MIAMI VALLEY EDUCATIONAL COMPUTER ASSOCIATION
REGIONAL COUNCIL OF GOVERNMENTS

Member of the Ohio Education Computer
Network Since 1980

ACCOUNT REQUEST PACKAGE

This package contains all the materials that you will need to request a new account or renew an existing one. Included in this package you should find the following:

- This cover/instruction sheet
- Account Policies and Procedures
- Information Technology Center information sheet
- Instruction sheet for filling out the account request form
- Account request form(s)

In order to request a new account, or renew an existing one, you need to do the following:

1. Read the Account Policies and Procedures. *Your signature on the Account Request Form indicates that you have read and agree to comply with the established policies.*
2. Fill out the Account Request Form. An instruction sheet is provided to help you do this.
3. Ensure that all necessary signatures for the "Required Signatures" box on the form have been obtained.
4. You are advised to retain a copy of your request form, please make a photocopy of it in case it gets lost in the mail.
5. Send your completed form by fax (937-767-1793) or scan and email to fiscal@mveca.org.
6. An account will be created for you within five business days of the receipt of a properly filled out and signed form. The Treasurer's Office staff will be informed of the new login information.

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MVECA INFORMATION TECHNOLOGY CENTER INFORMATION SHEET

Welcome to the MVECA Information Technology Center!

Your account will be created on a VMS computer system, which is physically located in the MVECA Information Technology Center at 888 Dayton Street, Suite 102, Yellow Springs, Ohio.

Below you will find some general information about the MVECA Information Technology Center, our hours and operational procedures.

- **Location:**
  Miami Valley Educational Computer Association
  888 Dayton Street, Suite 102
  Yellow Springs, Ohio 45387

- **Support Hours:**
  The Information Technology Center phone lines are answered during normal business hours (see below). The person who answers the phone will take your name, phone number and a brief description of your problem. Your call will be logged and either you will be transferred to the person who supports the kind of problem you are having or that person will return your call as soon as possible.

- **Phone Number:**
  1. Normal Business Hours: The normal business hours for MVECA are from 7:30 a.m. to 4:30 p.m. There are four lines available for obtaining support during these hours. If one line is busy, your call will automatically be routed to the next open line. The phone number is:

     937-767-1468

  2. Non-Business Hours: The Information Technology Center is unstaffed during non-business hours, however, voice mail is available to log your calls. A staff member will return your call as soon as possible. The following home phone numbers should be used only in an emergency situation:

     937-432-5725 – Thor Sage, MVECA Executive Director

  3. Facsimile Machine – 937-767-1793.

- **Downtime Schedule:**
  There is no regularly scheduled downtime. If possible, a one-week notice will be given if downtime needs to be scheduled.

1. The upgrades of system software may require system down time on Saturday and Sunday. A one-week notice will be given to remind users of this particular downtime.

2. The computer will be unavailable about twice a year for system software upgrades. The upgrades take one or two days depending upon whether it is a major or minor upgrade. Two to three weeks' notice will be given to users before this downtime occurs.

The MVECA Information Technology Center Staff is committed to providing you with the best possible service. If you have any problems or questions, please do not hesitate to call.

Regards,

Your MVECA Information Technology Staff:

Thor Sage, Executive Director	Administrative Issues, Technology Issues
Liz Dunn, Treasurer	Invoices, Fiscal Issues
Laura Gallogly Associate Director	Administrative Issues, Contracts, Events
Katie Clendenin, Administrative Assistant	General Questions
Brian Hoehner, Director of Operations	Technology Issues
Kelly Mader, System Manager	System Issues
Michael Wheeler, Technology Director	Technology Issues
Alex Bee, Service Technician	Hardware, troubleshooting, installation
Cody Fife, Network Specialist	Hardware, troubleshooting, installation
Shawn Fowler, Network Specialist	Hardware, troubleshooting, installation
Aidan Houck, Network Specialist	Hardware, troubleshooting, installation
Kevin Mundt, Service Technician	Hardware, troubleshooting, installation
Zane Salas, Service Technician	Hardware, troubleshooting, installation
Jacob Thatcher, Network Specialist	Hardware, troubleshooting, installation
Deb Dinnen, Fiscal Software Specialist	Payroll, GAAP, EMIS Financial
Stacy Jones, SIS Software Specialist	Student Services, DASL
Kelly Kilbarger, SIS Software Specialist	Student Services, DASL, IEP Anywhere
Ashley May, Fiscal Software Specialist	Payroll, GAAP, EMIS Financial
Monica Nolan, SIS Software Specialist	Student Services, DASL, IEP Anywhere
Annette Puckett, SIS Software Specialist	Student Services, DASL
Lynda Sidell, SIS Software Specialist	Student Services, DASL, INFOhio
Karen Wilson, EMIS Software Specialist	EMIS, State Reporting
Marcia Wylie, Fiscal Software Specialist	Payroll, GAAP, EMIS Financial

ACCOUNT POLICIES AND PROCEDURES

I *Account Holder's Responsibilities*

A. Account holders may use the computer system for business-related activities only. Users are expected to report all potential misuse to their appropriate supervisor and/or to the MVECA Director.

