

ADMINISTRATIVE PROCEDURE

Southwestern Oregon Community College

AP 5069 PASSWORDS AND USER AUTHENTICATION

Purpose:

The Integrated Technology Services (ITS) Department will maintain procedures that contain definitions and guidelines for eligibility for user accounts, the duration and complexity of passwords, methods for creation, recovering and changing usernames and passwords, and outline administrative practices for the secure storage and encryption of user passwords.

Procedure:

Electronic Information Resources (EIR) are owned and maintained by the College for the use of employees and students that require individuals to authenticate their identity before being able to access the systems. The ITS Department endeavors to set up all EIR's to authenticate against a centralized identity management system, to reduce the complexity for end users and to limit the number of passwords that users must maintain and remember. While not every EIR uses this "Single Sign-On system, efforts to eliminate the exceptions will continue. The ITS Department will maintain and publicize a list of those EIR's that do not use the Single Sign-On system; all other EIR's can be assumed to use the Single Sign on solution.

Duration, Complexity, and Composition of Passwords

Passwords must contain at least 14 or more characters from at least three of the following categories:

- Uppercase Letters (A-Z)
- Lowercase Letters (a-z)
- Numbers (0-9)
- Special Characters (~!@#\$%^&* _-+={}|?><.,;:/)

The password cannot include parts of your display name. For example, if your display name is {Smith, John A} the password cannot contain Smith or John (Although it can contain A). **Must not be the same as any of the last 14 passwords.

Passwords must be changed at least every 180 days (about 6 months), though users are permitted to change passwords on their own more frequently, if desired. The single sign on system will prevent a user from reusing a password until at least three other passwords have been used – meaning that a user could not reuse **Bookietunes35!** Until after they had used three other phases, such as **Bookietunes45!** and **Bookietunes45?**

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Password Recovery Process

In the case of a forgotten password, users will be able to recover and change passwords through a self-service system located on the MLL portal and clicking on the ITS Help tab. During the initial setup of a user account, this system will require users to establish one of the three potential methods for facilitating the recovering process. Users will need to either:

- Establish a security question and answer for future use, or;
- Provide an alternative e-mail to receive recovery instructions, or;
- Provide the phone number of a mobile device capable of receiving an SMS text message. Users who choose this option should understand that standard text-messaging costs applied by their phone carrier may apply.

This password recovery will be the only solution for users to retrieve a forgotten password. While IT Department staff can assist a user in triggering the password recovery process, the ITS Department has no direct access to user passwords, which are stored in secure encryption; this encryption reduces the password to visual gibberish impossible for humans to decipher. The process associated with password creation and recovery is maintained by the ITS Department.

Steps to Changing a Password

Click on ITS Help Tab (located in the tab navigation bar on myLakerLink). Then follow the instructions on the bottom of the ITS page (help docs) or contact ITS at extension 7999.

User Login Names

The user login names are auto generated by Jenzabar and do not change with a name change. For instance, a student enters ID#@email.socc.edu and staff enter ID#@socc.edu.

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