



**Office of
Technology
Services**
OTS Training

Guest NetID Management

Table of Contents

What is a Guest NetID?	3
Types of Guest NetIDs	3
Guest NetID Sponsor Responsibilities	3
Request a Guest NetID	4
View Request Status	6
Generate/Change the Guest NetID Password	7
Change the Guest NetID Expiration Date	8
Reset NetID Password Age	9
Guest Responsibilities for Individual Guest NetIDs	10
Logging In	10
Setting Security Questions	10
Password Recovery Information	11
Changing a Password	12

What is a Guest NetID?

A Guest NetID (account) is intended for individuals associated with the university who may need access to an authenticated university computing service. This includes campus desktops, servers, SharePoint sites, Remote Desktop Gateway, Virtual Workspace or VPN. Every Guest NetID is sponsored by one or more faculty or staff members. These sponsors have the capability to manage certain aspects of their sponsored Guest NetIDs.

Types of Guest NetIDs

There are 3 different types of Guest NetIDs which determines how password expiration and changes work.

1. **Individual** – NetID for named people and meant to be used by a single individual. These individuals are often temporarily associated with the university, work for a vendor who doesn't have a permanent presence on campus, not receiving a university paycheck, not a current student, and don't have a TUID number.

Examples include:

- Technology vendor/contractor (e.g., server support, technology support, after-hours help desk support, PeopleSoft support) who need to log into Towson computers.
 - USM Staff, USM Foundation members, or other friends of the university who need to access Towson resources/computers or require a Towson e-mail address
 - Volunteers or interns who need to access Towson resources/computers or require a Towson e-mail address
 - Grant students or other temporary students (one or two students at a time only) who do not have regular student NetIDs and need to access Towson resources/computers
 - Campus IT staff who need a service account or test account to maintain computers or labs
2. **Shared** – NetID for a group of guests or vendors. Shared accounts are meant for small groups of people to use short-term, such as for a conference or training event; users of shared accounts cannot change the shared account's password.
 3. **Service/Test** – NetID will act as a service or test account. Service/test accounts are used in limited fashion by campus IT staff for servers and for maintaining computers and labs.

Guest NetID Sponsor Responsibilities

Sponsor(s) of each Guest NetID are responsible for these tasks while maintaining the account:

- Request a Guest NetID and View Status of Request (see Request a Guest NetID and View Guest NetID Request Status sections)
- Generate an Initial Password (see Generate/Change the Guest NetID Password section)
- Assist the Guest NetID to log in or access services
- Assist the Guest if they have questions on changing their password or responding to password expiration notification emails (See Manage Guest NetID – Guest Responsibilities section)
- Assist the Guest NetID in resetting a forgotten or expired password (see Generate/Change the Guest NetID Password section)
- Extend the NetID expiration date or expire the NetID prematurely (see Change Expiration Date section)
- Reset the NetID password age if a password is forgotten within 2 days of reset (See Reset NetID Password Age section)

Request a Guest NetID

Requests are made via TU’s NetID Management System. Once the request is submitted, OTS will contact the requesting sponsor with any follow-up questions or to provide information on the new NetID. If a sponsor is having difficulties with a Guest NetID or needs to request a change that isn't available in the NetID Management System tool, the sponsor should contact the OTS Help Center for assistance. If a Guest NetID requires additional network access or permissions, please submit a separate TechHelp Service Request after you have been notified that the account has been created.

1. From your favorite browser type **towson.edu/netid**.
2. Under the **Other Faculty/Staff NetID Tools** section, click the **Request or Manage** link.

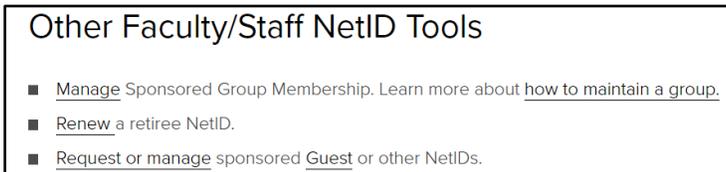


Figure 1

3. Enter your **Username (NetID)** and **Password** on the **Towson University Authenticated Login** screen and click **Login**.

