



John Wood Community College – Information Technology Policy

Computer User Account Reset Policy

Scope

This policy applies to all employees, students and retirees of John Wood Community College who have a user account, or any form of computer access that requires a password, on any system that resides at any JWCC facility or has access to the JWCC network.

Policy

General

1. Under no circumstances will computer user accounts be reset over email. However if an Account Details email has been created, it can be sent to the student or employee.
2. If a parent of a child calls in for account information, we cannot share or give that information to them, unless the child is under the age of 18. If a parent questions this policy, direct them to the Director of IT or the Dean of Students.
3. Email account passwords can be reset in the IT Department (B024) after the user shows a valid photo ID **OR** give the last four digits of their SSN. If user calls in, they **MUST** provide the last four digits of their SSN and their birthday for security verification.
4. SOLAR accounts can only be reset in the IT Department (B024) after the user shows a valid ID photo ID **OR** give the last four digits of their SSN. If user calls in, they **MUST** provide the last four digits of their SSN and their birthday for security verification.
5. Students and Employees of JWCC that are located in the vicinity of the Pittsfield, Perry, or Mt. Sterling locations can ask that their computer user accounts be reset at one of those locations. The staff members at those locations will validate the user and contact the IT Department to reset the computer user account.
6. An online student who is not within a distance of one of the JWCC campuses must call the Help Desk to have their account reset.
7. Any student or employee of JWCC may appeal to the Director of Information Technology for an alternate method of resetting their computer user account.