SERVICE ACCOUNT HANDBOOK

For Customers and IT Staff

DRAFT

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Service Accounts can be requested by anyone with O-Key Admin access. This includes ITCs and their designated staff. Customers without O-Key Admin access that wish to have a Service Account are encouraged to contact their local ITC or technical support representative. The Request Service Account link is found in the Main Menu of their O-key Admin profile.

Once the Service Account is created, the Service Account Primary and Secondary Owners have complete control to activate, modify, or extend the Service Account through their personal O-Key profile.

NOTE: Ownership cannot be assigned to a student or student employee. All owners must be full-time staff. If a student is going to maintain the account, please see the instructions regarding How to share, and add a link to, my Service Account calendar, How to share, and add a link to, my Service Account Inbox, and How to request Send As or Send on Behalf Of rights.

Instructional Documentation

Frequently Asked Questions

Service accounts are requested on behalf of potential account owners by departmental ITC's or local support representatives that have access to O-Key Admin. The process is described below. Please contact the OSU-Stillwater IT Helpdesk should you require further assistance. Helpdesk location, hours of operation, and contact information can be found at http://help.okstate.edu.

1. The O-Key Admin will authenticate to www.okey.okstate.edu/admin
2. Click on the "Request Service Account" link on the right pane
3. Choose the following service account information:
    a. Service Account Type
        i. Mail Enabled
        ii. Application (requires IT approval)
        iii. Kiosk
        iv. Reserved UID
        v. Resource Room (conference rooms, classrooms, etc)
        vi. Guest
        vii. WirelessMAC (requires IT approval)
        viii. Resource Equipment (vans, cars, pike passes, etc)
    b. Capacity (this field is required only for Resource service accounts. If the resource is a room, the capacity would be how many people can fit in the room. If the resource is equipment such as a car, how many people can fit in the car. If the resource is equipment such as a pike pass, the capacity would be zero.)
    c. Service Account UID (PUD/PRISM userid – may need to change if already assigned)
    d. Desired AD Username (O-Key Username - may need to change if already assigned. The default email address for a service account, if applicable, is the AD Username@osktate.edu. However, this can be modified during the activation process, if the account owner wishes to do so.)
    e. Begin Date (this is the date that the account can be activated and used)
    f. End Date (one year from begin date maximum)
    g. Owner's Name
    h. Owner's AD Username
    i. Owner's Department
    j. Secondary Owner's Name
    k. Secondary Owner's AD Username
    l. Requestor's Name (ITC or Local Support Rep)
    m. Requestor's Department
    n. Requestor's Phone
    o. Service Account Description (a brief, 50 characters or less, description that will display in the Global Address List (GAL) entry for this account, if applicable)
    p. Detailed Usage Info (a more detailed description of the account purpose that will display only in O-Key Admin)
4. Click on Submit
5. An email will be delivered to helpdesk@okstate.edu, which will automatically generate a c.Support Incident Ticket.
6. The Incident Ticket will be routed to the Information Technology Identity Management Specialist for account creation/processing.
7. Once the account has been created, the requestor will be contacted.
8. If applicable, the O-Key account associated with this service account will need to be activated by the account owner.
9. Once activated, the service account is ready for use.

The following instructions will detail how to activate a Mail-Enabled Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The three activation sections include Mail Enabled Information, Email and Password.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Activate" link in the Activate/Modify column.
4. From the resulting "Mail Enabled Information" form, enter/choose the following information:

   a. Enter the Account Name (This is the display name that will show in the Exchange Global Address List (GAL). The default value that is displayed in the field when the Service Account is being activated is the Service Account UID, the value that was put into PUD when the Service Account was created. Edit this value if you would like a different Account Name.)
   b. Choose Yes or No if you would like this Service Account to be displayed in the GAL
   c. The Service Account Description is a non-editable field. This is the information that the Identity Management Specialist (IMS) entered when the Service Account was created, based on information provided via the approved Service Account Request process. If the owner needs to modify this information, they need contact the Identity Management Specialist.
   d. Enter any additional notes about this Service Account. This is not a required field.
   e. Click the Next Button. This page is using the following validation rules:

      - If Account Name field is blank, you will see the following error message: "An account name is required".

5. The next page in the activation wizard is the "O-Key Email Address" form.

   a. Enter an email address and re-enter to confirm. The default value that is displayed in the field when the Service Account is being activated is the Service Account UID, the value that was put into PUD when the Service Account was created. Edit this value if you would like a different email address.
   b. Click the Next button. This page is using the following validation rules:

      - If this field is blank, you will see the following error message: "Please enter an email address".
      - If the email address in the first text box does not match the email address in the second text box, you will see the following error message: "Your email addresses do not match. Please re-enter your email address."

- If the email address selected is already being used by another user, you will see the following error message: "The email address selected already exists. Please select another email."
- If the email address contains prohibited words, you will see the following error message: "The email address contains a prohibited word. Please remove it"

6. The next page in the activation wizard is the "O-Key Password" form. You have the choice to use one of the 4 generated passwords or enter your own. NOTE: If choosing your own password, please ensure that the password adheres to the published password complexity standards.

7. Click the Next button. This page is using the following validation rules:

- If nothing is selected or entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
- If the length of the password entered is smaller than 8 characters, you will see the following error message: "The length of the password entered is smaller than 8".
- If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".
- If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
- If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
- If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
- If the password entered contains a space, you will see the following error message: "The password entered contains a space".
- If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

8. The next page is the Mail Enabled Account Profile. This indicates that you have successfully completed the wizard. The Profile will list all information pertaining to that Service Account. If necessary, share the information with all owners of the account.

9. Please note that a Secondary Owner is required for all Service Accounts.

The following instructions will detail how to activate an "Application" Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The single activation section will provide the owner with the opportunity to set the Service Account password.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Activate" link in the Activate/Modify column.
4. From the resulting "Password" form, enter the chosen password information for this Service Account. NOTE: The password requirements for application Service Accounts are different from the requirements for other Service Account types. Application Service Account passwords need to be at least 15 characters long and MUST contain at least one special character, as well as adhering to the other standard password complexity rules..
    a. Enter a password that is 15 characters long, contains at least one special character, at least one capital letter, at least one lower case letter, at least one number, and does not contain dictionary words. The generated passwords will not be shown.
    b. Click the Next button. This page is using the following validation rules.

    -   If nothing is entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
    -   If the length of the password entered is smaller than 15 characters, you will see the following error message: "Your password is less than 15 characters long. Please reenter your password".
    -   If the password entered does not contain at least one special character, you will see the following error message: "Your password needs to contain at least one special character. Please reenter your password".
    -   If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".
    -   If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
    -   If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
    -   If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is:"
    -   If the password entered contains a space, you will see the following error message: "The password entered contains a space".
    -   If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

5. The next page is the Application Account Profile. This indicates that you have successfully completed the wizard. The Profile will list all information pertaining to that Service Account. If necessary, share the information with all owners of the account.
6. Please note that a Secondary Owner is required for all Service Accounts.

The following instructions will detail how to activate a Kiosk Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The three activation sections include Workstation, Logon Hours and Password.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Activate" link in the Activate/Modify column.
4. From the resulting "Workstation" form enter the following information:

    a. Enter the computer names for each workstation. Separate each workstation name by the 'Enter' key (hard return).
    b. Click the Next button. This page is using the following validation rules:

        ● The computer name must be a computer object in Active Directory.

5. The next page in the wizard is the "Add Logon Hours" form.

    a. Select the hours for the workstation by choosing the day, begin time of the authentication window, and end time of the window. Note that all workstations associated with this Service Account will have the same logon hours.
    b. Click the 'Add' button. If the time is invalid, you will get an error message associated with the reason it is invalid.
    c. You can continue to add hours in this fashion until you have all the hours you require.
    d. Alternatively, if the kiosk is to remain open 24/7, put a check in the checkbox at the top of the page.
    e. Click the next button when finished.

6. The next page in the wizard is the "O-Key Password" form.

    b. You have the choice to use one of the 4 generated passwords or enter your own.
    c. Click the Next button. This page is using the following validation rules:

        ● If nothing is selected or entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
        ● If the length of the password entered is smaller than 8 characters, you will see the following error message: "The length of the password entered is smaller than 8".
        ● If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".

