Dean's message : 2014 : 07 : 17 : Resetting NetIDs

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Berrie Watson, Head of Systems and Digital Technology of the Poynter Library, has informed me that we have had multiple students ask to have their NetIDs reset recently.

As long as the students answer their challenge questions correctly, we are able to help them with this at the WebExpress units near the front door or the stand-up computer at the Service Desk. However if the student cannot successfully answer their challenge questions, the online reset will not work for them.

When students have then called the USF helpdesk, they have been given the response “Go to the library, they can reset the NetID in person there”.

This is true only in the USF Tampa library. Although the Poynter Library has repeatedly asked for authorization to be able to assist students with this, the Tampa IT group will only trust a designated IT staff member to help with this issue. In Tampa, there is an IT Help Desk located within the Library. There is no such Tampa-approved IT help desk in the Poynter Library.

It is unfortunate that the Poynter Library – which provides the only open-use computing lab for USFSP and has the widest range of hours of availability — is not permitted to perform the service.

Any students who need help resetting their NetIDs following a failure to answer their challenge questions directly must either call USFSP’s Campus Computing (3-help) or the Tampa IT helpdesk at 974-9000. Any questions about this should be directed to Berrie Watson http://lib.usfsp.edu/staff-member/berrie-watson/