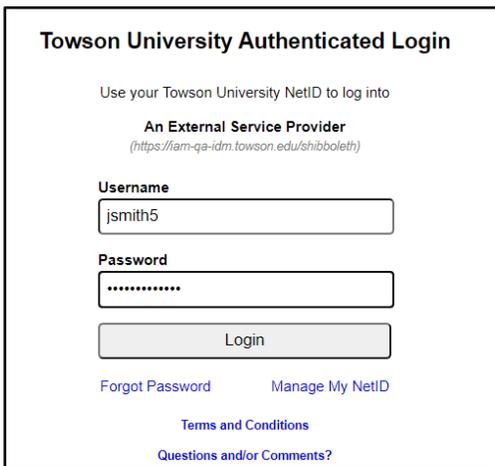


Figure 2

4. Click the **REQUESTS** tab at the top of the window. You will be able to **view requests, request access or netID, or change access**.
5. Click the **REQUEST ACCESS OR NETID** tab at the top. From here, you will be able to select the user for whom you want to **request access**.

Note: If requesting access for yourself, check the **Include Self** box.

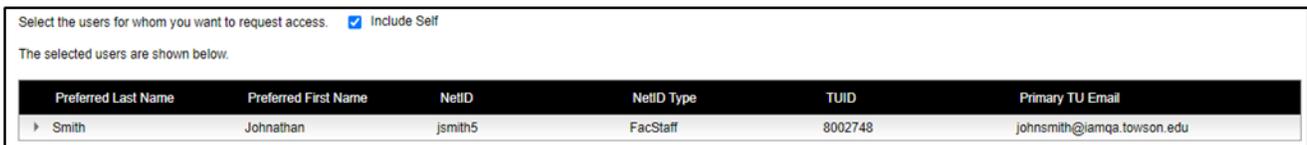


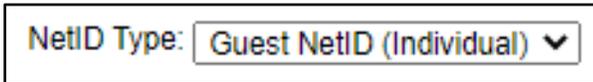
Figure 3

6. Click the **CREATE NEW USER** button.



Figure 4

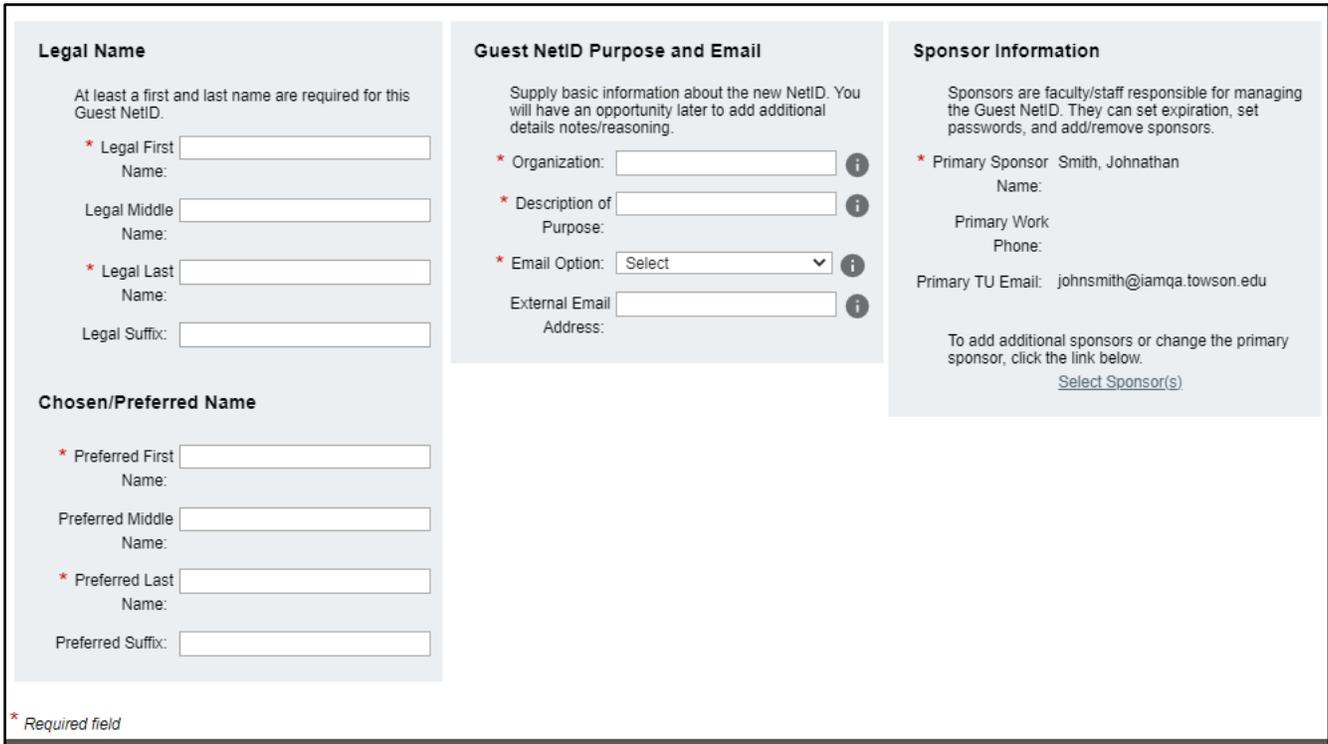
7. The **Create a new user** window will appear. Under **User Type**, select the **NetID Type** you will be requesting. Refer to the section above titled **Type of Guest NetIDs** for determination. For this example, we will be selecting **Guest NetID (Individual)**.



