**California State University, Chico**
**Office of the Vice Provost for Information Resources**

# Identity and Access Management Implementation

## Project Charter

# 1 Table of Contents

# 2 Revision History

| Change Initiated By | Date | Reason for Changes | Version |
|---|---|---|---|
| Wendy Bentley | 07/11/2017 | Resource list updated and timeline from TD added | 1.2 |
| | | | |
| | | | |

# 3 Introduction

Identity and Access Management **(IAM) enables the right individuals to access the right resources at the right times for the right reasons.** The implementation of the Fischer Identity Suite represents the next step in the University's ongoing IAM initiative. Fischer was selected as part of a campus RFP in 2015. Although this project focuses on implementing the Fischer Identity Suite application, there are actually a number of sub-projects that act as requirements for the Fischer implementation (identified within the Project Objectives section of this document). Low-level project plans and timelines will be developed for each of these projects as appropriate.

"Identity and Access Management" is defined as the combination of:

- Digital identities, and processes related to identity lifecycle management
- Identity management registry (Fischer Identity Suite)
- Password management tools
- Directories (e.g. AD, OpenLDAP)
- Access and authentication tools (e.g. CAS, Shibboleth)
- Support providers' and service owners' roles and responsibilities
- Security
- Governance and training

## 3.1 Problem Statement

Chico currently has a homegrown registry and an environment of processes and tools that have been incrementally implemented and integrated - many of which are virtually non-governed. The University's IAM team has achieved many successes, but there's a great need for improvement. Many processes are highly manual, many processes don't even exist, sufficient security is not ensured, and users are often forced to wait extended periods until systems' access is granted. Our IAM projects are typically reactive tactical responses, rather than strategic movements. Our current IAM maturity no longer serves University needs.

Some specific issues include:

- **Functionality of central identity system.** The current registry, while a great achievement, does not provide the robust functions and features that are required to support campus needs.
    - This system is primarily comprised of Oracle tables/objects and does not provide for a visible interface, or for open access to process/systems owners. It's primarily a back-end system.
    - It's cumbersome to determine users' identity
    - The system does not track data regarding "users' access" at all. Because of this we do not have a central repository to indicate the systems and resources to which users' accounts have access.

- **Password management.** Current University tools and processes are inadequate and do not meet CSU Standards. Many password management functions are manual, resulting in inefficiencies and a negative user experience. Routine tasks overwhelm technical support staff.
    - Student passwords have never been aged, creating a severe risk.
    - Multiple account recovery interfaces with different sets of questions cause confusion and frustration. Different rules within different directories create synching challenges.
    - A large percentage of our help desk calls are related to password resets, and each ticket consumes a large amount of help desk technician's time.
- **Account management.** Account provisioning and de-provisioning processes/tools are inadequate.
    - Employee account provisioning and de-provisioning processes are highly manual.
    - Student account de-provisioning doesn't occur at all (currently 120k+ active student LDAP accounts).
    - User data and dynamic affiliation data is not currently synchronized, resulting in high maintenance overhead and poor support for authentication and authorization.
    - Directory data is not the same for all consumer systems and services.
    - Accounts are aged and removed manually using different business processes.
- **Access management.** Access to most systems and services are managed with manual unstructured methods that do not meet CSU access control requirements.
    - Role changes require burdensome manual actions resulting in users having too much or too little access to systems/data.
    - Access control is highly decentralized, and frequently is not associated with an individual's employment status.
    - There are few standard processes or oversight related to protocols or tools used for account management. This all results in difficulty determining who has access to different systems or tools.
- **Lack of governance.** Lack of IAM governance has resulted in inconsistent service offerings, delayed provisioning of services, misuse of resources, and confusion. Life-Cycle service mapping which provides appropriate services to individuals based on their relationship with the university needs to be formalized.
- **Lack of security review for new service authentication and authorization.** Procurement and development processes for new services are not reviewed for adequate security of authentication information and access requirements.
- **Inconsistent Infrastructure and tools.** Lack of a formal IAM program has resulted in the development of disparate infrastructure, inconsistent directory information, multiple password management interfaces, and lack of consistent access. Tools and business processes have been developed separately at the directory level, rather than at the registry level where consistency can be applied across all services. This has resulted in inefficiencies and negative user experience.
- **Manual Authorization Workflows.** Manual and paper based authorization processes cause unnecessary delays and make review and re-authorization labor intensive. Comparing actual access to authorized access is difficult.

## 3.2 Project Objectives

The primary objective of this project is to implement the Fischer Identity Suite application to solve many of the IAM problems that have been identified on campus.