B. Improper use includes, but is not limited to, the use of MVECA-owned and/or MVECA- operated computer systems and networks for the purpose of gaining unauthorized access to internal or external compute systems or accounts, for personal purposes, or for purposes of personal gain.

C. Account holders are responsible to safeguard their passwords, other access protocols, school district and MVECA information, in whatever form.

D. Printed output that is considered confidential shall not be printed on any common printer. Instead, it must be printed in a secure area or some other restricted area, such as the employee's office.

E. Account holders will ensure that their account is protected from unauthorized access. Passwords are the computer's first line of defense against unauthorized system access. All users should adhere to the following password controls:

- Passwords shall be non-meaningful terms. Passwords should not be of a common nature such as last name, job title, children's names, street address, pet's names, etc.

- Passwords should not be displayed, divulged, or accessible to or shared with others. If there is any reason to suppose that a password has become known, it should be changed immediately.

- Passwords should never be written down, attached to the terminal, placed under the keyboard, or any other means that would allow for possible break-in.

- Users should be aware of the LAST LOGIN time of his/her account and report to the MVECA Data Center Staff if it does not correspond with the last time they logged in.

- Users should not put passwords into command files. The creation of user defined keys on the terminal with your password is also a breach in security.

I *Account Management Policies*

A. Requests for new accounts must be submitted in writing using a MVECA Account Request Form. The approval process will include a written signature by the user and the user's immediate supervisor. This signature represents understanding and adherence to the policies contained in this document.

B. Copies of the MVECA Account Request Form are available in both electronic and hardcopy formats. Either form can be obtained by contacting the MVECA Data Center.

C. Account requests will be received Monday through Friday. The account request will be processed and available within five (5) business days of receipt of a properly filled out and signed form. The employee's immediate supervisor will receive a phone call confirming the account creation. The employee's supervisor should then notify the employee to contact the MVECA Data Center to receive his/her password. Passwords cannot be given to anyone other than the account holder.

D. All user accounts will be created with default and authorized privileges of TMPMBX and NETMBX, except for those applications which require GROUP and/or GRPNAM. No additional privileges can be granted.

E. All accounts will be set up with a two or three character district prefix and the user's first initial and last name.

F. The MVECA Data Center Staff will initially set passwords for new accounts. All initial passwords will be set up using the VMS password generator to ensure randomized passwords. It will be up to the employee to determine a proper password for subsequent changes. The initial password will be pre-expired; meaning it must be changed during the first login session.

G. No GUEST accounts will be issued.

H. For security reasons, each school district should immediately notify MVECA if an employee has been terminated or has left his/her organization. The accounts and files of terminated employees will be disabled immediately and the account and files will be deleted within five (5) business days.

I. Similarly, for security reasons, each school district should notify MVECA when any account holder is placed on a leave of absence, short-term or long-term disability. That person's account must be completely disabled. The account can be re-opened only at the request of the employee's immediate supervisor.

J. Password controls for all accounts include the following except USAS/USPS Redesign:

i All accounts are set to expire the password every 90 days. It is the user's responsibility to reset his/her own password. The password expiration will be 90 days from the time the password was last changed.

ii All Accounts will have a password minimum length of six (6) characters. Up to 31 characters may be used. Letters, numbers, dollar signs and the underscore character may be used in a password.

iii If a password is lost or forgotten, the user's supervisor must call the MVECA Data Center to establish a new one. The system stores passwords using a one-way encryption algorithm. After they are encrypted, passwords cannot be returned to their original readable form. Since there is no method to look up a user's password, a new pre-expired password will be generated.

iv Passwords may not be reused within a one-year period.

