

*Mountwest Administrative Procedure*

## Enterprise Application Account & Password Reset

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This procedure sets expectations and describes the process for MCTC Enterprise Application Account Information and/or Password Reset within the Mountwest Community & Technical College domain as well as any Enterprise Application(s) hosted at other locations.

**Account Information and Password Reset Requests:**

All Account Information and Password Reset requests must be submitted to MCTC Information Services. These requests must be entered into the MCTC Information Services Support ticket tracking system. Options for submission are:

- Opening a MCTC Support ticket online at <http://support.mctc.edu>. A link to this site is available on every MCTC webpage.
- Sending an email to [helpdesk@mctc.edu](mailto:helpdesk@mctc.edu).
- Calling the MCTC IS Helpdesk (304) 696-4000.
- Visiting the IS Helpdesk in the CTC building, room B5.

Identity Verification is required prior to any account information disclosure or password reset actions performed by MCTC Information Services to protect the privacy and security expected by all MCTC constituents.

- Remote Identity Verification is available for those students, faculty, staff or affiliates that are unable to appear in person. A minimum of three Identity Verification questions must be answered correctly by the account information or password reset requester.
- On-Campus Identity Verification is available provided the account information or password reset requester presents a MCTC ID and/or state or federal issued Photo ID when visiting the IS Helpdesk. Calls from class rooms, offices, or other on campus facilities may require requestor to report to the IS HelpDesk with proper ID for any requests to be completed.

Account Information is to be released solely to the Account Holder. The following are the only approved exceptions to this rule:

**(NOTE: when exceptions are made, the responsible person is required to perform Identity Verification prior to releasing the Account Information to the student/faculty/staff member)**

- Account Information Cards provided to an approved MCTC Student Services employee for the purpose of presentation to students during their MCTC Orientation session.
- Account Information Sheets provided to an approved MCTC employee for the purpose of presentation to students/faculty/staff during an officially sponsored college event or remote class location.

*Effective Date: November 30, 2010*

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*Approved by: Dr. Keith Cotroneo, President*

**Signature:** \_\_\_\_\_