Project objectives:

1. Create a new set of affiliations and roles; align with CSU Chancellor's Office affiliation/role definitions to the greatest extent possible.
2. Create a new entitlements catalog that indicates when/how users should get accounts/access in target systems based on their affiliations/roles. Target systems include:
    a. OpenLDAP
    b. AD
    c. Blackboard Learn
    d. Google Apps
    e. Office 365
3. Install and configure new AD test environment

4. Install and configure new LDAP test environment
5. Identify new OU/CN structures for AD and OpenLDAP
6. Synchronize directory data (between AD and OpenLDAP) to the greatest extent possible
7. Install and configure the Fischer Identity Suite application, in accordance with Fischer's RFP submission and contract, to accomplish the following:
    f. Automated account provisioning (based on new affiliations/roles/entitlements)
    g. Automated account de-provisioning (based on new affiliations/roles/entitlements)
    h. Password management
        - Install and configure CDYNE SMS gateway
8. Install and configure DUO multifactor authentication for all users who have administrative/elevated access into the Fischer Identity Suite application (e.g. ESYS/EADS system administrators, ITSS technical support providers, and ISEC security analysts, at minimum).
9. Create new governance procedures for the management of identity/access data

This project should also begin to address the following information security audit findings:

- 2008 CO Audit -18.0 - Password Standards
- 2012 Advisor Assessment - 01.1 - Access Control DB Access
- 2008 CO Audit - 20.0 - Granted Privileged Access
- 2012 Advisor Assessment - 01.0 - L1 Access Control
- 2012 Advisor Assessment -01.2 - Access Control- DB Access Review
- M&I Assess. - 03.1 - Level 1 Data Protection
- 2008 CO Audit - 15.0 - User Access Control
- 2008 CO Audit - 21.0 - Adjust Desktop Access Rights
- 2008 CO Audit - 17.0 - Network Access
- M&I Assess.-05.3 -Application, System & Privileged Service Password Management
- 2008 CO Audit - 08.0 -Sharing of Accounts
- 2012 HIPAA Assessment - 08.0 - Access Control (session timeout)
- M&I Assess.-05.1 - Identity Management
- M&I Assess.-05.2 - Account Auditing & Review (Users, Servers, Firewalls, Databases, Applications)
- 2008 CO Audit - 07.0 - Employee Separation

Related objectives which will follow this project:

1. Decommission current Registry application
2. Decommission current Avatier Password Station application by December 8, 2016 (this is the contract renewal date)
3. Decommission current LDAP account initialization and password management applications

# 4 Stakeholders and Resources

Stakeholders act as data/process owners and identify resources who will work on the project at a lower level.

| Stakeholders | | |
|---|---|---|
| **Role** | **Name** | **Project Responsibility** |
| Executive Sponsor | Mike Schilling | • Vision/instruction for project objectives |
| Co-Project Sponsor - Applications | Andy Miller | • Coordinate analysis efforts<br>• Compile analysis into a single cogent document<br>• Review final deliverables with stakeholders<br>• Present analysis to Stakeholders |
| Co-Project Sponsor – Information Security | Mark Hendricks | • Input on security and IAM standards<br>• Input on CO standards/compliance requirements |
| Project Manager | Wendy Bentley | • Project management and coordination between functional and technical stakeholders/resources |

| Stakeholders | | |
|---|---|---|
| **Role** | **Name** | **Project Responsibility** |
| Manager,<br>IAM Systems | Beth Kissinger | • Coordinate analysis efforts with IAM systems admins in EAPP, and with functional areas served by EAPP (includes Registry, LDAP/Shibboleth, CAS, Portal, Google Apps, Directory Maintainer, and CMS PeopleSoft) |
| AVP, Staff Human Resources | Sheryl Woodward | • Input for Staff HR processes<br>• Identify project resources within Staff HR |
| AVP, Faculty Affairs | Judy Bordin | • Input for Faculty HR processes<br>• Identify project resources within Faculty HR |
| Registrar | Jean Irving | • Input for Student Records processes<br>• Identify project resources within Records |

Resources will provide low-level input on the way that processes and systems work 'on the ground', both from functional and technical perspectives. These resources will also actively work on analysis, design, development, and testing of the different components that make up the IAM implementation.

