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# THE CARE AND FEEDING OF IOWA STATE NET-IDS

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## 1 What is a Net-ID?

A Network ID (or Net-ID) is the username that allows access to account services through a single password. Services include:

- Accessing email (netid@iastate.edu)
- Registering computers on the network
- Creating mailing and access lists
- Managing file systems
- Managing public webpages

These services can be accessed online at <http://asw.iastate.edu/>. A Net-ID is also required to access various computers across campus.

## 2 Registering for a Net-ID

### 2.1 Eligibility and Prerequisites

Who is eligible for a Net-ID?

- People currently enrolled in Iowa State University classes
- Full-time employees of the university

Who is not typically eligible for a Net-ID?

- ROTC faculty members not paid by the university
- Post-doctoral researchers paid through grants
- Casual hourly employees (pay base X)
- Graduate/undergraduate RAs or TAs (pay base C), unless eligible as a student

Questions about eligibility should be directed to the Solution Center in 195 Durham Center.

### 2.2 Registration

Anyone eligible for a Net-ID needs to have an Iowa State ID number (found on the red ISUCard) to register for an Iowa State Net-ID. Registration for a Net-ID can be done online at <http://asw.iastate.edu> by clicking Register. The registration process will ask the user to enter their name, ISU card number, and date of birth and then to pick a Net-ID and password.

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A Net-ID must be three to eight characters long, have lowercase letters and numbers, and start with a letter. The Net-ID will become the person's @iastate.edu email address, so we encourage people to choose wisely when picking a Net-ID.

The password must be 5 to 127 characters long and contain at least two of the following:

- Lowercase letters
- Uppercase letters
- Numbers
- Punctuation

### **2.3 Registration Problems (for example, your record is not in the database)**

If someone gets an error message when trying to register that says *Sorry, you are not found in the database*, check that the person registering has entered their name exactly as it appears on their ISU Card and make sure they have not entered their middle name. Only their first and last names should be entered.

A person may also have problems registering if their information has not filtered over to our databases. This problem is frequently seen with new or transfer students, and with recently hired employees. If you think this is the problem, send the person to the Solution Center, 195 Durham Center, to be manually entered into our database. The person should bring proof of enrollment if they are a student or an offer letter if they are a new employee. The Solution Center can also call the Registrar or Human Resources department to verify status.

### **2.4 Exception Accounts**

Someone who is not typically eligible for a Net-ID may be able to obtain one by getting an exception account. To do so, fill out an Exception Account form (available at the Solution Center, 195 Durham Center, or online at <http://www.it.iastate.edu/forms/>). The top part of the form is for the person registering, the middle part of the form is for an account sponsor (someone with a current Net-ID), and the bottom part of the form needs to be signed by the dean of the college the sponsor is in. To get a dean's signature, take the form to the dean's office; they will know what to do with it. If the person is an X-base hourly employee, they only need their supervisor's signature as the sponsor, and do not need the dean's signature.

Every suspension period, people with exception accounts will receive an email asking them to renew their accounts. If they wish to renew the account, they simply need to forward the web link in the email to their sponsor. The sponsor then goes to that link and clicks **Renew** to renew the person's account until the next suspension period.

### **2.5 Administrative Accounts**

An administrative account is designed to be a Net-ID that is not affiliated with a particular person, but is used for departmental, administrative-related functions. An example might be a generic, departmental email address. To create an administrative account, fill out an Administrative Account Request form (available at the Solution Center, 195 Durham Center, or online at <http://www.it.iastate.edu/forms/>).

You will need to select the requested Net-ID, a name for displaying in the online phone directory, and designate a contact person for that account. The account has a default quota of 1 GB of AFS file space.

## 3 Populating Active Directory

Shortly after the user creates their Net-ID, their information is entered in Active Directory (AD). This typically takes a few minutes; however, during the start of the semester or orientation, this may take an hour or more, due to the volume of students registering. Any user that had a Net-ID before the start of the Active Directory project will have to change their Net-ID password to be populated in Active Directory.

### 3.1 Department-Initiated Active Directory IDs

Active Directory OU administrators can create local, Windows-only accounts provided that they follow the "Windows 2000 Enterprise Design Enforced Conventions for User and Group Names". Such local users must have a username starting with a "!". Any Active Directory username that does not start with a "!" and was not created by the Net-ID-to-AD synchronization procedure will be renamed to start with a "!", and it will be the responsibility of the OU administrator to fix any problems this renaming causes.

## 4 Changing Your Password

To change a password when you know the current password:

1. Go to <http://asw.iastate.edu/> and log in.
2. Click **Manage User**, then **Change your Password**.
3. Enter your current password and your new password. You will need to enter the new password twice to verify it.
4. Click **Change Password**.

If you do not know the current password, you can have the password reset by bringing a photo ID to the Solution Center in 195 Durham Center or by filling out and faxing the password change form found online at <http://www.it.iastate.edu/forms/>. Faculty and staff members who have a departmental or college Active Directory OU administrator can have their passwords changed by that OU administrator.

### 4.1 Challenge Question

If a person has forgotten their password, but has a challenge question set, they can reset their password without having to stop by the Solution Center or faxing in a form. To change your password using the challenge question, go to <http://asw.iastate.edu/> and click **Forgot your password**. Enter your Net-ID, your ISU Card Number, and your birth date, and click **Submit Data**. The next screen will show your challenge question and ask for the answer. Enter the answer and click **Submit Response**. If your response is correct, you will be able to change your password.