- If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
- If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
- If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
- If the password entered contains a space, you will see the following error message: "The password entered contains a space".
- If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

7. The next page is the Kiosk Account Profile. This indicates that you have successfully completed the wizard. The Profile will list all information pertaining to that Service Account. If necessary, share the information with all owners of the account.
8. Please note that a Secondary Owner is required for all Service Accounts.

The following instructions will detail how to activate a Mail-Enabled Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The three activation sections include Resource Information, E-mail, and Password.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Activate" link in the Activate/Modify column.
4. From the resulting "Resource Information" form, enter/choose the following information:

    a. Enter the Account Name (This is the display name that will show in the Exchange Global Address List (GAL). The default value that is displayed in the field when the Service Account is being activated is the Service Account UID, the value that was put into PUD when the Service Account was created.) The Account Name MUST be edited to include the first three characters of the campus to which it belongs.
    b. Choose Yes or No if you would like this Service Account to be displayed in the Exchange Address List.
    c. The Service Account Description is a non-editable field. This is the information that the O-Key Administrator entered when the Service Account was created. If you would like to modify this information, please contact on O-Key Administrator.
    d. Enter any additional notes about this Service Account.
    e. Click the Next button. This page is using the following validation rules:

        • If the Account Name field is blank, you will see the following error message: "An account name is required".
        • If the first three letters of the Account Name is not a campus abbreviation, you will see the following error message: The first three letters of this account must begin with the name of the campus. Please pre-pend the Account Name with STW_, CHS_, TUL_, OKM_, OKC_, NEO_, LU_, CSC_, PSU_, or NOC_ as appropriate.
        • If the account name does not contain an underscore after the campus abbreviation, you will see the following error message: "ERROR: The display name must contain an underscore after the campus abbreviation." The display name MUST contain an underscore after the campus abbreviation.

5. The next page in the activation wizard is the "O-Key Email Address" form.

    a. Enter an email address and re-enter to confirm. The default value that is displayed in the field when the Service Account is being activated is the Service Account UID, the

value that was put into PUD when the Service Account was created. Edit this value if you would like a different email address.

    b.   Click the Next button. This page is using the following validation rules:

- If this field is blank, you will see the following error message: "Please enter an email address".
- If the email address in the first text box does not match the email address in the second text box, you will see the following error message: "Your email addresses do not match. Please re-enter your email address."
- If the email address selected is already being used by another user, you will see the following error message: "The email address selected already exists. Please select another email."
- If the email address contains prohibited words, you will see the following error message: "The email address contains a prohibited word. Please remove it"

6. The next page in the activation wizard is the "O-Key Password" form. You have the choice to use one of the 4 generated passwords or enter your own. NOTE: If choosing your own password, please ensure that the password adheres to the published password complexity standards.

7. Click the Next button. This page is using the following validation rules:

- If nothing is selected or entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
- If the length of the password entered is smaller than 8 characters, you will see the following error message: "The length of the password entered is smaller than 8".
- If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".
- If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
- If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
- If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
- If the password entered contains a space, you will see the following error message: "The password entered contains a space".
- If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following

error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

8. The next page is the Resource Account Profile. This indicates that you have successfully completed the wizard. The Profile will list all information pertaining to that Service Account. If necessary, share the information with all owners of the account.
9. Please note that a Secondary Owner is required for all Service Accounts.

The following instructions will detail how to activate a Mail-Enabled Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The three activation sections include Guest Information, Email and Password.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Activate" link in the Activate/Modify column.
4. From the resulting "Guest Information" form, enter/choose the following information:

   a. Enter the Account Name (This is the display name that will show in the Exchange Global Address List (GAL). The default value that is displayed in the field when the Service Account is being activated is the Service Account UID, the value that was put into PUD when the Service Account was created. Edit this value if you would like a different Account Name.)
   b. Choose Yes or No if you would like this Service Account to be displayed in the GAL
   c. The Service Account Description is a non-editable field. This is the information that the Identity Management Specialist (IMS) entered when the Service Account was created, based on information provided via the approved Service Account Request process. If the owner needs to modify this information, they need contact the Identity Management Specialist.
   d. Enter any additional notes about this Service Account. This is not a required field.
   e. Click the Next Button. This page is using the following validation rules:

      - If Account Name field is blank, you will see the following error message: "An account name is required".

5. The next page in the activation wizard is the "O-Key Email Address" form.

   a. Enter an email address and re-enter to confirm. The default value that is displayed in the field when the Service Account is being activated is the Service Account UID, the value that was put into PUD when the Service Account was created. Edit this value if you would like a different email address.
   b. Click the Next button. This page is using the following validation rules:

      - If this field is blank, you will see the following error message: "Please enter an email address".
      - If the email address in the first text box does not match the email address in the second text box, you will see the following error message: "Your email addresses do not match. Please re-enter your email address."

- If the email address selected is already being used by another user, you will see the following error message: "The email address selected already exists. Please select another email."
- If the email address contains prohibited words, you will see the following error message: "The email address contains a prohibited word. Please remove it"

6. The next page in the activation wizard is the "O-Key Password" form. You have the choice to use one of the 4 generated passwords or enter your own. NOTE: If choosing your own password, please ensure that the password adheres to the published password complexity standards.
7. Click the Next button. This page is using the following validation rules:

- If nothing is selected or entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
- If the length of the password entered is smaller than 8 characters, you will see the following error message: "The length of the password entered is smaller than 8".
- If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".
- If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
- If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
- If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
- If the password entered contains a space, you will see the following error message: "The password entered contains a space".
- If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

8. The next page is the Guest Account Profile. This indicates that you have successfully completed the wizard. The Profile will list all information pertaining to that Service Account. If necessary, share the information with all owners of the account.
9. Please note that a Secondary Owner is required for all Service Accounts.

The following instructions will detail how to activate a "WirelessMAC" Service Account. These actions can be performed by either the Primary or Secondary Owner(s).

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Activate" link in the Activate/Modify column.
4. From the resulting "Password" form, note that the password is automatically populated. This is by design and should not be changed. Passwords for WirelessMAC Service Accounts do not expire. Click on the Next button.
5. The next page is the WirelessMAC Account Profile. This indicates that you have successfully completed the wizard. The Profile will list all information pertaining to that Service Account.
6. Please note that a Secondary Owner is required for all Service Accounts. Take the opportunity at this time to add one, if one does not exist.
7. Your account will be populated into the necessary O-Key Global Group during daily processing that will grant access to the OSUREGISTERED wireless network. Your device should be able to access OSUREGISTERED after 10am the following business day.

The following instructions will detail how to modify a Mail-Enabled Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The eight modification sections include Edit Service Account Information, Change Service Account Password, Transfer Ownership, Extend Expiration Date, Disable Service Account, Change Service Account Email, Add Secondary Owner, and Remove Secondary Owner.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Modify" link in the Activate/Modify column.
4. From the resulting Service Account profile page, you will have the following options regarding account modifications:

   a. **EDIT SERVICE ACCOUNT INFORMATION:** This menu item will display the Mail Enabled Information form.

      • Click the Reset button to reset the fields to the information that you saved prior to this modification session.
      • Click the Save button to save your current modification session. This page has the following validation rules:

         o If Account Name field is blank, you will see the following error message: "An account name is required".

      o Click the Cancel button to go back to the profile page.

   b. **CHANGE SERVICE ACCOUNT PASSWORD:** This menu item will display the O-Key Password form.

      • Click the Save button to save the password. This page has the following validation rules:

         o If nothing is selected or entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
         o If the length of the password entered is smaller than 8 characters, you will see the following error message: "The length of the password entered is smaller than 8".

- o If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".
- o If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
- o If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
- o If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
- o If the password entered contains a space, you will see the following error message: "The password entered contains a space".
- o If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

- Click the Cancel button to go back to the profile page.

c. **TRANSFER OWNERSHIP**: This menu item will display the Transfer Ownership form.

- Enter the email address of the person who will be the new Primary Owner.
- Click the Lookup button. You should see the Transfer Ownership Confirmation page.
- If the New Owner Name and the Department is the correct information for the new owner, click the Confirm button. The current Primary Owner will be removed. This page is using the following validation rules:

- o If the email address entered is the email address of the current owner, you will see the following error message: "The email entered is the current owner email. Please re-enter the email address."
- o If the email address entered contains spaces, you will see the following error message: "The email address contains spaces. Please try again."
- o If the email address entered is the email address of a person that has an invalid employee assignment, you will see the following error message: "The email address entered does not have a valid employment assignment. Please re-enter."
- o If the email address entered is the email address of a person that is with invalid department code, you will see the following error message: "An error occurred while retrieving the new owner's department code. "

- If the email address entered contains the @ sign, you will see the following error message: "The email address contains @ sign. Please try again."
- If there is no email address entered, you will see the following error message: "Please enter email address."