| Resources | | |
|---|---|---|
| **Role*** | Name | Project Responsibility |
| Manager, PW Management/User Support | Scott Kodai | • Input for password management tools and processes<br>• Input from service desk perspective |
| Director, Enterprise Applications | Beth Kissinger | • Management of resources for Fischer, LDAP and PeopleSoft |
| System Admin | Greg Coates | • System administrator/developer of Registry<br>• System administrator/developer of the Fischer application |
| DBA | Sam Hillaire | • Database administration for Fischer<br>• Database administration for data objects/migration from PeopleSoft to Fischer (with Coates and Rosenow) |
| System Admin, LDAP/Shibboleth, CAS | David Fuhs | • System administrator/developer of OpenLDAP<br>• System administrator/developer of Shibboleth<br>• System administrator/developer of CAS |
| System Admin, AD, O365 | Steve Krok | • System administrator/developer for AD<br>• System administrator/developer for O365 |
| System Admin, Portal, Google Apps | Jim Nelson, Richard Wilkerson | • System administrator/developer for Google Apps |
| System Admin, CMS | Mark Axtell, Tracy Petit | • System administrator/developer for CMS/PeopleSoft |
| System Admin, Directory Maintainer, Portal | Ryan Richter | • System administrator/developer for Directory Maintainer web application<br>• System administrator/developer for Portal |
| Accounts management, AD | Scott Kodai | • AD accounts and groups management processes |
| Manager, Network Operations | Dennis Partington | • Oversees network configuration changes related to account center |
| Network engineer | John Bracey | • Configuration of load balancer settings in development and production<br>• Firewall rule implementation |
| Network engineer | Phil Mandelbaum | • Development of the group based access configurations for Eduroam and guest wireless |
| Accounts management, Blackboard Learn | David Rowe | • Blackboard accounts management processes |
| System Admin, Blackboard Learn | Robert Utter, Miroslav Lulic | • System administrators for Blackboard Learn<br>• Review and test changes to account provisioning and deprovisioning within Blackboard Learn<br>• Review and test changes to the PeopleSoft Blackboard Learn extract |
| Web Designers | Francie Divine, Scott Johnson | • Account Center CSS modifications<br>• Entitlements catalog design and implementation |
| Student lifecycle | Daniel Parks, Mariah Dyson-Smith | • Subject matter expert for student lifecycle affiliations and entitlements<br>• Testing of new workflows (e.g. for affiliations, entitlements, provisioning, de-provisioning, etc.) |
| Student lifecycle | Kim Guanzon, Wendy Needels, Melanie Manes | • Subject matter expert for student lifecycle affiliations and entitlements<br>• Testing of new workflows (e.g. for affiliations, entitlements, provisioning, de-provisioning, etc.) |

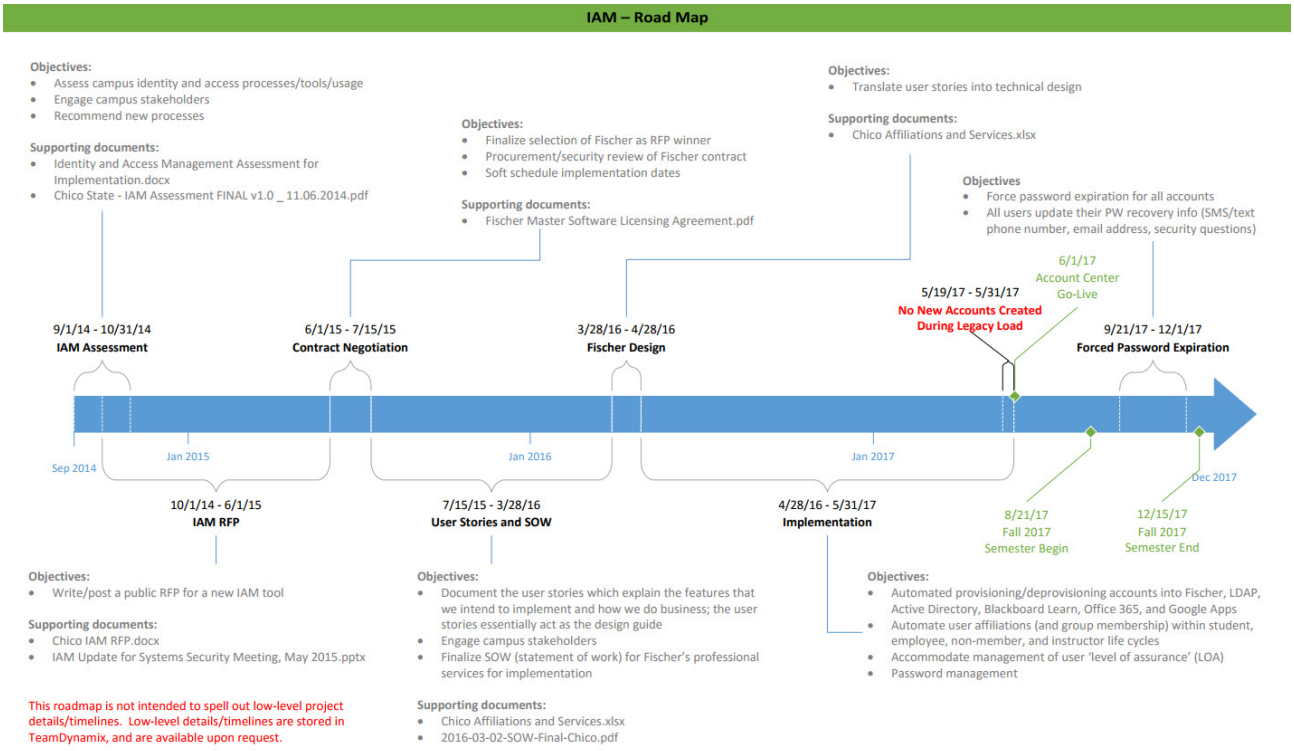
| | | |
|---|---|---|
| Student lifecycle | Judy Morris | • Subject matter expert for student lifecycle affiliations and entitlements<br>• Testing of new workflows (e.g. for affiliations, entitlements, provisioning, de-provisioning, etc.) |
| Employee lifecycle | Rebecca Cagle, Yvonne Bealer | • Subject matter expert for employee lifecycle affiliations and entitlements<br>• Testing of new workflows (e.g. for affiliations, entitlements, provisioning, de-provisioning, etc.) |
| Employee lifecycle | Tammy Toon, Karen vonBargen | • Subject matter expert for employee lifecycle affiliations and entitlements<br>• Testing of new workflows (e.g. for affiliations, entitlements, provisioning, de-provisioning, etc.) |