To set your challenge question, go to <http://asw.iastate.edu/> and log in. Click **Manage User**, then **Set your Challenge Phrase**.

## 5 Forwarding Email

You can forward your @iastate.edu email to another address using the online process at <http://asw.iastate.edu/>. Log in and then click **Manage User**, then **View/Edit your e-mail delivery**. Click **Forwarded to:** and enter the address you want your email forwarded to. Click **Update now**.

The update will take place shortly after midnight. Any mail that comes in after that time will be automatically forwarded to the new address. Any mail remaining on the central mail servers will be forwarded to the new address. You should note that some email accounts have rather small limits on incoming mail (like Hotmail or Yahoo! Mail). If the amount of mail on the Iowa State mail server is greater than the size of messages the new address will accept, the messages will bounce and disappear. Mail that is in applications like WebMail or Eudora will not be touched.

## 6 Changing Your Net-ID

A person may change their Net-ID by filling out a Net-ID change request form in the Solution Center in 195 Durham Center or online at <http://www.it.iastate.edu/forms/>.

## 7 Suspension of Accounts

When a person is no longer eligible for an account, the account goes through a two-part process to be removed: suspension and expiration.

When a person is no longer eligible for an account, their account is suspended. Their AFS quota is set to 1, so they will not be able to create any new files, although their current files will stay as they were. They will not be able to log in interactively to Windows Active Directory machines, nor will they be able to get into WebMail, although they can ftp in to download files. If they do not have a forwarding address set, email to their Net-ID will start bouncing. Any lists that they own will be marked as inactive.

Suspensions are normally done on the 18th day of classes in the fall and spring semester. Email notices to people scheduled for suspension go out about a month before the actual suspension. If a person feels their account should not be suspended, they should reply to the message explaining why.

### 7.1 Students

A student's Net-ID is valid as long as they are taking classes at Iowa State. Their account is suspended in the semester that is one year after the last semester they were enrolled in classes. For example, if a student last took classes in the spring of 2006, their account will be suspended during the spring semester of 2007. If the last semester the student was enrolled was in the summer, their account will be suspended the following spring semester.

### 7.2 Retirement or Leaving the University

The Net-ID of retirees or people leaving the university will be suspended if updated payroll information is not available for them by a cutoff date: June 30 of the previous year for spring suspensions, December 31 of the previous year for fall suspensions. Departments can request an earlier removal as long as they have the approval of the Vice President for Business and Finance.

### 7.3 Emeriti Faculty and Staff

Faculty and staff members who retire and are granted emeritus status are allowed to keep their accounts as long as they want them. They will receive an email every suspension period asking them to renew their account. They simply have to go to the web address in the email and click **Renew** to keep their account active until the next suspension period.

Emeritus status is verified by calling the Provost's office. Faculty and staff members should

make sure their department has filed the appropriate paperwork with the Provost's office. Faculty and staff should then contact the Solution Center to get the account set up as an emeritus account; this does not happen automatically.

#### **7.4 Exception and Administrative Accounts**

Exception and administrative accounts will be suspended if their expiration date is before the current suspension date. The account should be renewed before the expiration date.

#### **7.5 User Requested Suspension**

A user who wishes their account to be suspended immediately can do so by going to the Solution Center, 195 Durham Center, and requesting suspension. Their account will be suspended shortly after midnight.

#### **7.6 Forwarding Email**

If a person has set up forwarding of their email, they will continue to get @iastate.edu email until their account is expired. A person whose account is already suspended can still set forwarding by following the forwarding instructions listed earlier.

#### **7.7 List Cleanup**

Shortly after suspension, all of the lists that a person owns will be marked as inactive and will no longer work as mailing lists.

#### **7.8 Access to Suspended Accounts**

##### **By user**

A user can still access their files via ftp after an account is suspended. Any other access will require an exception account form to be filled out, as described earlier.

##### **By request**

A department may request access to an employee's account by obtaining authorization from the Vice President of Business and Finance.

##### **Active Directory**

Shortly after a Net-ID is marked for suspension, it will be marked as an inactive user in Active Directory. An OU administrator can change the account back to an active status, but that will only affect access to Windows systems via Active Directory, not the Net-ID status.

## **8 Expiration Process**

A person's Net-ID will remain suspended until the next round of suspensions, when it will finally be expired. An account is marked for expiration shortly before it is finally deleted.

### **8.1 File Deletion and Locker Cleanup**

An account's files will be deleted shortly after the account is marked for expiration. Any lockers owned by that account will continue to exist as long as there is a valid grant paying for them.

The user's files are not accessible after the files are deleted; backups of those files should be made before the account is marked for expiration.

## **8.2 List Cleanup and Deletion**

Right after an account is marked for expiration, it will be removed from all of the lists of which it is a member. Any list that it owns will be deleted.

## **8.3 Forwarding and Mail**

Immediately after an account is marked for expiration, forwarding stops working and any mail left on the pop servers is deleted.

## **8.4 Active Directory**

Immediately after a Net-ID is marked for expiration, it is deleted from Active Directory and it will be removed from any groups it was a member of.

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*The Care and Feeding of Iowa State Net-IDs* was written by Thomas Kula and updated by Solution Center staff.

For more assistance, contact the Solution Center, 195 Durham Center, 515-294-4000, or by email at [solution@iastate.edu](mailto:solution@iastate.edu).

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