ConnectND Campus Help Desk Staff Training

This presentation is primarily for Campus Help Desk staff, but the issues are also applicable for NDUS Help Desk Staff.

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IMPORTANT

A student will not be allowed to have the role of Campus Help Desk.

A student will not be allowed to use a user’s logon to perform duties of the Campus Help Desk.

This rule must be enforced to ensure privacy. If a student has this access, he/she could change another student’s password, signon as the student, thus gaining access to that student’s information – financial aid, grades, etc.

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Here are some of the problems that may be experienced by users and will need to be resolved by you in some manner. We will list the situations and then demonstrate methods you can use to resolve them.

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1) A user may not be able to sign on and it may appear they cannot sign on, but they just need to clear their browser cache. This will happen especially in Finance, because of the different versions of PeopleSoft PeopleTools being used at this time.

2) A user may not remember their password. A user’s account may become locked because they have entered the wrong password 3 or more times.
a) For **Faculty and Staff**, on the **HRMS or Finance system**, the **Campus Help Desk staff** should either create a Remedy Ticket for the **HECN ConnectND Security Group** or have the user call the **NDUS Help Desk** at **866-457-6387**. If using Remedy via the Web, private information should be documented on a text document and sent as an attachment. If using the Remedy Client, the private information should be entered in the work log portion of the Remedy Ticket. The private information would consist of the user’s Full name, including middle initial, Emplid, Email address, and phone number. The user would be listed as the contact, and the details of the request should be stated as well, such as the system (HRMS, Finance, or Student Admin), and what types of problem is being experienced.

b) For **Students, Faculty, and Staff** on the **Student Administration system**, **Campus Help Desk staff** should suggest that the user use the **Forgot My Password** option.

i) If the user has entered their system profile as instructed by the information provided to them earlier, the process should work and they will receive a new password via email to the email address that they provided in their system profile.

ii) If the user has entered an incorrect email address, the Forgot My Password option will be unable to send the notice to the user. The user must contact their Campus Registrar to change their campus email address. After that has been changed, they will be able to use the Forgot My Password option.

iii) If the user does not know the answer to their password hint question, it is questionable that this is the correct person, and the user must be authenticated by other means. The user can bring in identification, such as their Student ID card. If the user is remote, they can be authenticated if they can answer questions related to their Bio Demo information. After they are authenticated, their password can be reset and provided to them. The user should be requested to enter their System Profile and Email information when they first sign on, so that this same situation does not occur.

c) **For Faculty and Staff:**

i) If the Forgot My Password does not work for them at all, they probably have not entered their password hint question, and/or email address. **The Campus Help Desk staff** should either enter a Remedy Ticket for the **HECN ConnectND Security Group** or have the user call the **NDUS Help Desk** at **866-457-6387**. (Please see the information stated earlier for creating Remedy Tickets.) On the Student Administration system, all users have been instructed to enter their profile information, which can be used to authenticate the user.
d) **For Students:**

   i) If the Forgot My Password does not work for them at all, they probably have not entered their password hint question, and/or email address. **The Campus Help Desk staff** will have to:

   1. Authenticate the identity of the person, by requiring them to bring in identification or if the user is remote, by asking questions related to their Bio Demo information.
   2. Unlock and/or reset their password.
   3. The user should be requested to enter their System Profile and Email information when they first sign on, so that this same situation does not occur.
1. The user cannot sign on.

1. They may just need to clear their browser cache. Have them follow these procedures:
   a. Select Tools > Internet Options > Delete Files including all offline content and Delete Cookies. Click OK
   b. Close the browser. Open the browser and select the link or URL they were attempting to use. If it is a cache issue, this will allow them to sign on.
3) 2. A user may not remember their password. A user’s account may become locked because they have entered the wrong password 3 or more times.

1. From the Student Administration Portal, enter your userid and password.
2. If a student needs his/her account unlocked or the password reset, you will need to verify the identity of the student, by asking the password hint question of the student.
   a. Select Forgot My Password
   b. It will prompt you for a User Id.
   c. Enter the student’s User Id.
   d. Click Continue
3. The student’s Password Hint Question will be displayed.
   a. Ask the student for the answer to the Password Hint Question.
   b. Enter the response to the question.
   c. If the student can answer the question correctly, a new password will automatically be email to the email address in their System Profile.
   d. If the student cannot answer the question correctly or if the student has not entered their System Profile information, error messages will be displayed to that effect. If you can verify the student’s ID card or some other form of ID, you can proceed to unlock the student’s account and change their password to one that they specify. Request that after the student gets signed on that they immediately enter their System Profile information so that this will not happen again.
4. If you have authenticated the identity of the student, select:
Maintain Security > Security – Portal > User Profiles > Distributed User Profiles
5. Search for an existing student user profile.
   a. Enter the student’s userid
   b. Click on Search.
6. The student’s user profile will display
   a. If the student’s user profile is locked, a check mark will appear in the Account Locked Out box.
   b. Click on the check mark to unlock it.
   c. If the student’s password needs to be reset, enter the new password and confirm the new password.
   d. Click Save
   e. You will see ‘SAVED’ in the upper right hand corner. **
   f. Ask the student to clear their cache, make sure they are using the correct URL, and try to sign on using the new password you have given them or the one that was emailed to them automatically.
**Important – If you should receive an error message such as:**
Warning -- EMPLID = '0050047' assigned to another User ID.

**Click Cancel, Do Not Click OK. Notify the NDUS Help Desk, and ask**
**for a ticket be created and assigned to the HECN ConnectND Security**
**Group.**

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Forms to request access and the instructions for each form can be found at
this site:
http://www.und.nodak.edu/dept/itss/forms.html

Click on the link there for the **NDUS-HECN Public Forms** and download
the forms so they can be completed electronically.