K. Password controls for USAS/USPS Redesign:

i All accounts are set to expire the password every 180 days. It is the user's responsibility to reset his/her own password. The password expiration will be 180 days from the time the password was last changed.

ii All Accounts will have a password minimum length of six (12) characters. Letters, numbers, dollar signs and the underscore character may be used in a password.

iii If a password is lost or forgotten, the user or supervisor must email helpfiscal@mveca.org to establish a new one. The system stores passwords using a one-way encryption algorithm. After they are encrypted, passwords cannot be returned to their original readable form.

L. Accounts that have no activity for 60 days will be disabled.

INSTRUCTIONS FOR COMPLETING THE ACCOUNT APPLICATION

Name Box – Print your fist name, middle initial and last name.

Phone Box – Print your work phone number and extension – if applicable

Job Title Box – Print your job title, and the name you go by, if different than the name listed above.

School District Box – Print your school district name.

School Building Box – Print your school building name.

Supervisor's Name and Title Box – Print your immediate supervisor's name and title – if applicable.

Supervisor's Phone Number – Print supervisor's phone number and extension – if applicable.

Type of Request Box – Check whether this is a new account request, a request to delete an account, or a renewal of an existing account. For a renewal account, please indicate the Username of the existing account. If this is a renewal or deletion of an existing account, you can now skip directly to the REQUIRED SIGNATURES box.

Student Information Username Box – If this is a request for a new account, please let us know if the individual already has access to Student Information.

Required Signatures Box – The person for whom the account is being created or renewed needs to sign and date the first line. The immediate supervisor of the applicant needs to sign and date the second line. The form cannot be processed without the correct signatures.

Statement of Need Box – Please check any and all that apply, including the read only boxes. If you need access to a restricted or queued printer, please indicate the printer name.

Note:

Please print all information except for signatures.

Only the following three pages of the MVECA Authorized Account Application form need to be returned. All other pages should be kept for future reference.

MVECA Authorized Account Application

First Name	Middle Initial	Last Name	Work Phone	Extension

Job Title	Called Name

School District	School Building

Supervisor's Name	Supervisor's Title	New User District email address

Type of Request		
☐ New Account	☐ Update	☐ Deletion

Current Username:	
Does the applicant currently have access to Student Information? ☐ YES ☐ NO	
Student Information Username:	

Your signature on this form indicates that you have read and agree to comply with the established policies and procedures listed in this packet.

Required Signatures

This form cannot be processed without the appropriate signatures.

Applicant:		Date:	
Immediate Supervisor:		Date:	

For access to Fiscal Area, Treasurer's signature is required:

Treasurer:		Date:	

For access to Staff Area, Superintendent's signature is required:

Superintendent:		Date:	

Statement of Need (next page)

Please check all items you will need

Full Access allows the user to modify, display, delete and add

Read Only Access allows the user to read but will not allow modification in any way

Both full and read only access for the Fiscal Area requires the Treasurer's signature

Both full and read only access for Staff Area requires the Superintendent's and/or Treasurer's signature as noted.

Statement of Need for:

Applicant:	

Redesign Fiscal Area	
SSDT USAS Roles (Click link for permissions assigned to each role)	
☐	**USAS_MANAGER**
☐	**USAS_STANDARD**
☐	**USAS_RO**
☐	**USAS_REQ**
☐	**EMIS_SIF**
☐	**AR_MANAGER**
☐	**AR_STANDARD**
☐	**AR_RO**

Redesign Staff Area	
SSDT USPS Roles (Click link for permissions assigned to each role)	
☐	**Group_Manager**
☐	**Personnel_Readonly_User**
☐	**Personnel_User**
☐	**Standard_Readonly_User**
☐	**Standard_User**
☐	**LEGACY_EMIS_USER**
☐	**LEGACY_EMIS_READONLY_USER**
☐	**USPS_STANDARD_EMPLOYEE**

EIS Inventory	
EIS Inventory Roles (Click link for permissions assigned to each role)	
☐	**INV_GROUP_MANAGER**
☐	**INV_STANDARD**
☐	**INV_READ_ONLY**

Roles/Permissions to Disable
List systems or roles/permissions to disable:
List date to disable:

Additional Permissions: _____

_____

Replaces username_____**Disable date**_____

Use same access as user_____

EMIS AREA ACCESS		EMAIL LISTS		ONBASE ACCESS	
☐	EMIS REPORTS	☐	USAS	☐	W2 Retrieval
		☐	USPS	☐	1099 Retrieval
		☐	TREASURER		
		☐	EMIS		
FOR INTERNAL USE ONLY					
Account Created by_____User Name_____Date: _____					
Notes:		SolarWinds Account Created ☐		Print to OnBase ☐	