- Click the Cancel button to go back to the profile page.

d. **EXTEND EXPIRATION DATE**: This menu item will display the Extend Expiration Date page.

- This page displays the current expiration date for the Service Account.
- Click the Extend button to make the expiration date one year from the current date. You will not have the option to confirm. For example: Today is 5/25/2006. By extending the expiration date 1 year from today, the Service Account will have a new expiration date of 5/25/2007.
- Click the Cancel button to go back to the profile page.

e. **DISABLE SERVICE ACCOUNT**: This menu item will display the Disable Service Account page.

- Click the Disable button to disable the Service Account.
- If you elect to disable the Service Account, you will see the following in the profile page: "This Service Account has been disabled".
- After disabling the Service Account, the menu item will change to Enable Service Account. No modifications can be performed for a Service Account that has been disabled.
- Click the Cancel button to go back to the profile page.

f. **CHANGE SERVICE ACCOUNT EMAIL**: This menu item will display the O-Key Email Address form.

- Click the Save button to save the email address. This page uses the following validation rules:

    - If this field is blank, you will see the following error message: "Please enter an email address".
    - If the email address in the first text box does not match the email address in the second text box, you will see the following error message: "Your email addresses do not match. Please re-enter your email address."
    - If the email address selected is already being used by another user, you will see the following error message: "The email address selected already existed. Please select another email."

o   If the email address contains prohibited words, you will see the following error message: "The email address contains prohibited word. Please remove it"

- Click the Cancel button to go back to the profile page.

g.   **ADD SECONDARY OWNER**: This menu item will allow the owner to add Secondary Owners. Please be prepared to enter the potential Secondary Owners' Exchange email address.

h.   **REMOVE SECONDARY OWNER**: This menu item will allow the owner to remove Secondary Owners. The menu item will not display if there are not Secondary Owners to remove.

The following instructions will detail how to modify an Application Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The eight modification sections include Edit Service Account Information, Change Service Account Password, Transfer Ownership, Extend Expiration Date, Disable Service Account, Change Service Account Email, Add Secondary Owner, and Remove Secondary Owner.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Modify" link in the Activate/Modify column.
4. From the resulting Service Account profile page, you will have the following options regarding account modifications:

   a. **EDIT SERVICE ACCOUNT INFORMATION:** This menu item will display the Application Information form.

      - Click the Reset button to reset the fields to the information that you saved prior to this modification session.
      - Click the Save button to save your current modification session. This page has the following validation rules:

         o If Account Name field is blank, you will see the following error message: "An account name is required."

      - Click the Cancel button to go back to the profile page.

   b. **CHANGE SERVICE ACCOUNT PASSWORD:** This menu item will display the O-Key Password form.

      - The password requirements for application Service Account are different from the requirements for other Service Account types. Application Service Account's password needs to be at least 15 characters long and MUST contain at least one special character. The randomly generated options will not be shown.
      - Click the Save button to save the password. This page has the following validation rules:

         o If nothing is entered, you will see a pop up window with a message that says: "Please select a password or enter your own."

- o If the length of the password entered is smaller than 15 characters, you will see the following error message: "Your password is less than 15 characters long. Please reenter your password".
- o If the password entered does not contain at least one special character, you will see the following error message: "Your password needs to contain at least one special character. Please reenter your password".
- o If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".
- o If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
- o If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
- o If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
- o If the password entered contains a space, you will see the following error message: "The password entered contains a space".
- o If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

- Click the Cancel button to go back to the profile page.

c. **TRANSFER OWNERSHIP**: This menu item will display the Transfer Ownership form.

- Enter the email address of the person who will be the new Primary Owner.
- Click the Lookup button. You should see the Transfer Ownership Confirmation page.
- If the New Owner Name and the Department is the correct information for the new owner, click the Confirm button. The current Primary Owner will be removed. This page is using the following validation rules:

- o If the email address entered is the email address of the current owner, you will see the following error message: "The email entered is the current owner email. Please re-enter the email address."

- o If the email address entered contains spaces, you will see the following error message: "The email address contains spaces. Please try again."
  - o If the email address entered is the email address of a person that has an invalid employee assignment, you will see the following error message: "The email address entered does not have a valid employment assignment. Please re-enter."
  - o If the email address entered is the email address of a person that is with invalid department code, you will see the following error message: "An error occurred while retrieving the new owner's department code. "
  - o If the email address entered contains the @ sign, you will see the following error message: "The email address contains @ sign. Please try again."
  - o If there is no email address entered, you will see the following error message: "Please enter email address."

- • Click the Cancel button to go back to the profile page.

d. **EXTEND EXPIRATION DATE**: This menu item will display the Extend Expiration Date page.

- • This page displays the current expiration date for the Service Account.
- • Click the Extend button to make the expiration date one year from the current date. You will not have the option to confirm. For example: Today is 5/25/2006. By extending the expiration date 1 year from today, the Service Account will have a new expiration date of 5/25/2007.
- • Click the Cancel button to go back to the profile page.

e. **DISABLE SERVICE ACCOUNT**: This menu item will display the Disable Service Account page.

- • Click the Disable button to disable the Service Account.
- • If you elect to disable the Service Account, you will see the following in the profile page: "This Service Account has been disabled".
- • After disabling the Service Account, the menu item will change to Enable Service Account. No modifications can be performed for a Service Account that has been disabled.
- • Click the Cancel button to go back to the profile page.

f. **CHANGE SERVICE ACCOUNT EMAIL**: This menu item will display the O-Key Email Address form.

- • Click the Save button to save the email address. This page uses the following validation rules:

- If this field is blank, you will see the following error message: "Please enter an email address".
- If the email address in the first text box does not match the email address in the second text box, you will see the following error message: "Your email addresses do not match. Please re-enter your email address."
- If the email address selected is already being used by another user, you will see the following error message: "The email address selected already existed. Please select another email."
- If the email address contains prohibited words, you will see the following error message: "The email address contains prohibited word. Please remove it."

- Click the Cancel button to go back to the profile page.

g. **ADD SECONDARY OWNER**: This menu item will allow the owner to add Secondary Owners. Please be prepared to enter the potential Secondary Owners' Exchange email address.

h. **REMOVE SECONDARY OWNER**: This menu item will allow the owner to remove Secondary Owners. The menu item will not display if there are not Secondary Owners to remove.

The following instructions will detail how to modify a Kiosk Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The twelve modification sections include Edit Service Account Information, Change Service Account Password, Transfer Ownership, Extend Expiration Date, Disable Service Account, Suspend Service Account, Add Workstations, Remove Workstations, Add Workstation Hours, Remove Workstation Hours, Add Secondary Owner, and Remove Secondary Owner.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Modify" link in the Activate/Modify column.
4. From the resulting Service Account profile page, you will have the following options regarding account modifications:

    a. **EDIT SERVICE ACCOUNT INFORMATION:** This menu item will display the Kiosk Information form.

        - Enter any notes you have for this account.
        - Click the Reset button to reset notes field if you want to make modifications.
        - Click the Save button to save your current modification session.
        - Click the Cancel button to go back to the profile page.

    b. **CHANGE SERVICE ACCOUNT PASSWORD:** This menu item will display the O-Key Password form. You are welcome to choose one of the four randomly generated options or enter your own.

        - Click the Save button to save the password. This page has the following validation rules:

            o   If nothing is selected or entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
            o   If the length of the password entered is smaller than 8 characters, you will see the following error message: "The length of the password entered is smaller than 8".
            o   If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".

- If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
- If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
- If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
- If the password entered contains a space, you will see the following error message: "The password entered contains a space".
- If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

c. **TRANSFER OWNERSHIP**: This menu item will display the Transfer Ownership form.

