NetID

Below you will find information about your campus NetID including eligibility, expiration, and resources access utilizing the NetID. To manage your account, such as activation, password management, and Microsoft two-factor authentication, please visit the NetID self-service page.

About NetIDs

Access to the University's computing network and online services are controlled through the NetID user name and a password.

- The NetID is derived automatically from the user’s name based on available NetIDs. Note that no two NetIDs are the same.
- Applicants for admission to SU receive information about their NetID via an email from the Office of Admissions a few business days after submitting their application.
- New UC students receive information about their NetID via US Mail or in person, corresponding with the manner in which they register.
- Faculty and staff receive information about their NetID from their hiring department, as part of the process of becoming an employee of the University.

Password Management

All NetID owners are required to change their password at least once per year.

Several email messages will be sent to NetID owners starting 30 days prior to their password expiration date, notifying them that they must change their password to avoid expiration.

If the password expires, the NetID is disabled. Once the account becomes disabled, all resources that require the NetID and password are no longer accessible.

Additional details about password changes can be found on the Password Change FAQ page.
Password Disabled or Expired? If you can't manage your NetID on the NetID self-service page, contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

Forgot NetID or Password

Users who have forgotten their NetID or password should attempt to manage their account on the NetID self-service page. Users who require further assistance are encouraged to contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

Resources Access by Affiliation/Status

Applicants

Applicants to Syracuse University may only use their NetID to access MySlice. NetIDs assigned to applicants who decide not to attend the university are disabled about one (1) year after the semester for which they applied.

Students

Applicants that become students have their access changed to include such things as e-mail (SUmail), wireless and wired network services, and access to computer labs. The same access is granted to non-matriculated (e.g. University College) students. The duration of access after the student becomes inactive (program becomes inactive and/or student stops registering) varies for each resource. SUmail is retained in perpetuity. MySlice access is retained for about 2 years after the last term of registration. Data files are retained for 2 years after the last term of registration and if the student’s program is no longer active.

Students under judicial suspension may lose access to e-mail and other university computing services.

Graduating? For complete information about resources once you graduate, visit the IT Resource Access After Graduation, Retirement, Resignation, etc. page.

Faculty and Staff

Faculty and staff use their netid to access resources such as email (Exchange), wireless, mySlice, desktop logins (for computers in SU's Active Directory domain), VPN (SURA), and home/shared directories. Current faculty and staff have access to these resources throughout their employment at Syracuse University (and during temporary work breaks). Access to certain administrative and academic information systems are governed by data custodians/administrators of those systems.

Retiring or Resigning? For complete information about resources once you’ve left the university, visit the IT Resource Access After Graduation, Retirement, Resignation, etc. page. Note that access to systems that require a NetID are contingent upon exit agreements made with the department of employment (or in some instances, HR).

Alumni

Alumni will retain access to certain system based on the elapse time since graduation. For complete information, visit the IT Resource Access After Graduation, Retirement, Resignation, etc. page.

Spouses, Dependents, and Domestic Partners of Faculty, Staff, and Students

Licenses for most IT resources and services are limited to active students, faculty, and staff.

Notable Exceptions

Although Blackboard uses the NetID/password combination for authentication, access to courses or data within the Blackboard system is limited to those administering or enrolled in the defined Blackboard courses, or, in the case of Blackboard Organizations, access is limited to those who are defined as members of the specific Blackboard organization.
Likewise, MySlice uses the NetID/password combination for authentication; however, access to services within MySlice is dependent upon the client's role or position within the University, or student status.

In addition, schools, colleges, and departments may also use the NetID/password for authentication to specialized services and computing resources within the unit. Access to those systems is often restricted and governed by the school, colleges, and departments.

### Changing a NetID

#### Conditions for Requesting a NetID Change

Information Technology Services changes NetIDs only if:

1. Name/NetID changes are allowed only for a legal name change, if the name is misspelled in the system, or the current NetID is offensive and/or inappropriate.
2. The user's HRSA record must display the correctly spelled new name.
3. The consultant and the user agree on a date to make the change.
4. The user agrees to remain logged out of all systems for the entire day of the change.

Clients who require a NetID change should contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

#### New NetID Requirements

If approved, ITS support staff will assist in determining an appropriate new NetID. NetIDs must meet the following requirements:

- Cannot be in use or have ever been used on a centrally administered computer
- Cannot exceed eight characters
- Cannot include any non-alphanumeric characters, for example: "!", ",", "", "", ",", "$", ",", ",," etc.
- Must be a reasonable derivation of the client's name

#### Getting Your Legal Name Change Updated

Users who have recently had a legal name change should consider updating their official university record. Complete details are available on the Personal Data Incorrect in Official University Records page.

#### Getting Help

For support of the information above, contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.