

Office 365 for group or departmental use, but shared accounts will not be allowed for GNTC domain or Student Information Systems login.

1. HR will provide the necessary employee information to designated Student Services personnel who will then enter the account information into Banner and notify the necessary individuals responsible for such tasks as GNET Database access, and schedule assignments. For instructors, this will grant access to Banner Web, and DegreeWorks.
2. Designated Student Services employee(s) will then submit a support request to: <http://support.gntc.edu> in the category of Account Creation, providing the required information in the " field as shown below.

"Problem Description" field must contain:

- a. Banner ID #
 - b. first, middle, and last name of the employee ()
 - c. Position and Employment Status (PT, FT)
 - d. Mailing Address of employee
 - e. Division
 - f. Dean or supervisor
 - g. Primary campus to which they are assigned. (only 1)
3. A Technology Services staff member will create the GNTC domain login account and associated O365 mailbox. The account should be created from the time the support request is submitted. The account will be created with the following standards:
 - a. The username and email address will be created using the employee's legal first and last

Use Guidelines. Technology Services employees can also answer any questions that the employee has at this time.

4. For all _____, a user account packet will be sent to their mailing address as provided in the account creation support ticket. This packet will include their username/password, email address, FAQs, and a copy of the current GNTC Acceptable Computer Use Guidelines.
5. Once an account is created, name changes can only be made based on changes to the legal name of the individual. These change requests must be submitted to Technology Services using our Support system by GNTC Human Resources VP or designee.

Accounts must be removed in a timely manner to meet security guidelines for data access and to clean up account and email databases.

For proper account removal, the GNTC Human Resources designee _____ notify the following individuals of the last anticipated date of employment for an employee.

GNTC Chief Information Officer – Justin Allmon

Upon notification, the user account and mailbox will be deleted per the last date of employment provided. A Technology Services representative will meet with HR and the user and retrieve all devices making sure passcodes are harvested and any connected accounts are removed. All previous email messages will remain in the Email Archive for the duration of the retention period unless placed on a legal hold. Upon removal of the account in AD and the corresponding mailbox, a notification email will be sent to these GNTC personnel: Human Resources, Banner DBA, Registrar, Webmaster, Web Developer, and Institutional Effectiveness Administrative Assistant.