- Enter the email address of the person who will be the new Primary Owner.
- Click the Lookup button. You should see the Transfer Ownership Confirmation page.
- If the New Owner Name and the Department is the correct information for the new owner, click the Confirm button. The current Primary Owner will be removed. This page is using the following validation rules:

  - If the email address entered is the email address of the current owner, you will see the following error message: "The email entered is the current owner email. Please re-enter the email address."
  - If the email address entered contains spaces, you will see the following error message: "The email address contains spaces. Please try again."
  - If the email address entered is the email address of a person that has an invalid employee assignment, you will see the following error message: "The email address entered does not have a valid employment assignment. Please re-enter."
  - If the email address entered is the email address of a person that is with invalid department code, you will see the following error message: "An error occurred while retrieving the new owner's department code. "
  - If the email address entered contains the @ sign, you will see the following error message: "The email address contains @ sign. Please try again."
  - If there is no email address entered, you will see the following error message: "Please enter email address."

- Click the Cancel button to go back to the profile page.

d. **EXTEND EXPIRATION DATE**: This menu item will display the Extend Expiration Date page.

- This page displays the current expiration date for the Service Account.
- Click the Extend button to make the expiration date one year from the current date. You will not have the option to confirm. For example: Today is 5/25/2006. By extending the expiration date 1 year from today, the Service Account will have a new expiration date of 5/25/2007.
- Click the Cancel button to go back to the profile page.

e. **DISABLE SERVICE ACCOUNT**: This menu item will display the Disable Service Account page.

- Click the Disable button to disable the Service Account.
- If you elect to disable the Service Account, you will see the following in the profile page: "This Service Account has been disabled".
- After disabling the Service Account, the menu item will change to Enable Service Account. No modifications can be performed for a Service Account that has been disabled.
- Click the Cancel button to go back to the profile page.

f. **SUSPEND SERVICE ACCOUNT:** This menu item will allow you to enter dates to suspend the account.

- Choose the beginning date, and then choose the end date of the suspension period. This page uses the following validation rules:

  o If nothing is chosen for a beginning date, you will get the following error message: "Beginning date is invalid".
  o If nothing is chosen for an end date, you will get the following error message: "End date is invalid".
  o If the end date is before the begin date, you will see the following error message: "You cannot have an end date that is before the begin date."
  o If the begin date is today, you will get the following error message: "The beginning date must be later than today."

- When finished, click 'Save'.
- Click the Cancel button to go back to the profile page.

g. **ADD WORKSTATIONS:** This menu item will allow owners to add new workstations to the kiosk.

- Enter the computer name for each computer you want added to the workstation, separated by pressing the 'Enter' key.
- Click 'Cancel' to return to the profile page
- Click 'Save' to add the computer names to the account.

h. **REMOVE WORKSTATIONS:** This menu item will allow users to remove workstations from the kiosk.

- Put a checkbox next to each computer name that you wish to remove.
- Click the 'Submit' button when finished.

i. **ADD WORKSTATION HOURS:** This menu item will allow you to add workstation hours to the kiosk account.

- Select the hours for the workstation by choosing the day, begin time of the workstation, and end time of the workstation. Note that all workstations associated with this Service Account will have the same logon hours.
- Click the 'Add' button. If the time is invalid, you will get an error message associated with the reason it is invalid.
- You can continue to add hours in this fashion until you have all the hours you require.
- Alternatively, if the kiosk is to remain open 24/7, put a check in the checkbox at the top of the page.
- Click the 'Done' button when finished.

j. **REMOVE WORKSTATION HOURS:** This menu item will allow you to remove a specific set of hours from a workstation.

- Use the checkboxes on the hours that you wish to remove. Once you are finished, click the 'Submit' button to return to the Profile page.

k. **ADD SECONDARY OWNER**: This menu item will allow the owner to add Secondary Owners. Please be prepared to enter the potential Secondary Owners' Exchange email address.

l. **REMOVE SECONDARY OWNER**: This menu item will allow the owner to remove Secondary Owners. The menu item will not display if there are not Secondary Owners to remove.

The following instructions will detail how to modify a Reserved Service Account. These actions can be performed by either the Primary Owner. The two modification sections include Edit Service Account Information, and Transfer Ownership.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Modify" link in the Activate/Modify column.
4. From the resulting Service Account profile page, you will have the following options regarding account modifications:

   a. **EDIT SERVICE ACCOUNT INFORMATION:** This menu item will display the Reserved Information form.

      - Click the Reset button to reset the fields to the information that you saved prior to this modification session.
      - Enter any additional notes
      - Click the Save button to save your current modification session.
      - Click the Cancel button to go back to the profile page.

   b. **TRANSFER OWNERSHIP**: This menu item will display the Transfer Ownership form.

      - Enter the email address of the person who will be the new Primary Owner.
      - Click the Lookup button. You should see the Transfer Ownership Confirmation page.
      - If the New Owner Name and the Department is the correct information for the new owner, click the Confirm button. The current Primary Owner will be removed. This page is using the following validation rules:

        o If the email address entered is the email address of the current owner, you will see the following error message: "The email entered is the current owner email. Please re-enter the email address."
        o If the email address entered contains spaces, you will see the following error message: "The email address contains spaces. Please try again."
        o If the email address entered is the email address of a person that has an invalid employee assignment, you will see the following error message: "The email address entered does not have a valid employment assignment. Please re-enter."

- o If the email address entered is the email address of a person that is with invalid department code, you will see the following error message: "An error occurred while retrieving the new owner's department code. "
- o If the email address entered contains the @ sign, you will see the following error message: "The email address contains @ sign. Please try again."
- o If there is no email address entered, you will see the following error message: "Please enter email address."

- Click the Cancel button to go back to the profile page.

The following instructions will detail how to modify a Resource Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The eight modification sections include Edit Service Account Information, Change Service Account Password, Transfer Ownership, Extend Expiration Date, Disable Service Account, Change Service Account Email, Add Secondary Owner, and Remove Secondary Owner.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Modify" link in the Activate/Modify column.
4. From the resulting Service Account profile page, you will have the following options regarding account modifications:

    a. **EDIT SERVICE ACCOUNT INFORMATION:** This menu item will display the Resource Information form.

       - Enter the Account Name. This is the display name that will show in the Exchange Address List. The default value that is displayed in the field when the Service Account is being activated is the Service Account UID. Edit this value if you would like a different Account Name. This page has the following validation rules:

         o If this field is blank, you will see the following error message: "An account name is required".
         o If the first three letter of the account name is not a campus abbreviation, you will se the following error message: The first three letters of this account must begin with the name of the campus. Please put STW_, CHS_, TUL_, OKM_, OKC_,NEO_, LU_, CSC_, PSU_, NOC_ on the front of the name.
         o If the account name does not contain an underscore after the campus abbreviation, you will see the following error message: The display name must contain an underscore after the campus abbreviation.

       - Choose Yes or No if you would like this Service Account to be displayed in the Exchange Address List.
       - The Service Account Description is a non-editable field. This is the information that the O-Key Administrator entered when the Service Account was created. If you would like to modify this information, please contact on O-Key Administrator.
       - Enter any additional notes.
       - Click the Reset button to reset the fields to the information that you saved prior to this modification session.
       - Click the Save button to save your current modification session.

- Click the Cancel button to go back to the profile page.

b. **CHANGE SERVICE ACCOUNT PASSWORD:** This menu item will display the O-Key Password form.

  - Click the Save button to save the password. This page has the following validation rules:

    - If nothing is selected or entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
    - If the length of the password entered is smaller than 8 characters, you will see the following error message: "The length of the password entered is smaller than 8".
    - If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".
    - If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
    - If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
    - If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
    - If the password entered contains a space, you will see the following error message: "The password entered contains a space".
    - If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

  - Click the Cancel button to go back to the profile page.

c. **TRANSFER OWNERSHIP**: This menu item will display the Transfer Ownership form.

  - Enter the email address of the person who will be the new Primary Owner.

- Click the Lookup button. You should see the Transfer Ownership Confirmation page.
- If the New Owner Name and the Department is the correct information for the new owner, click the Confirm button. The current Primary Owner will be removed. This page is using the following validation rules:

  - If the email address entered is the email address of the current owner, you will see the following error message: "The email entered is the current owner email. Please re-enter the email address."
  - If the email address entered contains spaces, you will see the following error message: "The email address contains spaces. Please try again."
  - If the email address entered is the email address of a person that has an invalid employee assignment, you will see the following error message: "The email address entered does not have a valid employment assignment. Please re-enter."
  - If the email address entered is the email address of a person that is with invalid department code, you will see the following error message: "An error occurred while retrieving the new owner's department code. "
  - If the email address entered contains the @ sign, you will see the following error message: "The email address contains @ sign. Please try again."
  - If there is no email address entered, you will see the following error message: "Please enter email address."