# 5 Project Execution Details

## 5.1 Project Dates

Project milestones and dates are stored within Team Dynamix. The project began in earnest in October 2015. Design work will occur in spring 2016. Implementation is tentatively scheduled for spring-summer 2016 (TBD with Fischer in mid-January). Go-live is tentatively scheduled for late summer-fall 2016 (again, TBD with Fischer in mid-January).

| Title | Begin Date | Completion Date |
|---|---|---|
| IAM assessment | 9/1/2014 | 10/31/2014 |
| IAM RFP | 10/1/2014 | 6/1/2015 |
| Contract negotiation | 6/1/2015 | 7/15/2015 |
| User story development and SOW | 7/15/2015 | 3/28/2016 |
| Fischer (Account Center) design | 3/28/2016 | 4/28/2016 |
| Implementation | 4/28/2016 | 5/31/2017 |
| Account Center go-live | 5/31/2017 | 6/1/2017 |
| | | |




# 6 Communication Timeline and Samples

Need to come up with a title for the new IAM system. Fischer is the name of the software application but need something more descriptive for campus.

### 6.1.1 Campus Communication

| Date | Title or Description | Audience | Assigned to | Communication Channel |
|---|---|---|---|---|
| April 2016 | User Story Review | HRS/FAA/ENRL/REG | IAMSC | Meetings |
| March 10, 2016<br>May 12th<br>June 9th<br>July 14th<br>August 11th | IAM Initiative Overview & password chaPlnges | AAS, SME | Mark Hendricks and Wendy Bentley | 10 minute Presentation |
| May 6 | IAM Initiative Overview & Password Changes | Chairs Committee | Andy Miller | 10 minute presentation |
| April 21 | IAM Initiative Overview & Password Changes | Academic Senate | Andy Miller | 10 minute Presentation |
| March 11, 2016 | Proposed Password Policy Changes | UTAC | Andy Miller | 10 minute Presentation |

| Date | Title or Description | Audience | Assigned to | Communication Channel |
|---|---|---|---|---|
| TBD | IAM Initiative Overview & Password Changes | Executive Committee | Andy Miller | 10 minute presentation |
| February 2016 | IAM Initiative Overview & Password Changes | ITLC | Mark Hendricks | presentation |
| February 2016 | Password Changes | Data Owners | Mark Hendricks | Presentation |
| TBD | IAM Initiative Overview & Password Changes | SAALT | Andy Miller | 10 minute presentation |
| April – October 2-16 | IAM Initiative Overview & Password changes Stakeholder Updates | IRES, ITSS, ADS, ESYS, EAPP, HR, ENR, REGS, IRES Managers Meeting | IAMSC | Presentations at dept meetings, email communications, EADS Website, TD announcements |
| May 2016 – October 2016 | Account Center Enrollment | Students | IAMSC Team/Registrar | Campus Announcements – Students |
| May 2016 – October 2016 | Account Center Enrollment | Non-Members | IAMSC Team/ITSS/ASHR/RFHR | Campus Announcements |
| May 2016 – October 2016 | Account Center Enrollment | Employees | IAMSC Team/ITSS/HR | Campus Announcements - Employees |
| May 2017 | New Employee Process Changes – New Hire Staff | College and Department AAS/ASCs, SAALT, Chairs | HR/IAM/ITSS | Email Communication, presentations, Modify HRS website, ITSS website |
| May 2017 | New Employee Process Changes – New Hire Faculty | College and Department AAS/ASCs, SAALT, Chairs | HR/FAA/IAM/ITSS | Email Communication, presentations,ITSS website, Modify HRS website, Modify FAA website |