NetID Type:

Figure 5

8. Scroll down to the **Personal Information** section.
9. Fill out the **required** fields with the **guest's** information.



Legal Name

At least a first and last name are required for this Guest NetID.

* Legal First Name:

Legal Middle Name:

* Legal Last Name:

Legal Suffix:

Chosen/Preferred Name

* Preferred First Name:

Preferred Middle Name:

* Preferred Last Name:

Preferred Suffix:

Guest NetID Purpose and Email

Supply basic information about the new NetID. You will have an opportunity later to add additional details notes/reasoning.

* Organization: ⓘ

* Description of Purpose: ⓘ

* Email Option: ⓘ

External Email Address: ⓘ

Sponsor Information

Sponsors are faculty/staff responsible for managing the Guest NetID. They can set expiration, set passwords, and add/remove sponsors.

* Primary Sponsor Name: Smith, Johnathan

Primary Work

Phone:

Primary TU Email: johnsmith@jamqa.towson.edu

To add additional sponsors or change the primary sponsor, click the link below.
[Select Sponsor\(s\)](#)

* Required field

Figure 6

Note: Under **Guest NetID Purpose and Email** section, hovering over the **(i) icon** will provide more details for filling out this section.

10. Click the **DONE** button. You will be re-directed to the **Request Access or NetID** page.



DONE

Figure 7

11. Scroll down to the **Specify access period** section. Click the **calendar icon** to select the **Start** date for the account or by manually entering the start date in the mm/dd/yyyy format. Repeat the same step for the **End** date.

Note: The default time period is 1 year.



Start: ⓘ Format: mm/dd/yyyy

End: ⓘ Format: mm/dd/yyyy

Figure 8

12. Under the **Submit request** section, enter any **additional comments** into the text field. This may be an SR# or anything that may be helpful for OTS to complete the request. Click the **SUBMIT REQUEST** button.



Figure 9

13. Click the **CLOSE** button on the **Attention** pop-up window.



Figure 10

Note: Please allow up to 3 business days for OTS to contact you about the account request. You will receive a TechHelp support request email notification.

14. Click the **Logout** button in the upper right-hand corner of the screen when finished.

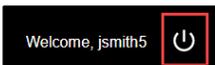


Figure 11

View Request Status

1. Log into the system (From your favorite browser type **towson.edu/netid**, click the **Request or Manage** link under the **Other Faculty/Staff NetID Tools** section, enter your **Username (NetID)** and **Password** on the **Towson University Authenticated Login** screen and click **Login**.)
2. Click the **REQUESTS** tab at the top of the window and then click the **VIEW REQUESTS** tab at the top.
3. Click the down arrow beside the request **ID** to expand. Click the arrow beside **History** for detailed information.

VIEW REQUESTS REQUEST ACCESS OR NETID

All the resource requests are shown below.

