

Departmental MyID Account Verification FAQ

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

Use the following form: <https://uga.teamdynamix.com/TDClient/2060/Portal/Requests/ServiceDet?ID=13358> or you can email adminfo@uga.edu to have a ticket created. After providing us with some additional information, we can work with you to have the account reactivated.

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 verify your ownership of your departmental MyID.

Using the link in the email "**Click here to verify ownership of your Departmental MyID account**" which will route to our TeamDynamix system and you will be presented with options for the account.

Click the appropriate option to validate your departmental MyID account. You must do this by **November 24, 2020**.

You will have to validate 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 **November 24, 2020**. You must complete the verification process before that time. After this, Access Services will review information and reach out if they have any questions or concerns. **Note: Any unclaimed accounts will be disabled and if the account has a mailbox those emails will be deleted as part of this disablement. If this account is for web service, it can disrupt these services if used in this manner.**

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 click the link in the email "**Click here to verify ownership of your Departmental MyID account**" which will route to our TeamDynamix system and select the option "I do not own this account. (If you know who does, enter that info in the comments on the next page.)" In the comment box please enter if you know who does and if you do not know this provide any other contact information.

If an owner isn't identified by **November 24, 2020**, 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 adminfo@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 or information is out of date. 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 some of 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 the deadline?

Any unclaimed accounts will be disabled and if the account has a mailbox those emails will be deleted as part of the disablement. If this account is for web service, it can disrupt these services if used in this manner.

Who is responsible for providing information?

Account owners are responsible for updating this information. With people leaving UGA or changing departments, we may not have accurate records of the account ownership. We recommend if anyone in your department is aware of an account 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 Access Services via email adminfo@uga.edu