Procedure Name:			
Rutgers Netid and Email Account Provisioning/Deprovisioning Procedure for Policy **70.1.7**			

Responsible Office:	Office of Information Technology (OIT)	**Contact:**	oitpolicies@rutgers.edu

Procedure

This document outlines the procedures for provisioning and deprovisioning NetIds and email accounts on the approved Rutgers' email and calendaring systems

Provisioning:

- o Source system for Rutgers affiliates to be provisioned a NetId include:
    - • Human Resources for Faculty, Staff, and Retirees
    - • Student systems for Students and Alumni
    - • Guest system for Other Affiliates

- o Once provisioned, the Rutgers affiliate is required to activate their NetId prior to use.

- o If an individual with a previous affiliation returns to Rutgers, they will be reassigned the same NetId.

- o Every Rutgers affiliate who has an active NetId is eligible for an account on one or more of the approved email and calendaring systems.

- o Alumni who choose to maintain a Rutgers email account will keep their previous student Scarletmail account.

- o Retirees who choose to maintain a Rutgers email account are entitled to an account on Scarletmail upon retirement. Their previous Connect account will be inactivated. (Note: Emeritus Faculty who retire have the option to retain their Connect account or transition to a new email account on Scarletmail.)

Deprovisioning:

- o When a Rutgers affiliate no longer has an active role at the university, based on notification from source systems and/or authorized personnel, their NetId is inactivated.

- o In the event a NetId needs to be inactivated immediately, a department should contact the OIT Help Desk to deactivate the NetId at that time.

- o Faculty and Staff who retire from the university are eligible to maintain a Rutgers email account, however this will not be the Connect account previously utilized for University Business. A new email account for retiree will be provisioned on Scarletmail. (Note: Emeritus Faculty who retire have the option to retain their Connect account or transition to a new email account on Scarletmail.)

- o Faculty and Staff who have been laid off from Rutgers but have recall rights can choose to maintain a Rutgers email account, which will be provisioned on Scarletmail during the recall rights period.

- Faculty, staff and students who no longer have an affiliation with Rutgers are no longer eligible to have a Rutgers email account. The email account is inactivated upon notification from source systems

- In the circumstance where a faculty/staff Connect account is inactivated, and the department needs to access data contained in the inactivated account for Rutgers business continuity reasons, a request should be submitted by the department head to the Connect delegated administrators responsible for the department or the Enterprise Messaging Group. This data will be copied to a sharable location, outside the original account.

- In the circumstance where a faculty/staff Connect account is inactivated, and a department or third-party request access to data contained within the account for reasons other than
Rutgers business continuity, the request should be submitted to OGC for approval before the Connect delegated administrators responsible for the department or the Enterprise Messaging Group will release the data to the requesting party. If the request is approved, a copy of the data will be made available to the requesting party.

- When Faculty or Staff move within Rutgers from one department to another, the Department head may decide that the nature of a departing Faculty or Staff's data is of such a confidential nature that all the data must be removed from the Connect account prior to the delegated administrator releasing the account to the new location. In this case, if the employee would like to retain some of the data from his/her Connect account as part of the transfer to the new department, the following process must be adhered to:

  - Faculty/staff submits request to exiting Department head.

  - Department head of exiting department needs to approve and sign off on this data transfer via Connect account transfer approval form within 15 days.

  - If data involves Patient Health Information (PHI), the University privacy officer needs to approve and sign off as well within 5 business days.

  - If approved, the delegated administrators from the exiting department and the new department will work with the employee to move the account from the existing location to the new location, along with the appropriate data in the account. Any data deemed inappropriate would not be moved.

- When an employee has a dual assignment, where the Connect account is with the primary assignment's domain, and his/her primary assignment ends, the Department head of the old prime department may decide that the nature of the employee's data is of such a confidential nature that all the data must be removed from his/her Connect account prior to the delegated administrator releasing the account to the new primary assignment location. In this case, if the employee would like to retain some of the data from his/her Connect account as part of the transfer to the new department, the following process must be adhered to:

  - Faculty /staff submits request to primary assignment Department head.

  - Department head of primary department needs to approve and sign off on this data transfer via Connect account transfer approval form within 15 days.

  - If data involves Patient Health Information (PHI), the University privacy officer needs to approve and sign off as well within 5 business days.

  - If approved, the delegated administrators from the exiting department and the new department would work with the employee to move the account from the existing location to the new location, along with the appropriate data in the account. Any data deemed inappropriate would not be moved over.