ID	Date Submitted	Resources	Submitted By	Beneficiary	Type	Status	NetID Type
032845	04/20/2021 1:08 PM	Identity Account	Caravello, Cyndi	Caravello, Cynthia	Add	Pending	Individual Guest

NEW USER: This request was submitted on behalf of a new user.

Beneficiary: Caravello, Cynthia **Organization:** Caravello, Inc. **NetID:** ccarave1
Description of Testing of Guest NetID process **Primary Supervisor or** Caravello, Cyndi **Primary TU Email:**
Purpose: **Sponsor:**

Resource: Identity Account (Provides access to identity management services) **RESULT:** Pending

Start Date: Immediate
End Date: 04/20/2022

History	Event	User	Comments / Details
04/20/2021 1:08 PM	Submitted	Caravello, Cyndi	I am testing to see how the process works.
04/20/2021 1:09 PM	Assigned	Page, Stuart	Time for Approval: 9d 23h 9m.
04/20/2021 1:09 PM	Assigned	Rohe, Patrick	Time for Approval: 9d 23h 9m.
04/20/2021 1:09 PM	Assigned	Rising, Matthew	Time for Approval: 9d 23h 9m.
04/20/2021 1:09 PM	Assigned	Colangelo, Louis	Time for Approval: 9d 23h 9m.
04/20/2021 1:09 PM	Assigned	Harris, Alexander	Time for Approval: 9d 23h 9m.
04/20/2021 1:09 PM	Assigned	Martin, Andrew	Time for Approval: 9d 23h 9m.
04/20/2021 1:09 PM	Assigned	McAdams, James	Time for Approval: 9d 23h 9m.

Figure 12

Generate/Change the Guest NetID Password

The sponsor will receive an email with a link to set a password (generate) for the guest netID. Only the sponsor can generate this password initially; however, both the sponsor(s) and the guest can change the password after the fact. The steps for both actions are the same.

Password expiration for Guest NetIDs is identical to password expiration for faculty/staff NetIDs; the password will expire 90 days after it is reset or changed, and must be changed every 90 days.

1. Log into the system (From your favorite browser type **towson.edu/netid**, click the **Request or Manage** link under the **Other Faculty/Staff NetID Tools** section, enter your **Username (NetID)** and **Password** on the **Towson University Authenticated Login** screen and click **Login**.)
2. Click the **USERS** tab at the top.
3. Under **Select a user**, type the last name of the guest in the **Search** box. The name may appear in an autofill box as you type, if so, click on it. If not, click the **Search** icon (magnifying glass) and find and select the name in the list, and then click **Done**.