- Click the Cancel button to go back to the profile page.

d. **EXTEND EXPIRATION DATE**: This menu item will display the Extend Expiration Date page.

  - This page displays the current expiration date for the Service Account.
  - Click the Extend button to make the expiration date one year from the current date. You will not have the option to confirm. For example: Today is 5/25/2006. By extending the expiration date 1 year from today, the Service Account will have a new expiration date of 5/25/2007.
  - Click the Cancel button to go back to the profile page.

e. **DISABLE SERVICE ACCOUNT**: This menu item will display the Disable Service Account page.

  - Click the Disable button to disable the Service Account.
  - If you elect to disable the Service Account, you will see the following in the profile page: "This Service Account has been disabled".

- After disabling the Service Account, the menu item will change to Enable Service Account. No modifications can be performed for a Service Account that has been disabled.
- Click the Cancel button to go back to the profile page.

f. **CHANGE SERVICE ACCOUNT EMAIL**: This menu item will display the O-Key Email Address form.

- Click the Save button to save the email address. This page uses the following validation rules:

- If this field is blank, you will see the following error message: "Please enter an email address".
- If the email address in the first text box does not match the email address in the second text box, you will see the following error message: "Your email addresses do not match. Please re-enter your email address."
- If the email address selected is already being used by another user, you will see the following error message: "The email address selected already existed. Please select another email."
- If the email address contains prohibited words, you will see the following error message: "The email address contains prohibited word. Please remove it."

- Click the Cancel button to go back to the profile page.

g. **ADD SECONDARY OWNER**: This menu item will allow the owner to add Secondary Owners. Please be prepared to enter the potential Secondary Owners' Exchange email address.

h. **REMOVE SECONDARY OWNER**: This menu item will allow the owner to remove Secondary Owners. The menu item will not display if there are not Secondary Owners to remove.

The following instructions will detail how to modify a Guest Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The eight modification sections include Edit Service Account Information, Change Service Account Password, Transfer Ownership, Extend Expiration Date, Disable Service Account, Change Service Account Email, Add Secondary Owner, and Remove Secondary Owner.

1. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
2. From within your O-key profile, click on "Service Accounts" on the left pane.
3. Choose the appropriate Service Account listed by clicking on the "Modify" link in the Activate/Modify column.
4. From the resulting Service Account profile page, you will have the following options regarding account modifications:

    a. **EDIT SERVICE ACCOUNT INFORMATION:** This menu item will display the Guest Information form.

        - Click the Reset button to reset the fields to the information that you saved prior to this modification session.
        - Click the Save button to save your current modification session. This page has the following validation rules:

            o If Account Name field is blank, you will see the following error message: "An account name is required".

        - Click the Cancel button to go back to the profile page.

    b. **CHANGE SERVICE ACCOUNT PASSWORD:** This menu item will display the O-Key Password form.

        - Click the Save button to save the password. This page has the following validation rules:

            o If nothing is selected or entered, you will see a pop up window with a message that says: "Please select a password or enter your own."
            o If the length of the password entered is smaller than 8 characters, you will see the following error message: "The length of the password entered is smaller than 8".
            o If the password entered does not contain an upper-case character, you will see the following error message: "The password entered does not contain an upper-case character".

- If the password entered does not contain a number, you will see the following error message: "The password entered does not contain a number".
- If the password entered in the first text box does not match the password in the second text box, you will see the following error message: "The passwords do not match. Please reenter your password".
- If the password entered contains a dictionary word, you will see the following error message: "The password entered contains a dictionary word. The word is: "
- If the password entered contains a space, you will see the following error message: "The password entered contains a space".
- If the password entered is one of the last 4 passwords previously entered or it has been used in the last 8 days, you will see the following error message: "The password chosen is one of the last 4 passwords previously used or it has been used in the last 8 days."

- Click the Cancel button to go back to the profile page.

c. **TRANSFER OWNERSHIP**: This menu item will display the Transfer Ownership form.

- Enter the email address of the person who will be the new Primary Owner.
- Click the Lookup button. You should see the Transfer Ownership Confirmation page.
- If the New Owner Name and the Department is the correct information for the new owner, click the Confirm button. The current Primary Owner will be removed. This page is using the following validation rules:

- If the email address entered is the email address of the current owner, you will see the following error message: "The email entered is the current owner email. Please re-enter the email address."
- If the email address entered contains spaces, you will see the following error message: "The email address contains spaces. Please try again."
- If the email address entered is the email address of a person that has an invalid employee assignment, you will see the following error message: "The email address entered does not have a valid employment assignment. Please re-enter."
- If the email address entered is the email address of a person that is with invalid department code, you will see the following error message: "An error occurred while retrieving the new owner's department code. "
- If the email address entered contains the @ sign, you will see the following error message: "The email address contains @ sign. Please try again."

o   If there is no email address entered, you will see the following error message: "Please enter email address."

- Click the Cancel button to go back to the profile page.

d. **EXTEND EXPIRATION DATE**: This menu item will display the Extend Expiration Date page.

- This page displays the current expiration date for the Service Account.
- Click the Extend button to make the expiration date one year from the current date. You will not have the option to confirm. For example: Today is 5/25/2006. By extending the expiration date 1 year from today, the Service Account will have a new expiration date of 5/25/2007.
- Click the Cancel button to go back to the profile page.

e. **DISABLE SERVICE ACCOUNT**: This menu item will display the Disable Service Account page.

- Click the Disable button to disable the Service Account.
- If you elect to disable the Service Account, you will see the following in the profile page: "This Service Account has been disabled".
- After disabling the Service Account, the menu item will change to Enable Service Account. No modifications can be performed for a Service Account that has been disabled.
- Click the Cancel button to go back to the profile page.

f. **CHANGE SERVICE ACCOUNT EMAIL**: This menu item will display the O-Key Email Address form.

- Click the Save button to save the email address. This page uses the following validation rules:

  o   If this field is blank, you will see the following error message: "Please enter an email address".
  o   If the email address in the first text box does not match the email address in the second text box, you will see the following error message: "Your email addresses do not match. Please re-enter your email address."
  o   If the email address selected is already being used by another user, you will see the following error message: "The email address selected already existed. Please select another email."
  o   If the email address contains prohibited words, you will see the following error message: "The email address contains prohibited word. Please remove it."

- Click the Cancel button to go back to the profile page.

g. **ADD SECONDARY OWNER**: This menu item will allow the owner to add Secondary Owners. Please be prepared to enter the potential Secondary Owners' Exchange email address.

h. **REMOVE SECONDARY OWNER**: This menu item will allow the owner to remove Secondary Owners. The menu item will not display if there are not Secondary Owners to remove.

The following instructions will detail how to modify a WirelessMAC Service Account. These actions can be performed by either the Primary or Secondary Owner(s). The eight modification sections include Edit Service Account Information, Change Service Account Password, Transfer Ownership, Extend Expiration Date, Disable Service Account, Change Service Account Email, Add Secondary Owner, and Remove Secondary Owner.

5. As an assigned Owner of the Service Account, you will access your personal O-Key profile via www.okey.okstate.edu. If asked, please confirm your emergency contact information.
6. From within your O-key profile, click on "Service Accounts" on the left pane.
7. Choose the appropriate Service Account listed by clicking on the "Modify" link in the Activate/Modify column.
8. From the resulting Service Account profile page, you will have the following options regarding account modifications:

   a. **EDIT SERVICE ACCOUNT INFORMATION:** This menu item will display the WirelessMAC Information form. The O-Key Account Username is pre-populated with the MAC (physical address) of the device, with dashes. Do not change this information, as doing so will result in the related device no longer able to connect to OSUREGISTERED.

      • Click the Save button to save your current modification session. This page has the following validation rules:

         o If Account Name field is blank, you will see the following error message: "An account name is required".

      o Click the Cancel button to go back to the profile page.

   b. **CHANGE SERVICE ACCOUNT PASSWORD:** This menu item will display the O-Key Password form. The Service Account password is pre-populated with the MAC (physical address) of the device, with dashes. Do not change this information, as doing so will result in the related device no longer able to connect to OSUREGISTERED. The password for WirelessMAC Service Accounts does not expire.

