Account Deactivation Policy

MOSAIC Policy Letter # 2 Dates Approved: 6 Oct 1995 (Amended 20 January 2001)

Subject: Deactivation and Deletion of Dormant Mosaic Accounts

1. Purpose: To establish policy for deactivation and deletion of dormant accounts on the Mosaic system.

2. Background:

Recognizing that Mosaic eligible account holders (as defined in [MOSAIC Policy Letter #1](#)) may not access the system for varying periods of time yet still require retention of their accounts, a balance must be struck to maximize both system availability and system resources.

3. Discussion:

A. Definitions:

(1) Eligible - The condition of meeting the criteria to have a Mosaic account as defined in

[Policy Letter #1](#)

(2) Enabled - The account status of being capable of activating an account.

(3) Activated - The process of transferring the account password to the owner of the account.

(4) Deactivated - The process of changing the password of an account to something the owner of the account will not know and removing the user from the master password file.

(5) Deletion - permanent erasure of all account information and user data on the system.

(6) Dormant account - User is eligible for an account but has not logged into the system for at least three (3) consecutive months.

B. Deactivation

(1) Mosaic accounts will be deactivated after the user is no longer eligible for access to the system per Policy Letter #1 or when the account becomes dormant.

(2) The account is no longer enabled (no user files are deleted) and cannot be easily re-activated.

C. Removal from Master Password File

(1) Mosaic accounts that are dormant or have not been eligible for the time period specified in Policy Letter #1 will be deleted from the Master Password File and are disabled.

(2) No user data is lost during this process.

(3) Accounts may be re-enabled and subsequently re-activated. This process will require manipulation of the Master Password File and is therefore more time consuming than simple re-activation.

D. Deletion

(1) Mosaic accounts that remain dormant or deactivated for nine (9) consecutive months will be deleted from the entire system.

(2) Prior to deletion all user files associated with the account will be downloaded onto magnetic media (archived) and retained by the Systems Administrator for one calendar year.

E. Re-instatement of Deleted Accounts

Once deleted, user accounts cannot be reactivated and must be rebuilt as new accounts. User data that had been previously archived and is still available may be restored to the system under the new account. Archived user data from deleted accounts will be maintained for one year.

4. Account holders anticipating long periods of inactivity that may lead to deletion of their accounts should coordinate with the Mosaic User Services Coordinator for retention of their data.

5. Exceptions to this policy must be approved in advance by the Mosaic User Services Coordinator with substantive policy changes approved by the College of Engineering Computing Equipment Advisory Committee.

Last update: 11/21/2013 by MLC