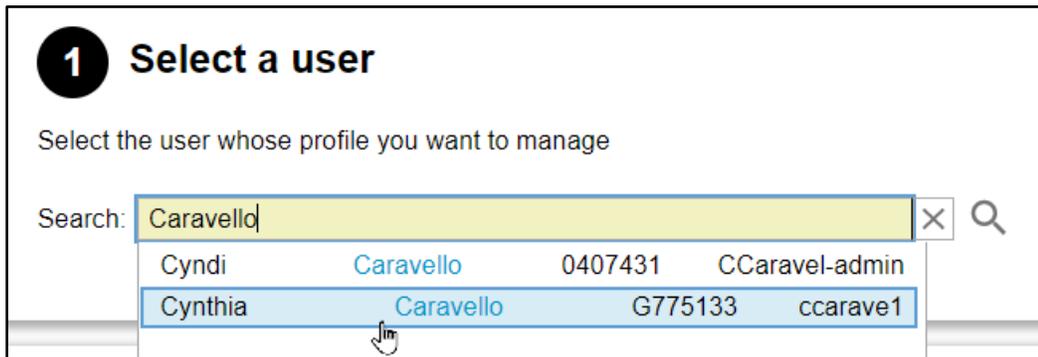


Figure 13

4. Scroll down under the **View/Edit NetID Profile** section and click the **GENERATE NEW PASSWORD** button.

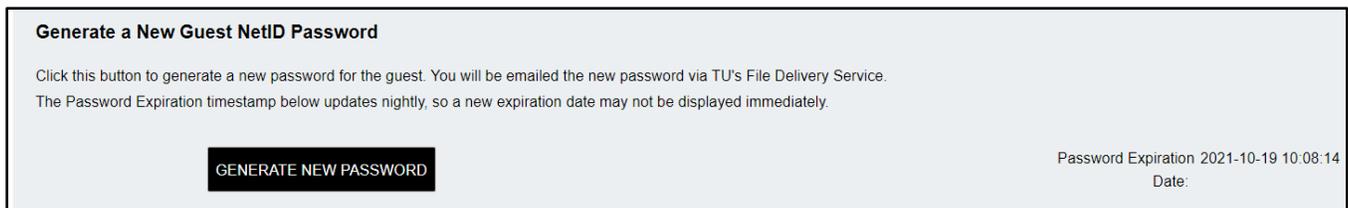


Figure 14

5. You will receive an **Attention** box confirming submission. Click **YES**.

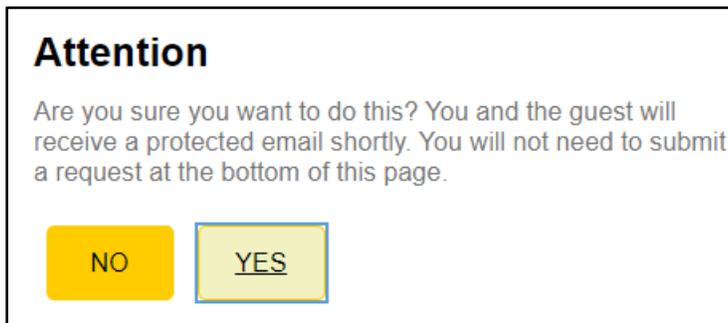


Figure 15

6. Click **CLOSE** in the **Attention** dialog box.

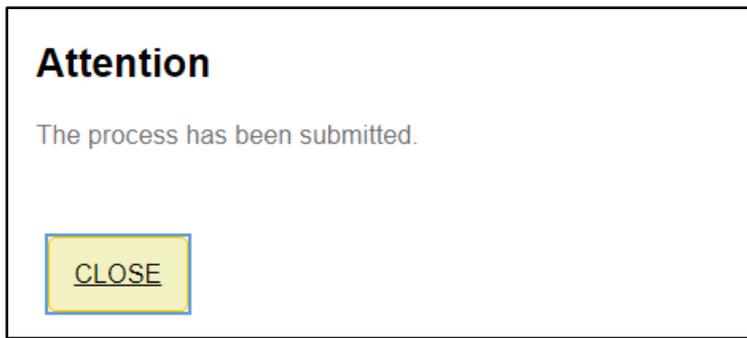


Figure 16

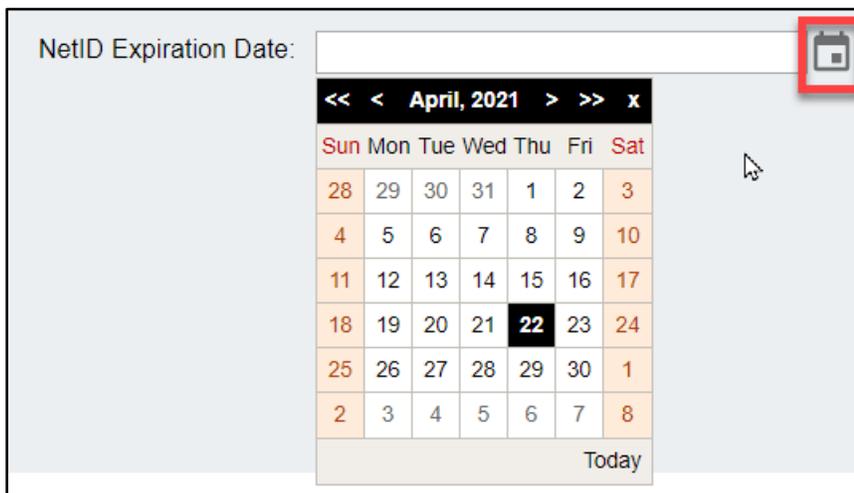
- Both the sponsor(s) and the guest will receive an email with a link to the File Delivery Service (FDS) to view the password.