      • Click the Cancel button to go back to the profile page.

   c. **TRANSFER OWNERSHIP**: This menu item will display the Transfer Ownership form.

      • Enter the email address of the person who will be the new Primary Owner.

- Click the Lookup button. You should see the Transfer Ownership Confirmation page.
- If the New Owner Name and the Department is the correct information for the new owner, click the Confirm button. The current Primary Owner will be removed. This page is using the following validation rules:

  o If the email address entered is the email address of the current owner, you will see the following error message: "The email entered is the current owner email. Please re-enter the email address."
  o If the email address entered contains spaces, you will see the following error message: "The email address contains spaces. Please try again."
  o If the email address entered is the email address of a person that has an invalid employee assignment, you will see the following error message: "The email address entered does not have a valid employment assignment. Please re-enter."
  o If the email address entered is the email address of a person that is with invalid department code, you will see the following error message: "An error occurred while retrieving the new owner's department code. "
  o If the email address entered contains the @ sign, you will see the following error message: "The email address contains @ sign. Please try again."
  o If there is no email address entered, you will see the following error message: "Please enter email address."

- Click the Cancel button to go back to the profile page.

d. **EXTEND EXPIRATION DATE**: This menu item will display the Extend Expiration Date page.

  - This page displays the current expiration date for the Service Account.
  - Click the Extend button to make the expiration date one year from the current date. You will not have the option to confirm. For example: Today is 5/25/2006. By extending the expiration date 1 year from today, the Service Account will have a new expiration date of 5/25/2007.
  - Click the Cancel button to go back to the profile page.

e. **DISABLE SERVICE ACCOUNT**: This menu item will display the Disable Service Account page.

  - Click the Disable button to disable the Service Account.
  - If you elect to disable the Service Account, you will see the following in the profile page: "This Service Account has been disabled".

- After disabling the Service Account, the menu item will change to Enable Service Account. No modifications can be performed for a Service Account that has been disabled.
- Click the Cancel button to go back to the profile page.

f. **ADD SECONDARY OWNER**: This menu item will allow the owner to add Secondary Owners. Please be prepared to enter the potential Secondary Owners' Exchange email address.

g. **REMOVE SECONDARY OWNER**: This menu item will allow the owner to remove Secondary Owners. The menu item will not display if there are not Secondary Owners to remove.

Service Accounts can be maintained by both Primary and Secondary account owners' personal O-Key profiles. For any account maintenance that cannot be performed by the owners, such as AD username changes, account owners are encouraged to contact the IT Helpdesk for further information. The appropriate IT staff member will be contacted. Helpdesk location, hours of operation and contact information can be found at http://help.okstate.edu.

1. The account owner should authenticate to www.okey.okstate.edu using their personal authentication credentials. Do not use the Service Account login/password.
2. If asked, they will need to confirm their emergency contact information. Click the "Done" button associated with the appropriate section.
3. Once within their personal O-Key profile, click on the "Service Accounts" link on the left pane.
4. The owner will see a list of all Service Accounts of which they are listed as a Primary or Secondary Owner.
5. Click on the "Modify" link associated with the appropriate Service Account.
6. Once within the Service Account profile, click on the "Change Service Account Password" link on the left pane.
7. Either choose a randomly generated password option, or enter a private password twice (do not use a password that has been used in the last 4 passwords, and ensure that the password meets the password complexity rules).
8. Click on Save
9. The password should take effect in the next 5 to 30 minutes.
10. If applicable, communicate the new password to all additional owners of the Service Account.

How to Transfer Primary Ownership of a Service Account – RETURN TO TOC

Primary Ownership can be transferred by either the current Primary Owner, or a Secondary Owner, via their personal O-Key Profile.

NOTE: Ownership cannot be assigned to a student or student employee. All owners must be full-time staff. If a student is going to maintain the account, please see the instructions regarding How to share, and add a link to, my Service Account calendar, How to share, and add a link to, my Service Account Inbox, and How to request Send As or Send on Behalf Of rights.

1. The account owner should authenticate to www.okey.okstate.edu using their personal authentication credentials. Do not use the Service Account login/password.
2. If asked, they will need to confirm their emergency contact information. Click the "Done" button associated with the appropriate section.
3. Once within their personal O-Key profile, click on the "Service Accounts" link on the left pane.
4. The owner will see a list of all Service Accounts of which they are listed as a Primary or Secondary Owner.
5. Click on the "Modify" link associated with the appropriate Service Account.
6. Once within the Service Account profile, click on the "Transfer Ownership" link on the left pane.
7. Enter the Exchange email address of the new Primary Owner.
8. Click on the "LookUp" button
9. If the email address of the new Primary Owner is valid, and is not currently assigned as an owner of any kind, the screen will appear allowing you to confirm the new Primary Owner's name and department. If the name/department information is correct, click on the "Confirm" button.
10. If the information on the screen does not reflect the appropriate name/department of the new Primary Owner, click on the "Cancel" button and begin again at step 6.

How to Add a Secondary Owner –

NOTE: A Secondary Owner is required for all Service Accounts. Primary and Secondary Owners can both add new Secondary Owners to their Service Accounts. The procedure is detailed below. Owners are encouraged to contact the OSU-Stillwater IT Helpdesk for further assistance. Helpdesk location, hours of operation and contact information can be found at http://help.okstate.edu.

NOTE: Ownership cannot be assigned to a student or student employee. All owners must be full-time staff. If a student is going to maintain the account, please see the instructions regarding How to share, and add a link to, my Service Account calendar, How to share, and add a link to, my Service Account Inbox, and How to request Send As or Send on Behalf Of rights.

1. The account owner should authenticate to www.okey.okstate.edu using their personal authentication credentials. Do not use the Service Account login/password.
2. If asked, they will need to confirm their emergency contact information. Click the "Done" button associated with the appropriate section.
3. Once within their personal O-Key profile, click on the "Service Accounts" link on the left pane.
4. The owner will see a list of all Service Accounts of which they are listed as a Primary or Secondary Owner.
5. Click on the "Modify" link associated with the appropriate Service Account.
6. Once within the Service Account profile, click on the "Add Secondary Owner" link on the left pane.
7. Enter the Exchange email address of the new Secondary Owner.
8. Click on the "LookUp" button
9. If the email address of the new Secondary Owner is valid, and is not currently assigned as an owner of any kind, the screen will appear allowing you to confirm the new Secondary Owner's name and department. If the name/department information is correct, click on the "Confirm" button.
10. If the information on the screen does not reflect the appropriate name/department of the new Secondary Owner, click on the "Cancel" button and begin again at step 6.

Oklahoma State University offers several types of Service Accounts, as described below. Please choose the Service Account type that best suits your purpose. Service Accounts are generally requested via O-Key Admin by departmental ITC's or by local support representatives. Please contact the OSU-Stillwater IT Helpdesk should you require further information, and the appropriate IT staff member will contact you. Helpdesk location, hours of operation, and contact information can be found at http://help.okstate.edu.

Each Service Account is set to expire annually, and can be extended, disabled, and re-enabled by Service Account owners at any time. The account owners are responsible for the maintenance of these accounts, including password resets (these expire every 120 days, with the single exception of Application Service Accounts that are set to expire annually), mailbox maintenance (if applicable), Primary and Secondary Owner assignment, and account extension. Owners, both Primary and secondary, will receive email notifications 30, 15, and 7 days prior to account and password expiration. Most account maintenance can be performed through the account owners' personal O-Key profile.

 It is currently required that each Service Account have a Secondary Owner listed for security purposes. The department code associated in HRS for the Primary Owner is associated with the account. If the Primary Owner changes departments, the account is set to expire in 30 days. The Secondary Owner can then assign a new Primary Owner from the desired department and then set the new account expiration date. It is for this purpose that a Primary Owner is identified. Secondary Owners can perform all account maintenance that a Primary Owner can perform.

MAIL ENABLED: A mail enabled Service Account is in Active Directory and has an Exchange mailbox. This type of account could be used for a departmental/organizational email or to receive emails that originate from a webpage, and can be maintained by multiple staff members. NOTE: An e-mail enabled Service Account can be monitored through the Outlook client if the person has 'send on behalf of' or 'send as' rights to the Service Account mailbox. Information Technology Server Administration currently must grant these rights.

