CSDS Desktop Services
Generic Account Guidelines

Date Issued: September 18, 2012

CSDS departments have various business needs for a shared “Generic” Account (Generic Alternate Authentication Account) to login to a CSDS supported machine. One example is a single generic login account to login to a shared departmental occasional use laptop. Another example is a single shared generic login account used to login to a Conference Room machine.

Request Process – Relationship Manager

Technical Coordinators should contact their Relationship Manager to discuss and evaluate the business need. The Relationship Manager will then submit the request to the CSDS Director for review and potential submission of a Security Exception Request to ITSP. Once the Security Exception has been approved, the Relationship Manager will submit a request for the generic account to CSDS.

Technical Coordinator Expectations

1. Initial password must be changed the first time it is used – this should be done promptly once both the username and password have been provided
2. The department requesting the generic account will be responsible for the following:
   a. For Checkout Laptop and Conference Room accounts: Maintain a log of who uses the account and when
      i. An example log record for tracking account usage is below
   b. Change the generic account password at least every 120 days
   c. Change the password any time a staff member who had access to the account leaves the department
   d. Verify that all web browser windows are closed before another individual uses the generic account in order to clear any cached data
   e. Verify that data was not saved locally under the generic account profile: e.g., Desktop, Downloads folder, My Documents folder or any other folders on the associated computer(s)
   f. Ensure that use of the generic account complies with data handling and security guidelines (http://www.purdue.edu/securepurdue/procedures/dataHandling1.cfm)

Generic Account Computer Usage Log Example

Conference Room XXX Machine Log

<table>
<thead>
<tr>
<th>Login ID - Insert special ID here</th>
<th>Password -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Beginning Time</td>
</tr>
</tbody>
</table>
