

BSA Citrix (Metaframe) Password Reset Policy – Authorized BSA Citrix Account Users Only

These instructions must be followed at all times unless otherwise instructed by the IT Assessment and Tax Division.

Password reset requests must be initiated by the user who is the actual owner of the BSA Citrix account as follows:

1. User contacts the Information Technology Service Center to request a password change.
2. Service Center staff creates an incident, classifies as **Application.BSA.Citrix Metaframe** and resets password.
3. Service Center staff emails the new password to the user.
4. Incident is closed on successful login.

Password changes can be made at the request of the authorized Power User or BSA Administrator * as follows:

1. Power Users or authorized BSA Administrator contacts the Service Center to request a password change.
2. Service Center staff creates an incident, classifies as **Application.BSA.Citrix Metaframe**.
3. Service Center staff requests an email from the caller documenting request.
4. After the email is received, Service Center staff resets password.
5. Service Center staff provides the new password to the caller.
6. Service Center staff sends a confirming email to the caller from the Service Center mail box and CC:'s owner of the BSA Citrix account.
7. A hard copy of the sent mail message is filed and retained for one year.

*This list of authorized power users/administrators is attached to the Tech knowledge document.

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BSA Citrix Password Reset Policy.doc