APPLICATION: An application Service Account is in Active Directory. It does NOT have an Exchange mailbox. It is requested by server and application administrators for use with authenticating to Active Directory, or if an application requires access to an alternate application/system such as LDAP. The password for this account expires annually. The creation of this Service Account requires approval from the Information Technology Server Administration.

KIOSK: A kiosk Service Account is used when departments maintain a group (or kiosk) of publicly accessible computers that require authentication to the Active Directory network. It does NOT have an Exchange mailbox. Users would utilize the Service Account authentication credentials, only to these certain computers, as opposed to their own personal information. These credentials cannot be used to authenticate to any other computer(s). Kiosk administrators have the ability to choose authentication hours. For example, users would not be able to authenticate to any kiosk computer outside of the departmental operating hours for security purposes.

GUEST: A guest Service Account is in Active Directory and is given an Exchange mailbox. It is a re-usable mailbox for visitors who come to campus for a short period of time. This type of Service Account can be used to provide temporary access to Online Classroom (D2L) courses (for use with Online Classroom, the

Service Account username will be prefaced with "dl" and will automatically add as a user to Online Classroom after approximately an overnight wait). Instructors have used this type of Service Account for training purposes when using personal authentication credentials is not necessary or not recommended. This Service Account allows network access (both wired and wireless) and can be used in conjunction with lab or wireless access during a meeting or conference. The Service Account owner will be responsible for changing the password and clearing out the mailbox for use by the next visitor. A liability statement must be signed and faxed to the IT Systems Security Office if more than one visitor will utilize the account at any given time (conferences, events, etc.). Contact the IT Identity Management Office for details by calling 405-744-7887.

RESERVED: A reserved Service Account is used to reserve a PUD userid, or a word that should not be used as a userid/username for a system or person, or to resolve userid conflicts, and is for **Information Technology internal use only**. Examples of reserved ID's include "root", "system" and "admin". This Service Account is affiliated with PUD only, and is not associated with Active Directory or Exchange in any way. A reserved Service Account does not require O-Key activation and never expires.

RESOURCE: A resource Service Account is in Active Directory and is given an Exchange mailbox. Departments/Organizations will use this type of Service Account in order to track usage and reservation requests for various types of resources (i.e., vehicles, conference rooms, classrooms, calendars, etc.). These accounts do not have mail routing access from off campus. They are only available within the Exchange environment (through the Exchange Address List/GAL).

WIRELESS MAC: A WirelessMAC Service Account is in Active Directory solely for the purposes of wireless access and is NOT given an Exchange mailbox. This type of Service Account is requested for use by individuals with devices that <u>cannot</u> authenticate to the OSUWIRELESS wireless network or the wired network. These devices must be for work, education, or otherwise institutional goal-related purposes. By creating this type of Service Account, the device will be able to utilize the OSUREGISTERED network (not OSUWIRELESS) without requiring personal authentication. The Service Account userid will begin with "mac" followed by a five-digit number, and also requires the MAC (or physical) address of the device. When activating the account, the AD Username and AD Password are automatically populated in the proper format for access to OSUREGISTERED. Do not change these fields. Once activated, the account will be assigned to the proper O-Key global group during daily processing that will grant access to OSUREGISTERED. Therefore, the device will be able to connect after 10:00AM the following business day. The password does not expire for these accounts.

1. The most common reason for not seeing the Service Accounts link is that you need to confirm your Emergency Contact Information before viewing your personal profile. The screen would resemble the following screen capture. Simply locate your emergency contact information, confirm its accuracy, and then click the Done button for that section. You will then see your personal profile, and should then see your Service Accounts link on the left side of the page.

2. The second most common reason for not seeing the Service Accounts link is that you are not current assigned as a Primary or Secondary Service Account owner. If you believe this to be in

error, please contact the Information Technology Identity Management office by calling 405-744-7887 or by emailing ID.MGMT@okstate.edu for assistance.

As of March 2008, Secondary Owners are a required addition to each Service Account type. The division/department code assigned to the Primary Owner in HRS is associated with the Service Account. The Service Account is automatically set to expire in 30 days should the Primary Owner change departments or leave the University. By having a Secondary Owner already assigned, an additional layer of security exists for the Service Account. The Secondary Owner would have the ability to assign a new Primary Owner in the absence of the former owner.

Secondary Owners can perform all functions that the Primary Owner can perform. The only reason we distinguish one from the other is for the purpose of associating a particular division/department code with the account. The Secondary Owner can be a "silent" owner, in that they too will receive notifications that the Service Account and/or its password is going to expire. However, they can ignore these messages if the Primary Owner prefers to maintain the account themselves.

For instructions regarding how to add a Secondary Owner to your Service Account, please view the following section of this handbook:

How to Add a Secondary Owner (General)

How to setup a profile in Outlook for your Service Account – **RETURN TO TOC**

The following instructions detail how to setup a profile in Outlook for your Service Account. These instructions will accommodate for Outlook 2003, Outlook 2007, WinXP and Vista machines. If you experience any complications, please contact the IT Helpdesk for assistance. Contact information for the IT Helpdesk can be found at http://help.okstate.edu.

1. Click on **Start**
2. Click **Control Panel**
3. If the Control Panel window is mostly blue, click the **Switch to Classic View** link in the upper left hand corner.
4. Double click the **Mail** icon. If the Mail icon is not available, close the Control Panel, open Outlook, close Outlook, and re-open the Control Panel
5. A new window named Mail Setup will appear. Click the **Show Profiles…** button
6. A new window named Mail will appear. Click the **Add…** button
7. A new window named New Profile will appear. In the **Profile Name** box, type any identifier you wish and then click **OK**
8. A new window named Add New E-Mail Account will appear. If you are using Office 2003, go on to step 9. If you are using Office 2007, you may need to check the box next to **Manually configure server settings or additional server types to setup new accounts** and then click **Next** since Office 2007 automatically detects settings from your AD profile.
9. On the next screen, select the **Microsoft Exchange** radio button and then click **Next**.
10. On the next screen, enter **ad.okstate.edu** in the **Microsoft Exchange server** text box. In the **User Name** field, enter the Orange Key short user name of the account and click **Check Name**.
11. You may be asked to authenticate. Enter the Orange Key credentials of the account you are setting up if you receive an authentication dialog window. Once you do, or if you were not asked to authenticate, the field in the User Name text box will change to the full name of the account and be underlined. If the information in the User Name field cannot be found, you will need to select the account from a list that will appear. If the account does not show up in the list, then more than likely the e-mail address is hidden from the GAL. Unhide the account from the GAL in Orange Key and try these steps again once the account can be seen in the GAL.
12. Click **Next** to continue.
13. A Congratulations window will appear, click **Finish** to continue.
14. You should now be back at the Mail window. Repeat steps 6 – 13 as necessary to create additional profiles for Outlook.
15. Once you have created all of the profiles that you need, and returned to the Mail window on step 14, click the **Prompt for a profile to be used** radio button and click **OK**.
16. Now when you open Outlook, you should be prompted to select an account to log into. Choose the Service Account and login using the Service Accounts' O-Key credentials.

In order to redirect inbound messages sent to your Service Account email, you must create a rule in Outlook. The following instructions will detail how to accomplish this via Outlook 2007, and they assume that you have already setup the Service Account profile in Outlook. If you have not yet setup your Service Account profile in Outlook, please begin with the following instructions before returning to this page.

How to Setup a Service Account Profile in Outlook

Should you experience any complications, please contact the IT Helpdesk for assistance. Contact information for the IT Helpdesk can be found at http://help.okstate.edu.

1. Setup the account in Outlook (not Outlook Web Access)
2. Create a new rule by selecting Tools, then Rules & Alerts
3. Click the New Rule button
4. In the top list box, select the check box next to 'sent only to me'
5. Click Next
6. In the top list box, select 'redirect it to people or distribution list'
7. In the lower list box, click the link 'people or distribution list'
8. From the Rule Address box, select the people you want the messages to go to. And click OK
9. Click Finish.

The rule is a server side rule and should redirect if Outlook is not running. Inbound messages sent to your Service Account inbox will now redirect to your preferred email account. The messages will look like they came from the original sender, not the Service Account.