Change the Guest NetID Expiration Date

By default, the Guest NetID expiration dates is set to expire after one year. As the sponsor, you may change this date and it can be extended by up to 1 year. The sponsor(s) will receive an email when the Guest NetID is about to expire, starting 30 days before expiration.

Note: After a Guest NetID expires, that ID can be re-enabled for 3 months after which time it is permanently deleted.

- Log into the system (From your favorite browser type towson.edu/netid, click the **Request or Manage** link under the **Other Faculty/Staff NetID Tools** section, enter your **Username (NetID)** and **Password** on the **Towson University Authenticated Login** screen and click **Login**.)
- Click the **Users** tab at the top.
- Under **Select a user**, type the last name of the guest in the **Search** box. The name may appear in an autofill box as you type, if so, click on it. If not, click the **Search** icon (magnifying glass) and find and select the name in the list, and then click **Done**.
- Scroll down to the **Change Guest NetID's Expiration Date**.
- Enter a new date in the **NetID Expiration Date** box or use the date picker.



- After entering the date, click the **UPDATE NETID EXPIRATION DATE** button.



Figure 17

7. Click **YES** in the **Attention** dialog box.
8. Click **CLOSE** in the **Attention** dialog box.
9. Scroll down and click **SUBMIT REQUEST**. You may also leave a note in the options comments box if you wish.

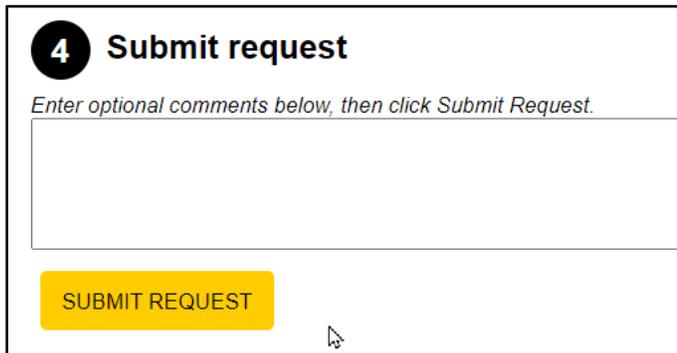


Figure 18

10. Click **Close** in the **Attention** dialog box.

Reset NetID Password Age

If a password is forgotten within 2 days of reset, you may allow the guest or sponsor(s) to reset that password again by clearing the minimum password age of 2 days.

1. Log into the system (From your favorite browser type towson.edu/netid, click the **Request or Manage** link under the **Other Faculty/Staff NetID Tools** section, enter your **Username (NetID)** and **Password** on the **Towson University Authenticated Login** screen and click **Login**.)
2. Click the **USERS** tab at the top.
3. Under **Select a user**, type the last name of the guest in the **Search** box. The name may appear in an autofill box as you type, if so, click on it. If not, click the **Search** icon (magnifying glass) and find and select the name in the list, and then click **Done**.
4. Scroll down to the **Reset NetID Password Age** and click the **CLEAR MINIMUM PASSWORD AGE** button.

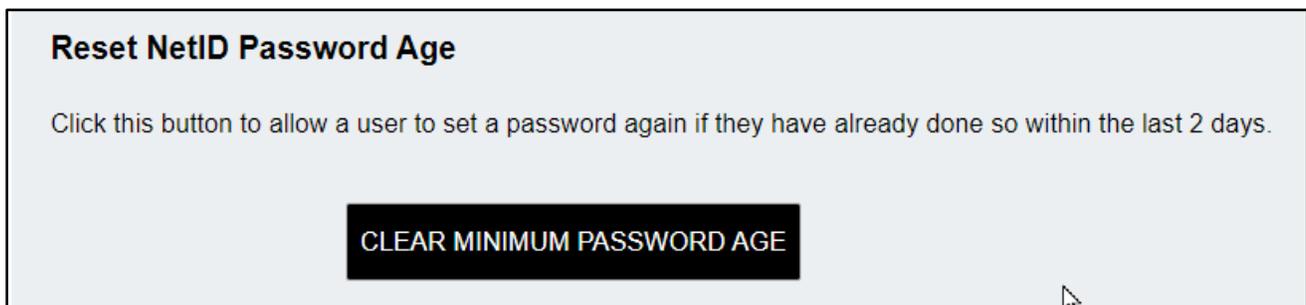


Figure 19

5. Click **YES** in the **Attention** dialog box.
6. Click **CLOSE** in the **Attention** dialog box.

Guest Responsibilities for Individual Guest NetIDs

A guest may perform several tasks including setting security questions, add recovery email and phone information and resetting the password on the Guest NetID they are using. *This applies to individual Guest NetIDs only – not for Shared or Service guest NetIDs.*