### 6.1.2 Campus system automated communications, web page updates and url updates

| Date | Title or Description | Audience | Assigned to | Communication Channel |
|---|---|---|---|---|
| May 2016 | Account Initialization Page | Campus | IAMSC/ITSS/EAPP | Fischer<br>ITSS FAQ<br>TD Knowledge Base |
| May 2016 | Account Recovery | Campus | IAMSC/ITSS/EAPP | Fischer<br>ITSS FAQ<br>TD Knowledge Base |
| | CAS login Window | Campus | Web Services/EAPP | CAS |
| | Shibboleth Login Window | Campus | Web Services/EAPP | Shibboleth |
| | ADFS Login Window | Campus | ESYS/ Web Services | ADFS |

| Date | Title or Description | Audience | Assigned to | Communication Channel |
|---|---|---|---|---|
| July 2016 | Redirect Password notifications to Fischer | Campus | ESYS/Web Services/EAPP/Registrar/ | ITSS Website, Portal, CAS, Shib, ADFS |
| May – December 2016 | Future Hire Process Guide - Staff | Department ASC/AAS/ASA | HR | HR website |
| | | | | |
| May – December 2016 | Future Hire Process Guide - Faculty | Department ASC/AAS/ASA | HR/Faculty Affairs | HR & faculty Affairs websites |
| August 1, 2016 | Wildcat Action Center – Registrar's Office | Students | IAMSC/Registrars Office/ITSS | WAC |
| July 2016 | Account Center Tab | Campus | Jim Nelson | Self-Service Portal – Employees and Student Center - Students |
| July 2016 | Bb Learn Global Announcement to Update Psswrd | Students and Faculty | David Rowe | Bb Learn |
| July 2016 | Account Initialization Message/Admissions Letter | Students | Admissions, GRAD, Registrar, INTL, EAPP, ADS | PeopleSoft, Hobsons |
| July 2016 | Account Initialization Letter/Future Hire | Employees | EAPP | Fischer |
| June 2016 | Fischer Password Recovery Page | Campus | IAMSC/ITSS/EAPP | Fischer<br>ITSS FAQ Page<br>TD Knowledge Base |
| June 2016 | Fischer Username Recovery Page | Campus | IAMSC/ITSS/EAPP | Fischer<br>ITSS FAQ Page<br>TD Knowledge Base |
| June 2016 | Fischer Forgot Username and Password Page | Campus | IAMSC/ITSS/EAPP | Fischer<br>ITSS FAQ Page<br>TD Knowledge Base |
| September 2016 | Password About to Expire – 30 day notice | Campus – Staggered by first letter of last name | ITSS | Fischer |
| September 2016 | Password About to Expire – 14 day notice | Campus – Staggered by first letter of last name | ITSS | Fischer |
| October 2016 | Password About to Expire – 7 day notice | Campus – Staggered by first letter of last name | ITSS | Fischer |
| | Password About to Expire – 3 day notice | Campus – Staggered by first letter of last name | ITSS | Fischer |
| | Password About to Expire – 2 day notice | Campus – Staggered by first letter of last name | ITSS | Fischer |

| Date | Title or Description | Audience | Assigned to | Communication Channel |
|---|---|---|---|---|
| | Password About to Expire – 1 day notice | Campus – Staggered by first letter of last name | ITSS | Fischer |
| | Password Has Expired – 1 day overdue | Campus – Staggered by first letter of last name | ITSS | Fischer |

### 6.1.3 Knowledge base articles

| Date | Title or Description | Audience | Assigned to | Communication Channel |
|---|---|---|---|---|
| May – December 2016 | Future Hire Process Guide - Staff | Department ASC/AAS/ASA | HR | Confluence/TD |
| May – December 2016 | Future Hire Process Guide - Faculty | Department ASC/AAS/ASA | HR/Faculty Affairs | Confluence/TD |
| June 2016 | ITSS Psswrd Recovery Guide - Student | ITSS Help Desk | IAMSC/ITSS | TD |
| June 2016 | ITSS Psswrd Recovery Guide - Employee | ITSS Help Desk | IAMCS/ITSS | TD |
| July 2016 | Guest Account Request | ITSS | EAPP/ITSS/ITCS | TD Service Request |
| July 2016 | Conference Account Request | ITSS | EAPP/ITSS/ITCS | TD Service Request |

### 6.1.4 IAM Initiative email to Campus Committees

| | |
|---|---|
| From: | Mike Schilling |
| To: | UTAC, Cabinet, SAALT, Academic Senate, AAS/SME, Chairs Committee |
| Cc: | Wendy Bentley, Beth Kissinger, Greg Coates |
| Subject: | Identity and Access Management Initiative Overview |
| Communication Date: | TBD |

Dear [committee],

Information Resources would like to request ten minutes on one of the [committee's] Spring 2016 agendas to update the Academic Senate on the Identity and Access Management (IAM) initiative that the campus has been working on for the past year. The IAM initiative's primary goal is to enable the right individuals the right access for the right reasons at the right times.

