

Gaining Staff Account Access During Annual & Sickness Leave

When a staff member is on leave there may be instances when their line manager, or a member of their team, requires access to information held within that staff member's account.

In such circumstances ILS advise that prior arrangements be made with IT Services to access this data before the staff member goes on leave, such as copying files to an O drive share, or by the staff member authorising a named individual to access the required folders in their mailbox while they are on leave.

Where it has not been possible to pre-arrange, IT Services may grant access to the staff member's resources from a third party account, however each access request will be evaluated on its merits. **Under no circumstances** should any staff member use another individual's account, request that another individual's password be changed to allow them to access the individual's account, or request passwords from them.*

Gaining Access to a Staff Member's Account Resources

To request access to a staff member's account resources (email inbox or N drive) you must follow the procedure outlined below.

- Initially obtain written permission from the account holder if possible, which should be presented to IT Services along with the access request.
- Log an incident on the Customer Portal stating the account you require access to and the reasons for access.
- The staff member's line manager must then send a supporting email to the IT Service Desk Manager, ICT Staff Systems Team Leader and the individual whose account they wish to access, clearly stating the name of the account holder, the resources they wish to access and the reason for requesting access.
- On completion of this request you will be informed via the Customer Portal of the method to access the requested resources.

For staff mailbox access, permissions will grant the requester access to the staff member's mailbox from the requester's own mailbox account.

For staff N drives the required files will be copied to an appropriate departmental share on the O drive or another individual N drive on request.

* For the purposes of accountability, auditing, security policies and protection of both the institution and the individual, accessing another individual's account directly is strictly prohibited. Passwords should not be told to anyone, except in the instance of a criminal investigation.