



OnBase Account Request Form

Please return this form to the ITS Service Desk in the Frank E. Gannett Building, room 1113, or fax it to 475-7884 Questions? Call us at 475-4357 (voice) or 475-2810 (tty)

Section I - Required Information (Please Print)

Name: _____ (First) _____ (MI) _____ (Last)

RIT Username: _____ Phone: _____

Department: _____ Job Title/Function: _____

Section II - Action and Access Requested

User Action:

If you would like the action (account creation, modification, or deletion) to occur on a specific date, please enter it here: _____

OnBase User Role:

Please note that roles marked with an asterisk (*) require additional approval from the ITS Application Administration team.

Functional Area(s):

- | | | |
|--|---|---|
| <input type="checkbox"/> Accounts Payable | <input type="checkbox"/> Admissions (Graduate) | <input type="checkbox"/> Admissions (NTID) |
| <input type="checkbox"/> Admissions (Undergraduate) | <input type="checkbox"/> Disability Services Office | <input type="checkbox"/> Development & Alumni Relations (Gift Processing) |
| <input type="checkbox"/> Development & Alumni Relations (Operations) | <input type="checkbox"/> English Language Center | <input type="checkbox"/> Financial Aid |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> International Student Services | <input type="checkbox"/> Payroll |
| <input type="checkbox"/> Student Employment Office | <input type="checkbox"/> Student Financial Services | <input type="checkbox"/> Student Records |
| <input type="checkbox"/> Other (Describe) _____ | | |

Subscription Server:

If you will be using the subscription server module to email documents to OnBase, please select the office(s) to which you will be emailing.

- | | | |
|---|--|---|
| <input type="checkbox"/> Admissions (All Offices) | <input type="checkbox"/> English Language Center | <input type="checkbox"/> International Student Services |
| <input type="checkbox"/> Other (Describe) _____ | | |

Section III - Authorization

I have read both the FERPA Governance Policy and the OnBase Usage Policy included with this form. I acknowledge that a violation of either policy may result in action up to, and including termination of my employment.

Print Name of Requestor Requestor's Signature Date

I approve this request, the assignment of the above privileges, as well as any necessary charges to the above request.

Department Head Department Head's Signature Date



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Instructions:

Section I - Required Information

Fill out all required information for the user requesting the OnBase account.

The RIT username you enter must match the username that you log into RIT services with (such as FootPrints, PeopleSoft, MyRIT, etc).

Section II - User Action and Access Requested

User Action: Choose whether the request is to add a new user, or modify or delete an existing account.

Licenses Needed: All users require a client license. If your department also uses the Workflow system, you will also need a Workflow license.

OnBase User Role: Select the role for the user, based on the role descriptions on page 3, below.

Functional Areas: Select the areas containing the documents you are requesting access to. These offices will then be solicited for approval and appropriate access.

Subscription Server - Allows emails and their associated attachments to be imported into OnBase. Select the office(s) to which you will be sending emails.

Section III - Authorization

Account creations and access modifications require both the requestor's signature and the signature of their Department Head. Deletions of an existing account/user only require the signature of the Department Head.



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OnBase User Role Descriptions

Office Leader: This role allows all basic client functions, in addition to being able to purge committed scanned batches. This role is also being set up to allow additional administrative-type functionality, coming in future versions of OnBase.

Office Staff: This is the standard OnBase role, granting access to all basic functions in the system, such as scanning and indexing. *Unless otherwise necessary, staff members should be placed in this role.*

Student Worker: This is the standard role for student workers in OnBase, allowing for most client functionality, including Workflow and scanning and indexing. *Unless otherwise necessary, student workers should be placed in this role*

Access Approver: This role includes the functions in the Office Leader role, in addition to a few other administrative functions within the client. Users in this role are permitted to reject or deny access requests and change requests for their office.

ITS Administrator: This role is limited to selected ITS and system administrators, and allows full system, configuration, and maintenance access to the system.



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Student records are confidential, protected under federal law known as the Family education Rights and Privacy Act (FERPA). Under FERPA you may access the information within the OnBase system only in the legitimate education interest of the student. You must keep all information confidential. You are given access to this system and its documents on the condition that you do not share your access (including User ID and/or password) with others, as you will be held responsible for changes made using your User ID and password.

I. Introduction

Document management and storage are vital components to the success of the University. Documents must be made readily available to those individuals who need them, at any given moment, and without difficulty. To facilitate this function, the Enterprise Content Management (ECM) solution OnBase, by Hyland Software, is used within various business units throughout Rochester Institute of Technology (RIT).

Because of the nature of the documents being stored within the OnBase system, special care and attention must be taken in order to ensure privacy, and business continuity. An outage, for any reason and for any duration of time, can lead to a severe impact on business processes. As such, it is vital that all users, at all levels, help to ensure the integrity and security of the OnBase system and the data and documents stored within it.

