

PASSWORD RESETS POLICY

IS Team Approval: May 17, 2007, Yes-9 w/1 Absent

TAB Review Date: May 21, 2007

TAB Approval Date: May 21, 2007, Yes-13 w/9 Absent

Director Approval Date: June 8, 2007

OSF Specification:

6.2 Password Resets

Password resets are the responsibility of the hosting state agency's help desk function. Identities of requestors **will** be verified by the help desk, logged and confirmed back to the user at the respective State Agency.

It is the responsibility of the requestor from all State Agencies, in requesting a password reset, to confirm their identity. This may be accomplished by:

- A. Providing their name.
- B. Answering a unique question and answer submitted on sign up, such as: place of birth, mother's maiden name, etc.).
- C. Providing additional information as may be requested, such as:
 1. Agency
 2. Phone number

ODCTE Implementation:

The ODCTE adopts and adheres to this policy in its entirety as stated in the OSF Specifications above, with the exception of wording changes in the sections listed below.

It is the responsibility of the requestor from all State Agencies, in requesting a password reset, to confirm their identity. The help desk function will verify the identity of the caller by:

- A. Obtaining their name, location and phone number
- B. Call Back
- C. Email notification

For assistance with this policy, please contact Computer Support.