How to share your Service Account Calendar in Outlook – **RETURN TO TOC**

The following instructions detail how to create a link to your Service Account calendar within your personal Outlook profile. First, we must ensure that rights to view the Service Account calendar are shared with the appropriate individual(s). These instructions assume that you have already setup your Service Account in Outlook, and that you are logged in to your Service Account Outlook profile. If you do not see the option to login to your Service Account profile when restarting Outlook, see the related section below for instructions. If you have not yet setup your Service Account profile in Outlook, please begin with the following instructions before returning to this page.

How to Setup a Service Account Profile in Outlook

If you experience any complications, please contact the IT Helpdesk for assistance. Contact information for the IT Helpdesk can be found at http://help.okstate.edu.

Share Access Rights to your Service Account:

1. Restart Outlook and login to the Service Account profile.
2. Under the "My Calendar" section on the left side of the page, right click on Calendar and then click on Properties.
3. Click the Permissions tab, then click Add
4. Find the individual(s) with whom you would like to share this calendar from the Exchange Address List. This can be you, any other individual, or published Service Account.
5. Click on Add, and then OK.
6. From the Permission Level drop-down menu, choose the appropriate permission level you would like these new individuals to have, or you can further customize their accesses by choosing individual rights in the sections below. These accesses include Read, Write, Delete, and Other.
7. Click on OK

Add the link to the Service Account Calendar to your personal Outlook Profile:

In this example, we will assume that you want to share the Service Account calendar with yourself. The following instructions will detail how to add the link to your Service Account calendar to your personal Outlook profile. Each individual with whom you have shared this calendar can follow the same instructions from their personal Outlook profile(s).

1. Restart Outlook and login to your personal Outlook profile (not that of your Service Account).
2. Click the Calendar button
3. Click the "Open a Shared Calendar" link on the left side of the screen
4. Click on the "Name" button to search the Exchange Address List for your Service Account, or simply enter the Service Account email address, then click OK
5. A link to the Service Account calendar should appear on the left side of your personal calendar view.

(more on next page….)

What if I don't see the option to login to my Service Account profile when I restart Outlook?

Often, Service Account owners will add a link to their Service Account inbox to their personal Outlook profile. This avoids the need to restart Outlook each time they want to check their Service Account messages. The following instructions will assist you with a) checking whether or not an Outlook profile exists for your Service Account, and b) how to modify Outlook to prompt you to login to one profile or another.

1. Click on Start / Settings / Control Panel
2. Click on Mail
3. Click on Show Profiles. If your Service Account has a profile setup, you should see multiple profiles listed as associated with your computer. Review them to see if any one of them resembles your Service Account.
4. If so, click on the "Prompt for a profile to be used" radio button, and then click on OK.
5. Once you have followed the calendar sharing and adding the link instructions listed above, you can repeat these instructions to return to the "Always use this profile" setup.

The following instructions detail how to create a link to your Service Account inbox within your personal Outlook profile. First, we must ensure that rights to view the Service Account calendar are shared with the appropriate individual(s). These instructions assume that you have already setup your Service Account profile in Outlook, and that you are logged in to that Service Account Outlook profile. If you do not see the option to login to your Service Account profile when restarting Outlook, see the related section below for instructions. If you have not yet setup your Service Account profile in Outlook, please begin with the following instructions before returning to this page.

How to Setup a Service Account Profile in Outlook

If you experience any complications, please contact the IT Helpdesk for assistance. Contact information for the IT Helpdesk can be found at http://help.okstate.edu.

Share Access Rights to your Service Account:

1. Restart Outlook and login to the Service Account profile.
2. Right click on the *mailbox-SERVICE ACCOUNT NAME* under the "Mail Folders" heading (not the "Favorite Folders")
3. Click *Properties* from the drop-down menu.
4. Select the *Permissions* tab, and then click *Add*.
5. Look up the person(s) to whom you will share the Service Account inbox. For example, if I have a Service Account that I would like to view from my personal Outlook profile, at this step I would find myself in the Exchange Address List. Once the person is found, click on *Add* and then *OK*.
6. Select the person in the Permissions window, and then give them the appropriate level of permissions by selecting from the *Permission Level* drop-down menu. You can choose to control the access level in more detail by clicking the various radio buttons/check boxes, or you can leave each level at default settings. Click on *OK*.
7. Repeat steps 1 through 5 for each folder within the Service Account profile.

Add the link to the Service Account Inbox to your personal Outlook Profile:

1. Close Outlook and restart. Login as the Primary user.
2. Right click on *mailbox-YOUR NAME* under the "Mail Folders" heading (not the "Favorite Folders")
3. Select *Properties* from the drop-down menu
4. Click the *Advanced* button on the *General* tab.
5. Click on the *Advanced* tab, click *Add*, and enter the email address of the Service Account (or display name).
6. Click on *OK* until you have saved all of your changes in each of the three preceding windows.
7. The mailbox should appear below the Primary user's mailbox under the "Mail Folders" heading.
8. To remove the login prompt when Outlook is started, click *Start / Settings / Control Panel* (at step 3 you were asked to switch to Classic View, which allows greater ease of finding the Mail icon).
9. Double click the *Mail* icon, and select the *Do not prompt for a profile to be used* radio button and click *OK*.

10. Close control panel and switch back to Category View if you wish.

What if I don't see the option to login to my Service Account profile when I restart Outlook?

Often, Service Account owners will add a link to their Service Account inbox to their personal Outlook profile. This avoids the need to restart Outlook each time they want to check their Service Account messages. The following instructions will assist you with a) checking whether or not an Outlook profile exists for your Service Account, and b) how to modify Outlook to prompt you to login to one profile or another.

1. Click on Start / Settings / Control Panel
2. Click on Mail
3. Click on Show Profiles. If your Service Account has a profile setup, you should see multiple profiles listed as associated with your computer. Review them to see if any one of them resembles your Service Account.
4. If so, click on the "Prompt for a profile to be used" radio button, and then click on OK.
5. Once you have followed the calendar sharing and adding the link instructions listed above, you can repeat these instructions to return to the "Always use this profile" setup.

These instructions will apply not only to Service Accounts, but also to any Exchange email account. Therefore, when we mention a Service Account in the instructions below, it would apply if you were requesting these rights for an individuals' personal account, as well. The following brief definitions will distinguish between the two accesses…

SEND AS:
When someone has been granted "Send As" rights to a Service Account, messages sent will appear to be FROM the Service Account and the Reply To address will be that of the Service Account.

SEND ON BEHALF OF:
When someone has been granted "Send on Behalf of" rights to an Exchange email account, messages sent will appear as "sent by <your name> on behalf of <Service Account name>", and the Reply To address is that of the actual sender, not the Service Account.

How to request the access rights:

1. Send an email to helpdesk@okstate.edu with a request resembling the following…"Please grant Send As rights to Jane Doe for the Service Account SVCACCT@okstate.edu. I am the Primary Owner of this account." Tailor the request to meet your needs.
2. A c.Support Incident Ticket will be generated and routed to the appropriate IT personnel.
3. The request should be processed within 1 to 3 business days. Once the access rights are granted, the individual will need to add the "From:" field to their new messages.

How to add the "From:" field to new messages in Outlook:

OUTLOOK 2003:

1. Create a new mail message by clicking on New under the Mail section.
2. In the toolbar, click the down arrow next to the Options... button.
3. Check the box next to From to add the field. Uncheck the box to remove.

OUTLOOK 2007:

1. Create a new mail message by clicking on New under the Mail section.
2. Click Options at the top of the window above the ribbon.
3. Click the Show From button in the Fields section. If it is highlighted it is added. Otherwise it will not appear.

When creating a new message, enter the Service Account email address in the From: field, populate the recipient fields as normal, and then click on Send. If you leave the From: field blank, the message will be from you, as normal.

How do I convert an "old style" service account to one of the new "styles"? – **RETURN TO TOC**

Departmental representatives can send an email to ID.MGMT@okstate.edu with the following information…

1. An indication that you are requesting a service account conversion
2. Current name of the service account (AD Username and Email address)
3. An indication as to what type of service account you want it to be (see Service Account Types)
4. The name and O-Key/AD Username of the intended Primary Owner
5. The name and O-Key/AD Username of the intended Secondary Owner

By emailing the IT Identity Management Office, a c.Support Incident Ticket will be generated and routed to the appropriate personnel. Please allow 2 – 5 business days for processing. Once processed, your service account will be converted to one of the new styles. The password will not change, and services should not be interrupted. The person requesting the conversion, or the primary owner of the account will be contacted.