Logging In

1. From your favorite browser type **towson.edu/netid**.
2. Under the **Other Faculty/Staff NetID Tools** section, click the **Request or Manage** link.
3. Enter your **Username (NetID)** and **Password** on the **Towson University Authenticated Login** screen and click **Login**.

Setting Security Questions

Security questions are used for recovering a forgotten or expired password

1. After logging in for the first time, you will be prompted to set your security questions.
2. A **Welcome** dialog box will appear. Click **CLOSE**.

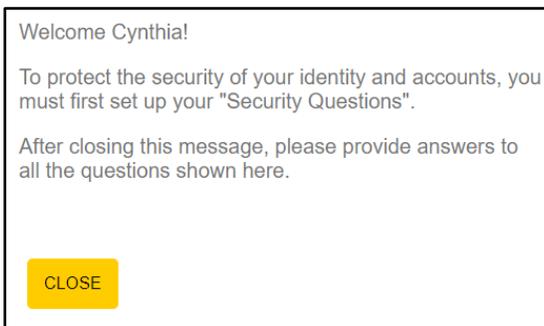


Figure 20

3. Click the **Pencil** icon next to the question you would like to change.
4. From the drop-down menu, you can now **select** a different question.



Figure 4

5. To answer a question, type your answer in box above **Answer for Question #** box and then confirm the answer by typing it again in the **Re-type Your Answer for Question #** box. Answers are **not** case-sensitive. If you click on the **SHOW ANSWERS** button at the bottom of the page, all answers will appear in lower case.

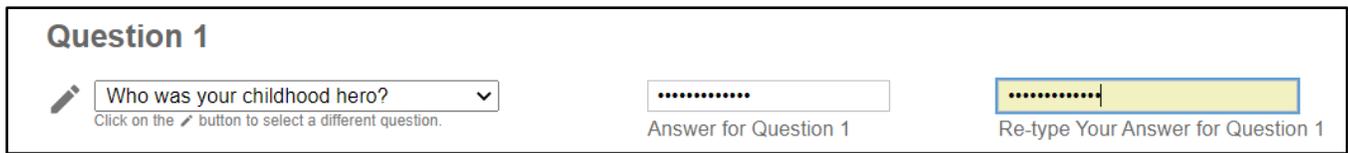


Figure 21

6. Repeat the process for Questions 2 and 3.
7. Note the buttons at the bottom of the page. You can **RESET ANSWERS**, **CLEAR ALL**, and **SHOW ANSWERS**.



Figure 22

8. When you have set all your security questions, click **SAVE** at the bottom of the screen.

Password Recovery Information

The Recovery Email and Phone are used for recovering a forgotten or expired password. Use a personal email address and/or personal mobile phone number that can receive a SMS text message.

1. After logging in, click the **Profile** tab at the top.
2. Scroll down to the **Password Recovery Email and Phone** section and add a **Recovery Email** and/or a **Recovery Phone** number in the designed fields.

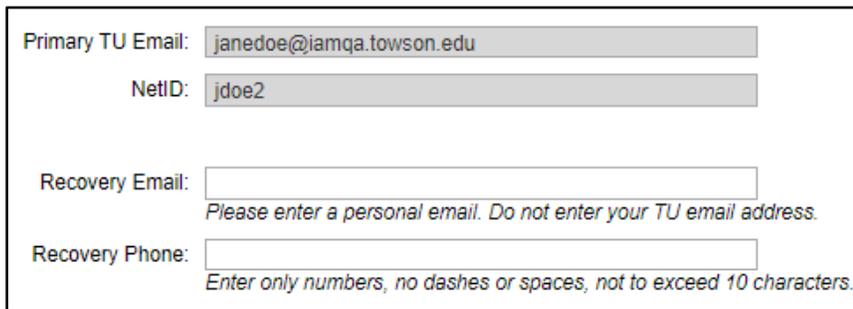


Figure 23

3. Click the **SUBMIT** button at the bottom of screen.



Figure 24

4. Enter the **one-time passcode** you received in your personal email into the **Recovery Email** field.
5. Enter the **one-time passcode** you received in your text messages into the **Recovery Phone** field.

