

Clark Account Policy

Section 1. PURPOSE AND SCOPE

Your Clark Account provides access to computing resources across the University. It is used to access campus computers, the wireless network, your email, file shares, CUWeb, and many other services. Your Clark Account credentials secure your online identity and you are responsible for securing these credentials and the actions taken using your credentials. You should never share your credentials with other users, Clark will never ask for your password over the phone or email, and we do not need your password to assist. If you're ever prompted to provide your password, and you're not sure it's a legitimate Clark site you are trying to access, do not provide your credential. Please call the ITS Help Desk to verify the legitimacy of the site.

Section 2. ACCOUNT CREATION

New user accounts are generated nightly. Faculty and staff user accounts are created at the direction of Human Resources. Staff will be provided their Clark Account username when you receive your computing resources and faculty will receive it via email. Student accounts are generated at the direction of the Registrar. New students will get their Clark Account username and initial password in writing as part of a new student orientation packet. Anyone can also get assistance with a new account at the ITS Help Desk in the Academic Commons at Goddard Library. Your account should be activated as soon as possible after receiving your initial temporary credentials by going to <http://www.clarku.edu/activate>.

Your Clark Account username is automatically assigned when your account is created. The first letter of your preferred first name and your full last name will be used to create your username. For example, Sigmund Freud's username would be sfreud. If that username is already in use, then we will add additional letters from your preferred first name until the username is unique. If sfreud is already in use, then Sigmund Freud's username would be sifreud. If all the letters of your first name are used, and the username is still not unique, we will append a number to the end of your username, starting at 1, which will increment until the username is unique. Your official Clark email address will be defined by your username (username@clarku.edu).

Section 3. ACCOUNT CHANGES

We will only change usernames in rare occasions such as legal name changes. Requests for student name changes should be submitted to the Registrar; Faculty and staff should request name changes through Human Resources. Once your name change has been processed, you should then contact the ITS Help Desk to change your username, if you wish. Requests to change to your username without a corresponding change to your

name, should be submitted to the ITS Help Desk via email. These username changes are at the discretion of the Director of IT Infrastructure.

Your Clark Account password will expire 365 days after it was set. Once your password has expired you will no longer be able to access any computing resources. You will receive multiple reminder emails about your password expiration starting 14 days before it will expire. You can also check your password expiration date in ClarkYOU. You can change your Clark Account password anytime at <http://www.clarku.edu/password>.

Section 4. ACCOUNT TERMINATION

Students

Students will maintain their Clark Account and access to all the resources connected to it, as long as they are registered for classes or on official leave from the University (associated student status codes are AS, NR, LC, FC, PC, FL, ML, SL, and VL). If you have questions about taking leave from the University, you should contact the Dean of Students Office, SPS, or GSOM.

When you have completed your degree requirements or withdrawn for specific reasons (such as medical or military) you will retain access to your account for no less than nine months after the last semester you were registered for classes (associated student status codes are RC, DF, IS, SX, WC, WF, WL, WM, and WV). You will receive a notice sent to your official Clark email address one month before your account access will be suspended.

If you are suspended, dismissed, or expelled from the University, access to your account will be suspended immediately without notification (associated student status codes are DI, DW, EX, SU, WD, and WR).

You are responsible for keeping any data associated with your account (email, file shares, etc.). Once access to your account is suspended, the data associated with your account will be maintained for six months, then it will be permanently deleted.

Faculty & Staff

Faculty and staff that retire from the University with Emeritus status may request to keep their Clark Account for life. Requests to keep a Clark Account for life should be made to the ITS Help Desk within one month of the last semester they taught or were employed. If no request is made, then the regular retirement procedure is followed. Emeritus accounts may receive email (no more than one per year) from the ITS Help Desk asking to verify that the account is still in use. If no response is received within one month, the user will be notified that their account will be suspended in one additional month.

Faculty and staff that retire from the University will maintain access to their account for six months after their date of retirement. After the six months, the account will be suspended. Upon request by the Provost for faculty and the Chief Human Resource Officer (CHRO) for staff, other Clark University employees may be provided access to your data in order to conduct the business of the University.

Faculty or staff that leave the University before retirement will maintain access to their account through their final date of employment. Upon request by the Provost for faculty or CHRO for staff, other Clark University employees may be provided access to your data in order to conduct the business of the University.

Faculty and staff who are dismissed from the University will have their Clark Account suspended immediately upon notification from Human Resources for 30 days, an automated response will be sent to anyone who emails the account asking them to direct their inquiry elsewhere in the University. Any requests to access data associated with the account should be directed to the Provost for faculty and the CHRO for staff. Upon request by the Provost for faculty and the CHRO for staff, other Clark University employees may be provided access to your data in order to conduct the business of the University.

You are responsible for keeping any data associated with your account (email, file shares, etc.). Once access to your account is suspended, the data associated with your account will be maintained for six months, then it will be permanently deleted.

In the event that a faculty, staff, or student dies while employed or enrolled at Clark, all Clark Account privileges will be terminated immediately upon receipt of notification from the Dean of Students (students), Provost (faculty), or CHRO (staff). Access to the account to retrieve personal messages and/or to conduct the business of the University will be granted upon request by the appropriate aforementioned administrator.

Some individuals have more than one affiliation with the University. A faculty member may also be an alumnus, a staff member may be a student, a staff member may be a part-time faculty member, etc. A person with multiple roles will receive the account specifications that are associated with his/her primary role at the University.

History/Revision Information

Responsible Office/ Division: The Vice President for Information Technology and CIO is charged with the responsibility to periodically review the policy and propose changes as needed.

Effective Date: NONE

Last Amended Date: August 27, 2024

Next Review Date: July 16, 2025