Implementation of the Fischer identity solution represents the next step in the University's ongoing IAM initiative. With a tentative launch date of late summer 2016 it is important to begin notifying our campus stakeholders of changes that will affect how:

- Accounts and access to systems are provisioned and de-provisioned
- Passwords are created and recovered
- System access requests are managed

Attached is an overview of the IAM initiative which includes a timeline for implementation and roll out of the system to campus users. If further information is required, please do not hesitate to contact me.

Thank you for considering our request to present.

### 6.1.5 IAM Initiative Overview Presentation

The presentation will cover a brief overview of the project itself along with more details about automated provisioning and de-provisioning of users and entitlements. There will also be an overview of changes to the current password policies and new self-service options.

| | |
|---|---|
| From: | Andy Miller and Mark Hendricks |
| To: | UTAC, Cabinet, SAALT, Academic Senate, AAS/SME, Chairs Committee |
| Cc: | Wendy Bentley, Beth Kissinger, Greg Coates |
| Subject: | Identity and Access Management Initiative Overview |
| UTAC Date: | April 8, 2016 (Andy Miller) |
| SAALT Date: | TBD Request submitted to Mike Schilling to get on the agenda |
| Academic Senate Date: | April 21, 2016 |
| AAS/SME Date: | First one on March 10, 2016 |
| Chairs Committee Date: | May 6, 2016 Andy Miller |
| | |

### 6.1.6 Password Policy Changes – Presentation

| | |
|---|---|
| From: | Mark Hendricks |
| To: | UTAC, Cabinet, SAALT, Academic Senate, AAS/SME, Chairs Committee |
| Cc: | Wendy Bentley, Beth Kissinger, Greg Coates |
| Subject: | Identity and Access Management Initiative Overview |
| UTAC Date: | TBD |
| SAALT Date: | TBD |
| Academic Senate Date: | Potential Dates are March 24th, April 21, May 5th, May 12th, |
| AAS/SME Date: | March 10, 2016 |
| Chairs Committee Date: | TBD |
| | |

### 6.1.7 IAM email prompt to update account recovery information

| | |
|---|---|
| From: | Information Resources |
| To: | Campus Users |
| Cc: | Wendy Bentley, Beth Kissinger, Greg Coates, Andy Miller, Mark Hendricks |
| Subject: | New Account Center – Update Your Password Recovery Information NOW |
| Campus Announcements: | TBD |
| Posters: | TBD |

### 6.1.8 Password Expiry Email Notifications

#### *6.1.8.1 CSU, Chico Password Has Expired*

| | |
|---|---|
| From: | ITSS |
| To: | Campus Users |
| Cc: | |
| Subject: | Your CSU, Chico Password Has Expired |

[Person-Firstname],

The password for your CSU, Chico account [Account-UserName], expired.

To understand why your password is expiring please visit [insert ITSS web page here].

You can reset your password by visiting the portal and following the link to the [kiosk title here]/ This tool will require that you answer security questions to verify your identity.

If you have questions about the authenticity of this notice, please contact the ITSS help desk.

ITSS Help Desk Phone: 530-898-HELP(4357) Office: MLIB 142 E-mail: itss@csuchico.edu

Note: To safeguard your private information, you should always verify that web sites asking for personal information are legitimate. In this case, it is important to verify that any web page you visit has a legitimate CSU, Chico web address. A legitimate CSU, Chico address will contain "csuchico.edu" after the first double slashes and before the first single slash. You should also look for a picture of a lock in the corner of your browser.

### *6.1.8.2 CSU, Chico Password to Expire Today*

| | |
|---|---|
| From: | ITSS |
| To: | Campus Users |
| Cc: | |
| Subject: | Your CSU, Chico Password Will Expire TODAY [Password_Expiry_date] |

[Person-Firstname],

The password for your CSU, Chico account [Account-UserName], will expire TODAY.

You will need to log into the Portal to change your password TODAY. If a new password is not set by the expiration date, you will not be able to log in to your CSU, Chico accounts.

To change your password, go to the CSU, Chico Portal. You must log into Account Center and change your password before this date, otherwise you will no longer be able to log into any of your CSU, Chico accounts or applications. If your password expires before you get a chance to change it, you can reset it by going to [url CSU, Chico reset]. Be aware that this process will require you to verify your identity by answering your security questions, so we recommend you take the opportunity NOW to check that you still know the answers to your questions. To do so, visit the portal and review your secret questions under 'My Profile'.