Note: This step must be completed within 5 minutes.

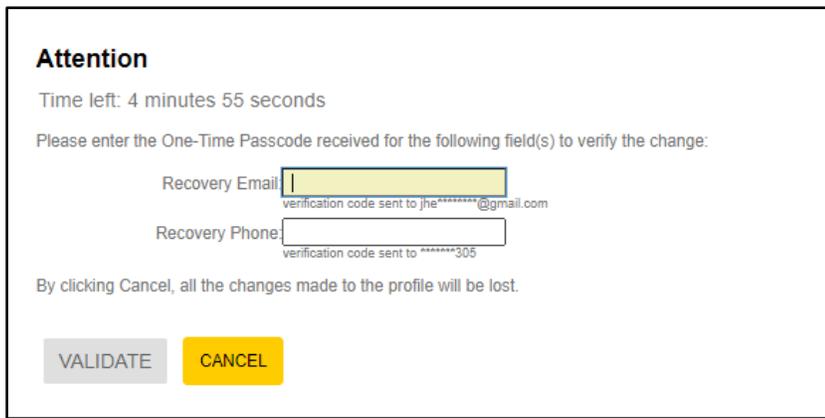


Figure 25

6. Click the **VALIDATE** button.
7. Click the **CLOSE** button on the **Attention** pop-up window. The **Create New Password** screen will appear.



Figure 26

Changing a Password

1. After logging in, click the **PASSWORD** tab at the top of the screen.
2. From the **Create New Password** screen, enter a new password in the **New Password** field.

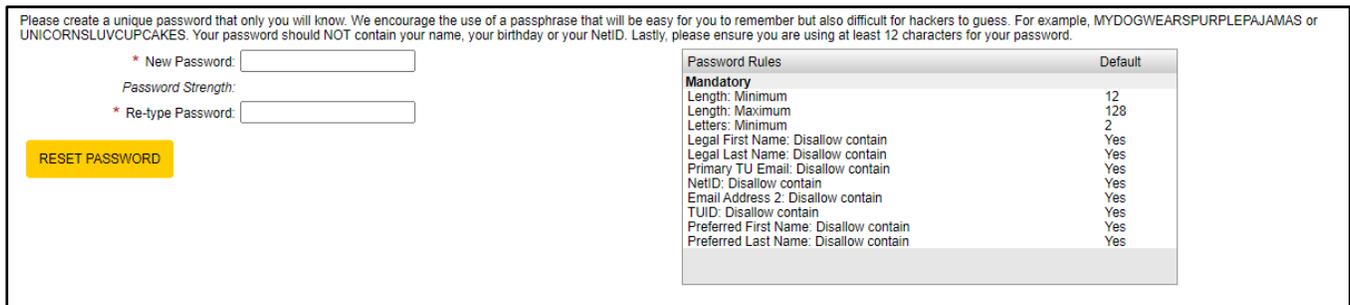


Figure 27

Note: Your new password must follow Password Rules listed.

3. Repeat the password in the **Re-type Password** field.
4. Click the **RESET PASSWORD** button. Two **Attention** dialog boxes will appear.

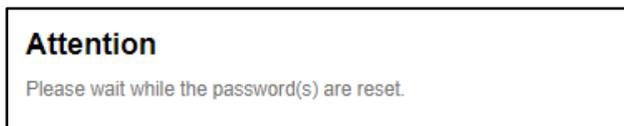


Figure 28

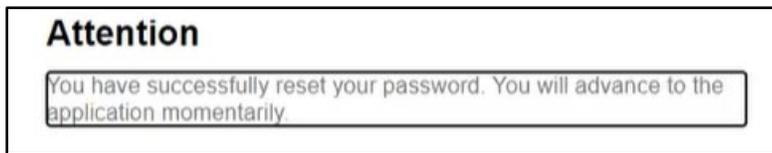


Figure 29