

<b>ADMINISTRATIVE DIVISION</b> Division of Information Technology	<b>POLICY NUMBER</b>
<b>POLICY TITLE</b> Student Account Lifecycle Procedure	
<b>SCOPE OF POLICY</b> USC Upstate System	<b>DATE OF REVISION</b> April 10, 2023
<b>RESPONSIBLE OFFICER</b> C. Adam Long, Vice Chancellor/CIO	<b>ADMINISTRATIVE OFFICE</b> Office of Information Technology

**PURPOSE**

This procedure describes the lifecycle of student account users.

**DEFINITION**

Student Account Lifecycle Procedure describes key steps from account creation/claiming accounts to temporary extensions on account accessibility. It will also introduce policies on claiming funds to establish setting up student passwords.

**POLICY STATEMENT**

This policy gives a comprehensive overview of the USC Upstate student account lifecycle, focusing on account creation, deprecation process, and timeline.

**PROCEDURES**

**1. Account Creation**

- When USC Upstate Admissions accepts a prospective student, two user accounts are created: USC System and USC Upstate.
- Both accounts will have the same username, but the passwords may differ.  
Example: John Doe’s username for both accounts may be jdoe3112, but the passwords may be different:
  - USC System password may be XXXXXX1!
  - USC Upstate password may be YYYYYYY2#.
- USC System Account: The USC System account is created within three business days of acceptance.
- USC Upstate Account: The USC Upstate account is created the next business day following the USC System account creation.
- Email Address will be the username + @email.uscupstate.edu.

**2. Claim and Set New Passwords on Both Accounts:**

- USC System Account:
  - Students will claim the USC System account and set a password at the following website: <https://my.sc.edu>.
  - Under PERSONAL, click VIEW MY IDs AND MANAGE MY PASSWORDS
  - Select ACCOUNT CLAIMING
  - Follow the instructions for setting the USC System password.
  - Download the DUO mobile app for multi-factor authentication.
    - Apple App Store: [DUO](#)
    - Google Play Store: [DUO](#)

- Use the DUO mobile app to scan the QR-Code in the multifactor section. Code will display after entering phone information and clicking ACTIVATE.
- Once the USC System account password is set, sign back into Self Service Carolina with username and new USC System password.
- USC Upstate Account:
  - Enter <http://email.uscupstate.edu> in your browser's address bar and enter your Upstate username and initial password (provided in the mailed and emailed student account information sheet).
  - When the initial login is successful, a new password will be required.
  - The new password must be:
    - At least eight characters
    - One uppercase letter
    - One lowercase letter
    - One number
    - One symbol

### 3. Active Lifespan

- Student account and email address will remain active during enrolled semesters and two years after the last semester.

### 4. Student Account Deprecation

- When a student's enrollment is inactive for two years after the end of the last semester, the student will be notified via USC Upstate email and last known personal email address that the student account and email will be deactivated.
- The account will be deleted six months after it is deactivated.

### 5. Temporary Extension on Account Accessibility

- Upon a request via Helpdesk, a deactivated account, not a deleted account, can be reactivated for 24 hours to allow a student to retrieve items from the account.
- The account will automatically be deactivated again in 24 hours.

## RELATED UNIVERSITY, STATE, AND FEDERAL POLICIES

- [UNIV 1.51: Data and Information Governance](#)
- [UNIV 1.52: Responsible Use of Data, Technology, and User Credentials](#)

## HISTORY OF REVISIONS

DATE OF REVISION	REASON FOR REVISION
April 10, 2023	Created Documentation of the Procedure