### *6.1.8.3 CSU, Chico Password to Expire in 1 Day*

| | |
|---|---|
| From: | ITSS |
| To: | Campus Users |
| Cc: | |
| Subject: | Your CSU, Chico Password Will Expire on [Password_Expiry_date] |

[Person-Firstname],

The password for your CSU, Chico account [Account-UserName], will expire on [password expiry date] at [password expiry time].

You will need to log into the Portal to change your password before this date. If a new password is not set by the expiration date, you will not be able to log in to your CSU, Chico accounts.

To change your password, go to the CSU, Chico Portal. You must log into Account Center and change your password before this date, otherwise you will no longer be able to log into any of your CSU, Chico accounts or applications. If your password expires before you get a chance to change it, you can reset it by going to [url CSU, Chico reset]. Be aware that this process will require you to verify your identity by answering your security questions, so we recommend you take the opportunity NOW to check that you still know the answers to your questions. To do so, visit the portal and review your secret questions under 'My Profile'.

If you have questions or concerns about this process, or if you encounter any problems, please contact the ITSS help desk:

- Web: http://www.csuchico.edu/itss
- Email: itss@csuchico.edu
- Phone: 530-898-HELP(4357)
- Walk-in: MLIB 142

**Current Password About to expire template**

**Subject:** Your CSU, Chico Exchange password is about to expire!
**Account for: Bentley, Wendy**

---

The CSUC password policy requires that users change their Outlook E-mail/CHICO Domain password at least every 180 days. Your password (***as of 06:00 am***) this morning is currently

**161** days old.

Since passwords are manually expired once a week, **your password will expire on**

**6/29/2016**

in the morning.

**However, we encourage you to change your password immediately to ensure that your account does not get locked out**.

To read more about the current CSUC policy, please visit: http://www.csuchico.edu/prs/EMs/2001/01-004.shtml

To read more about the current CSUC policies and guidelines please visit:http://www.csuchico.edu/itss/top-nav/policies/index.shtml

**Password change instructions**

1. Go to http://www.csuchico.edu/password
2. Type your login ID (typically your first initial, last name) in the User ID field
3. Click on **Continue**
4. Select the**Change Password**icon
5. Type your current password in the Old Password field
6. **NOTE:** There are new, stricter password requirements. To see these requirements, go to:
   http://www.csuchico.edu/parents/parent-portal/password-criteria.shtml
   **(you must be on campus or connected via the campus vpn in order to view these requirements)**
7. Type your new password in the New Password field, and type it again in the Confirm New Password field
8. Click the **continue** button
9. If your password change was successful:

Domain only and most Faculty / Staff / Student Staff accounts will get a green check mark in Chico System
Named accounts (Non-Generic) should also get a green check in the OpenLDAP System

10. **Be sure to reboot your computer once you are done.**

If you still experience any difficulties changing your password, please visit **IT Support Services** in Meriam Library, room 142, or call our Service Desk at 898-HELP (x4357).

### *6.1.8.4 CSU, Chico password to Expire in 2 Days*

| | |
|---|---|
| From: | ITSS |
| To: | Campus Users |
| Cc: | |
| Subject: | Your CSU, Chico Password Will Expire on [Password_Expiry_date] |

[Person-Firstname],

The password for your CSU, Chico account [Account-UserName], will expire on [password expiry date] at [password expiry time].

You will need to log into the Portal to change your password before this date. If a new password is not set by the expiration date, you will not be able to log in to your CSU, Chico accounts.

To change your password, go to the CSU, Chico Portal. You must log into Account Center and change your password before this date, otherwise you will no longer be able to log into any of your CSU, Chico accounts or applications. If your password expires before you get a chance to change it, you can reset it by going to [url CSU, Chico reset]. Be aware that this process will require you to verify your identity by answering your security questions, so we recommend you take the opportunity NOW to check that you still know the answers to your questions. To do so, visit the portal and review your secret questions under 'My Profile'.

If you have questions or concerns about this process, or if you encounter any problems, please contact the ITSS help desk:

- Web: http://www.csuchico.edu/itss
- Email: itss@csuchico.edu
- Phone: 530-898-HELP(4357)
- Walk-in: MLIB 142

### *6.1.8.5 CSU, Chico Password to Expire in 3 Days*

| | |
|---|---|
| From: | ITSS |
| To: | Campus Users |
| Cc: | |
| Subject: | Your CSU, Chico Password Will Expire on [Password_Expiry_date] |

[Person-Firstname],

The password for your CSU, Chico account [Account-UserName], will expire on [password expiry date] at [password expiry time].

You will need to log into the Portal to change your password before this date. If a new password is not set by the expiration date, you will not be able to log in to your CSU, Chico accounts.

