accounts the programmer analyst in room 206 can also assist.
- Note:** "Track-It Work Order System" can be found at  
[http://www.otis.edu/life\\_otis/staff\\_life/is/track\\_it.html](http://www.otis.edu/life_otis/staff_life/is/track_it.html)
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