



Creating Permanent User Accounts

Policy

Permanent user accounts are generated via the snapshot process. Exceptions to this policy must be approved by the Manager of Instructional Technology Software Applications. If an exception is granted, a ticket must be submitted via footprints with the user's name, portal e-mail address and colleague ID number.

Guest accounts may be created using the nomenclature of v_username but are temporary accounts and expunged at the end of each semester.

Procedure

Snapshots runs regularly during registration and beginning of classes each semester. For exceptions, the primary Blackboard System Administrator will send account information to the Blackboard CHM who will create the account.



Helpdesk
940-898-3971
helpdesk@twu.edu
<http://www.twu.edu/help-desk>

Blackboard Support
940-898-3706
blackboard@twu.edu
<http://www.twu.edu/blackboard>

