

Passwords and Voicemail Passcode Reset Policy

Applies To:	All	Policy Number:	ITS-0021
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Policy

ITS holds at the highest level the confidentiality and respect for every password assigned to every user.

Users who forget their password are encouraged to first use the password reset feature.

Users who cannot login due to the account being locked or expired must contact the ITS Help Desk. The Help Desk will re-enable the account without proof of identity. The user may then enter their password or use the password reset feature.

If a user is still unable to login, the Help Desk will need one of the following to verify the identity of the user:

1. A University ID or a government issued photo ID may be shown to the ITS Help Desk staff on the second floor of the Fisher building on the McNichols campus.
2. A selfie including a University ID or a government-issued photo ID and a piece of paper stating today's date may be emailed to helpdesk@udmercy.edu. The photo must clearly show the user's face, name and picture on the ID, and the piece of paper with today's date.
3. A University ID or a government issued photo ID may be shown over a Skype video call with the Help Desk. To contact the Help Desk, search the Skype Directory for helpdesk@udmercy.edu.

In the event a student is unable to verify his/her identity, the password information may be sent to the address recorded in the Registrar's office.

Employees who require their voicemail passcode reset, must submit an online ticket into the University Help Desk system. The request will be verified for authenticity and the new passcode will be sent to the email account of the requestor.