II. Definitions

To avoid confusion and question, the following terminology will be used throughout this policy:

- A. **User:** Any individual, whether internal or external to the institute, who is authorized to use the OnBase system in any capacity.
- B. **Functional Group:** A single, contiguous business unit (for example, Admissions) whose staff utilizes the OnBase system.
- C. **Functional Administrator:** A user within each functional group who is authorized to manage his or her group's users and their security settings, and their interactions with the OnBase system. Currently, there are four Functional Administrators from the Registrar, Admissions, Financial Aid, and NTID offices.
- D. **Support Staff:** Any individual, whether internal or external to the institute, whose role is supporting and/or troubleshooting the OnBase system in any capacity.
- E. **HSI:** Acronym used to denote Hyland Software, Inc., the vendor and developer of the OnBase application.
- F. **PI:** Private Information, which New York State defines as any personal information concerning a natural person combined with one or more of the following data elements: Social Security number, driver's license number, account number, or credit or debit card number in combination with any required security code.¹
- G. **The System:** Refers to any aspect of the OnBase system, including (but not limited to) the Thick (Windows) Client and the Thin (Web) Client.

¹ <http://security.rit.edu/Pim-table.html>

III. Scope

This policy shall be binding to any and all users, internal or external to the institute, who access any component of the On-Base system, in any capacity. This includes, but is not limited to, RIT faculty and staff working both within the institution, and from remote locations; Information and Technology Services (ITS) and other internal support staff; and support from vendors, including HSI.

This policy implies those supplemental policies and regulations in effect throughout the University. These include, but are not limited to, the University's policies and guidelines on privacy, intellectual property, data handling and Private Information, prohibition of harassment and discrimination, as well as the Code of Conduct for Computer and Network Use.

IV. OnBase Policies

A. Protected Information and Data Security

Data and documents contained within the System contain a significant amount of data about students at the University. As such, the System, as any other student management system on campus, is subject to the regulations of FERPA (the Family Education Rights and Privacy Act). Under FERPA, you may access the information contained within the system only for legitimate purposes and only in the interest of the student.

Additionally, Users must make a reasonable effort to ensure that PI data is scrubbed, where appropriate, from any document before it enters the system. For PI data that is encountered throughout the course of the User's interaction with the System, the User is responsible for executing appropriate PI handling procedures, as defined by their Functional Administrator.

Where appropriate, Users are responsible for ensuring the continuity and security of all data that comes into the system. This includes, but is not limited to, AutoFill data feeds, scanned documents, and documents imported through the "Virtual Print Driver" functionality.

B. User Security

Each User is issued a User ID by their Functional Administrator. It is the responsibility of the User to keep their User ID secure. This information, in addition to any password or cryptographic string, must not be shared with anyone, for any reason. To ensure the security of the User's workstation and the data within the System, Users must make reasonable efforts to utilize built-in security functions in the application and their workstation, including, but not limited to the "Lock Workstation" functionality. These steps must be taken any time the User is away from their workstation for any period of time.

Passwords and other cryptographic strings must not be stored in plain-text anywhere in the application, on the User's workstation, or in plain-sight on the User's work area. Passwords and other cryptographic strings must meet, and will be enforced by, a set of criteria to ensure the utmost security. The criteria will be determined by the User's role and Functional Group, and will, at minimum, meet the RIT Password Standard.

C. Document Sharing

The System includes a number of built-in functions which allow Users to share documents with other, or with other authorized members of the University. These functions include, but are not limited to, Internal Mail and Printing. It is the responsibility of the User to ensure that any document(s) shared using these functions is protected and handled correctly, in accordance with the University's policies on data handling and Private Information. The User is responsible for ensuring the security of the document(s) until ownership is formally transferred over to the intended recipient.

V. User Responsibilities

In addition to the responsibilities listed above in Section IV, Users are responsible for acknowledging that they have read and agree to this Policy. The User's acceptance will be collected at the time that they are initially brought into the System, and each time they log into the application. The User's acceptance, in any form (ex. signing a paper or clicking an "Accept" or "I Accept" button) indicates that they understand this policy and agree to be bound by its terms.

The User also understands that their access to the System is at-will, and controlled by their Functional Administrator. At any time, and for any reason, the Functional Administrator may alter the User's access, update information about the User, or suspend or revoke the User's access to the System. The User also understands that most actions performed within the System are tracked in an audit history, and may be referred to at any time, and for any reason.

The User further understands that they have the responsibility for bringing to the attention of their Functional Administrator any infraction of this Policy that he or she observes. Should the User's immediate Functional Administrator be unreachable, the User shall contact another Functional Administrator, or ITS. Failure to report a violation of this Policy may result in actions being taken according to Section 6, Enforcement.

VI. Enforcement

This policy is a binding contract between the User, their Function Administrator, applicable Support Staff, and the University. Violations of this Policy shall be handled by the User's immediate Functional Administrator, and many include suspension or termination of access to the System, degradation of User access, written or verbal warnings, and other actions as deemed appropriate, up to, and including termination of employment.

VII. Questions and Interpretation

Questions about this policy and its implications should be brought to the User's immediate Functional Administrator. In instances where the Functional Administrator is unable to determine the interpretation of User's question, he or she will bring the issue to other appropriate individuals, including other Functional Administrators and University Administration.

VIII. History

Revision #	Revision Date	Revision Author	Notes
0.1	January 21, 2011	Michael Bruckner	Initial Policy
0.2	January 25, 2011	Michael Bruckner	Updates from first draft sweep