

STARREZ ACCESS

Section: Information Technology

Policy: University Housing employees are permitted access to the StarRez system as needed to perform their duties.

Purpose: The purpose of this policy is to establish procedures for requesting access to the StarRez system.

Scope: This policy applies to all University Housing employees, student and fulltime staff as noted, with access to the StarRez information system.

Background: Employees may use the StarRez information system to perform their duties in accomplishing University Housing's mission.

Procedure:

- I. Access for student staff
 - A. Upon determining the need for a student employee to have StarRez system access and completion of FERPA training, the Human Resources (HR) staff will submit an Information Technology (IT) request for an account to be created. Completion of annual FERPA training is required prior to receiving StarRez access.
 - B. The request must include the employee's MyID, full name, position and supervisor's contact information. Only requests from the HR staff will be considered, all other requests will be asked to contact the HR staff for guidance.
 - C. IT staff will create a new account, within the next 24 hours after receiving the request, with the appropriate account permissions for the position being filled.
 - D. In cases where there is no StarRez access precedent, the IT staff will coordinate with the employee's supervisor to grant the appropriate account permissions.
 - E. Student employees must use their own MyID credentials and UGA's single sign-on service for two-factor authentication in order to access the StarRez system.
 - F. Sharing login credentials is prohibited.
 - G. The student account will remain active until otherwise requested by the HR staff to terminate access.
 - H. Upon resignation, termination, transfer or change of duties, the HR staff will submit an IT request for IT staff to modify the user account.
- II. Access for fulltime staff
 - A. The employee's supervisor must determine whether a full-time employee needs StarRez access.
 - B. If the supervisor cannot make that determination, the IT staff can determine if the position had StarRez access previously and will inform the supervisor.
 - C. In cases where there is no StarRez access precedent, the IT staff will coordinate with the employee's supervisor to grant the appropriate account permissions.
 - D. Once it is determined that the fulltime employee needs StarRez access, the employee's supervisor must contact HR to request access to FERPA training material. Completion of annual FERPA training is required prior to receiving StarRez access.

- E. Upon completing FERPA training, the HR staff will submit an IT request for the IT staff to create a StarRez account for the employee. The request must include the employee's MyID, full name, position and supervisor's contact information. Only requests from the HR staff will be considered, all other requests will be asked to contact the HR staff for guidance.
 - F. The IT staff will complete the IT request within 24 hours after receiving it.
 - G. Fulltime staff must use their own MyID credentials and UGA's single sign-on service for two-factor authentication in order to access the StarRez system.
 - H. Sharing login credentials is prohibited.
 - I. The fulltime employee StarRez account will remain active until otherwise requested by the HR staff to terminate access.
 - J. Upon change of duties, the employee's supervisor will submit an IT request to modify the user's access as needed for the new position.
 - K. IT staff will notify the requestor via email when the StarRez account has been modified.
 - L. The employee's access will be terminated as part of the employee's separation checklist procedures or when requested by HR whichever is sooner.
- III. Immediate StarRez access terminations
- A. In cases when a StarRez account must be terminated immediately, the HR staff will submit an IT request to immediately terminate StarRez user access. The account must specifically state that StarRez access must be terminated immediately or at a specific date and time.
 - B. IT staff will notify the requestor via email when the StarRez access has been terminated.

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