To change your password, go to the CSU, Chico Portal. You must log into Account Center and change your password before this date, otherwise you will no longer be able to log into any of your CSU, Chico accounts or applications. If your password expires before you get a chance to change it, you can reset it by going to [url CSU, Chico reset]. Be aware that this process will require you to verify your identity by answering your security questions, so we recommend you take the opportunity NOW to check that you still know the answers to your questions. To do so, visit the portal and review your secret questions under 'My Profile'.

If you have questions or concerns about this process, or if you encounter any problems, please contact the ITSS help desk:

- Web: http://www.csuchico.edu/itss
- Email: itss@csuchico.edu
- Phone: 530-898-HELP(4357)
- Walk-in: MLIB 142

### *6.1.8.6 CSU, Chico Password to Expire in 1 week*

| | |
|---|---|
| From: | ITSS |
| To: | Campus Users |
| Cc: | |
| Subject: | Your CSU, Chico Password Will Expire on [Password_Expiry_date] |

[Person-Firstname],

The password for your CSU, Chico account [Account-UserName], will expire on [password expiry date] at [password expiry time].

You will need to log into the Portal to change your password before this date. If a new password is not set by the expiration date, you will not be able to log in to your CSU, Chico accounts.

To change your password, go to the CSU, Chico Portal. You must log into Account Center and change your password before this date, otherwise you will no longer be able to log into any of your CSU, Chico accounts or applications. If your password expires before you get a chance to change it, you can reset it by going to [url CSU, Chico reset]. Be aware that this process will require you to verify your identity by answering your security questions, so we recommend you take the opportunity NOW to check that you still know the answers to your questions. To do so, visit the portal and review your secret questions under 'My Profile'.

If you have questions or concerns about this process, or if you encounter any problems, please contact the ITSS help desk:

- Web: http://www.csuchico.edu/itss
- Email: itss@csuchico.edu
- Phone: 530-898-HELP(4357)
- Walk-in: MLIB 142

### *6.1.8.7 CSU, Chico Password to Expire in 2 Weeks*

| | |
|---|---|
| From: | ITSS |
| To: | Campus Users |
| Cc: | |
| Subject: | Your CSU, Chico Password Will Expire on [Password_Expiry_date] |

[Person-Firstname],

The password for your CSU, Chico account [Account-UserName], will expire on [password expiry date] at [password expiry time].

You will need to log into the Portal to change your password before this date. If a new password is not set by the expiration date, you will not be able to log in to your CSU, Chico accounts.

To change your password, go to the CSU, Chico Portal. You must log into Account Center and change your password before this date, otherwise you will no longer be able to log into any of your CSU, Chico accounts or applications. If your password expires before you get a chance to change it, you can reset it by going to [url CSU, Chico reset]. Be aware that this process will require you to verify your identity by answering your security questions, so we recommend you take the opportunity NOW to check that you still know the answers to your questions. To do so, visit the portal and review your secret questions under 'My Profile'.

If you have questions or concerns about this process, or if you encounter any problems, please contact the ITSS help desk:

- Web: http://www.csuchico.edu/itss
- Email: itss@csuchico.edu
- Phone: 530-898-HELP(4357)
- Walk-in: MLIB 142

### *6.1.8.8 CSU, Chico Password to Expire in 30 days*

| | |
|---|---|
| From: | ITSS |
| To: | Campus Users |
| Cc: | |
| Subject: | Your CSU, Chico Password Will Expire on [Password_Expiry_date] |

[Person-Firstname],

The password for your CSU, Chico account [Account-UserName], will expire on [password expiry date] at [password expiry time].

You will need to log into the Portal to change your password before this date. If a new password is not set by the expiration date, you will not be able to log in to your CSU, Chico accounts.

To change your password, go to the CSU, Chico Portal. You must log into Account Center and change your password before this date, otherwise you will no longer be able to log into any of your CSU, Chico accounts or applications. If your password expires before you get a chance to change it, you can reset it by going to [url CSU, Chico reset]. Be aware that this process will require you to verify your identity by answering your security questions, so we recommend you take the opportunity NOW to check that you still know the answers to your questions. To do so, visit the portal and review your secret questions under 'My Profile'.

If you have questions or concerns about this process, or if you encounter any problems, please contact the ITSS help desk:

- Web: http://www.csuchico.edu/itss
- Email: itss@csuchico.edu
- Phone: 530-898-HELP(4357)
- Walk-in: MLIB 142

### *6.1.8.9 Password Redirect*

CAS, Shibboleth, ADFS, Portal, Chico State Website(s), TDNext, TD Support including the Knowledge base and service catalog, BbLearn Login Page, PeopleSoft Self-Service, Hobsons.

Work with Web Services to identify all of the pages that have a link to password reset and account initialization.

Control+Alt+Delete function in Fischer – Fischer should have a DLL that Steve Krok places in the domain to catch desktop password reset and then the password is pushed to Fischer and then Fischer propagates it out LDAP.