Departmental MyID Account Verification FAQ

- How do I reactivate my Departmental MyID account if it's been deactivated?
- How do I verify ownership of a departmental MyID account?
- What is the deadline to verify my departmental MyID account?
- I received an email about verifying a departmental MyID that I do not own. What should I do?
- What should I do if the account information changes after I completed the review?
- What happens to the account if I don't respond by May 24?
- Who is responsible for providing information?
- Who should I contact if I have additional questions?
- What is this review?
- Why are we needing to review departmental accounts?

How do I reactivate my Departmental MyID account if it’s been deactivated?

Please contact the EITS Access Services team by calling 2-4000 ext 2. After providing us with some additional information, we can work with you to have the account reactivated. You can also email helpdesk@uga.edu to have a ticket created.

How do I verify ownership of a departmental MyID account?

A full guide through the confirmation process is available here.

You will receive an email instructing you to log in to JIRA to verify your ownership of your departmental MyID.

Log in to jira.eits.uga.edu. On the dashboard, go to ‘Tickets Assigned to You’.

Complete the ticket to verify and claim your departmental MyID account. You must do this by May 24, 2019.

You will have to renew your ownership of your departmental MyID account each year.

What is the deadline to verify my departmental MyID account?

The departmental MyID verification process closes May 24, 2019. You must complete the verification process before that time. After May 24, Access Services will review information and reach out if they have any questions or concerns.

I received an email about verifying a departmental MyID that I do not own. What should I do?

If you are no longer the owner of that departmental MyID, please indicate that on the JIRA ticket.

Log in to jira.eits.uga.edu. On the dashboard, go to ‘Tickets Assigned to You’.

Claim you are not the owner of that departmental MyID account. You can also reassign the ticket to someone else, if you happen to know to whom the account belongs.

If an owner isn’t identified by May 24, 2019, the account will be marked for deactivation.

What should I do if the account information changes after I completed the review?

Please have the Departmental Account owner on file submit a EITS ticket to update your account information throughout the year. This will help with future account reviews. If the account owner is not available, a Department Head or Dean may put in the request in their place. You can submit your request by emailing helpdesk@uga.edu.

What is this review?

EITS is reviewing departmental accounts that have been created over the last few years. Many accounts were migrated to our current IDM system in 2016. Data surrounding these accounts are missing or possibly not current. EITS will use this review to gather up to date account information, and close accounts that are no longer used or needed.

Why are we needing to review departmental accounts?

Since departmental accounts are made via a request, there is not a source to maintain the accuracy of the data without engaging the campus units that are responsible for those account. EITS believes that many of these accounts are no longer being used. Due to this, there will be an ongoing annual process that campus owners of department accounts provide information surrounding the accounts to ensure that we keep up-to-date and accurate records. Many accounts were migrated to our current IDM system in 2016 and the legacy data was not as rigorously reviewed upon account creation, also the conversion may not have not transferred all the fields accurately.

Data surrounding these accounts are missing or possibly inaccurate. This review will resolve data inaccuracies surrounding your departmental accounts.
What happens to the account if I don't respond by May 24?

Accounts that do not have owners and haven't verified that they are still being used for business process will be deactivated.

Who is responsible for providing information?

Account owners are responsible for updating this information. With people leaving UGA or changing departments, we do not have accurate records of the account ownership. This first review, we recommend that if anyone in your division is aware of an account that is being reviewed, that someone in your department respond and make best effort in providing the needed information.

Who should I contact if I have additional questions?

Please reach out to EITS via a TeamDynamix ticket or by calling 2-4000 ext 2.