INFORMATION TECHNOLOGY PROCEDURE

Remote Password Reset Procedures

BALL STATE UNIVERSITY INFORMATION SECURITY SERVICES

1. INTRODUCTION

This form is used for reset of the password associated with the Ball State computer username in circumstances where the account owner is unable do so using the methods described below.

2. STANDARD METHOD OF PASSWORD RESET

The standard procedure for password resets is either to use the on-line password reset system https://www.bsu.edu/password, to personally appear in BL101 with a valid state or Federal Government picture identification card (such as a driver's license or passport), or by calling in to the Technology Helpdesk and verifying identity over the phone.

3. SPECIAL PROCEDURES FOR REMOTE CLIENTS

Use of this form is limited to circumstances where personally appearing on campus would result in undue hardship. You must contact the Technology Helpdesk via e-mail to helpdesk@bsu.edu or by calling 765-285-1517 to discuss your circumstances prior to submitting this form.

4. PROOF OF IDENTITY AND PASSWORD RESET REQUEST

As proof of my identity, I have included a complete copy of my current Federal or State issued picture I.D. below, or as a separate page if more room is needed for an accurate copy:

Please place driver's license or a valid state or federal government issued photo identification card here and photocopy this form, or include a photocopy of your ID as a separate attachment when faxing as described below.

I understand I may only request a password reset for myself, and that specifying a name or identifying information other than my own is a violation of university policy and may also violate various state and federal laws, in particular those related to computer tampering and identity deception.

Submissions of this form deemed illegible, incomplete, or which appear inaccurate in any way will not be processed. If my request is approved, my new password will be sent to the alternate e-mail address I have indicated below.

Send this completed form to the IT Helpdesk by faxing a copy to 765-285-1318 or scanning this completed form along with the image of your valid picture ID and e-mailing to helpdesk@bsu.edu.

Print Your Current Full Name: _____

Print Your BSU ID Number: _____

Print Your Current Contact Phone Number: _____

Print Your Current Alternate E-Mail Address: _____

Your Signature: _____ Date: ____ /____ /____