Card Services
Security/Password Procedures

1. Disciplinary actions for misuse of hardware, software or data processed on the Micros System will follow Policy No. 1207 of the James Madison University Policy and Procedures Manual.
2. Card Services will be responsible for disaster recovery of main system in the event of a SSC/Data Center building disaster as outlined in the Disaster Recovery Plan on file in the Card Services Procedure Manual.
3. Backup and Recovery plans are the responsibility of departments using the system in the event of a disaster in their respective areas. Card Services will be responsible for all transactions reported to the system using proper established procedures of all off line transactions.
4. It is the responsibility of the user who modifies account balances to insure accuracy. Precautions must be taken at all times to insure the security of your workstation or point of sale system.
5. Card Services will provide access to the Micros system from 0700 to 0300 the next business day, seven days a week. This will allow for daily maintenance and report generation from 0300 to 0700 each day. The system will continue to function normally during this time.
6. Persons knowing of possible unauthorized use of passwords, equipment, or system information should notify their Department Head or Card Services immediately for appropriate action.

Password Security

1. Each authorized user will be given a password to access Micros system. Each user of the Micros system is required to submit a written or emailed password request. This will allow Card Services to analyze the needs and justify the issuance of a password. When active users leave James Madison University, either through termination, reassignment, or retirement, it is the responsibility of the Department Head to notify Card Services immediately. The user’s account will be immediately locked and all access to the system will be ended. If a replacement employee is hired, he/she will submit a new password request via email or written note and standard procedures will be followed.
2. Any University employee that receives a password on the Micros system must log off the system if they leave the immediate vicinity of the workstation used to login to Micros. Leaving the workstation unattended and logged in to Micros could result in system privileges being revoked by Card Services. Disciplinary action could also be imposed at the University’s discretion, as this is a violation of Policy # 1207 of James Madison University’s Policy and Procedure manual.
3. Passwords are required to control access to the Micros system. This information is of a sensitive nature and should be treated as such.
4. Card Services is responsible for maintaining the user accounts including passwords and user group level access to resources on the Micros system. Accounts can also be locked after four failed login attempts (wrong password entered). The lockout period is 1 day.
5. Every 90 days, users will receive an email from Card Services (cardsrvc@jmu.edu) asking them to reply back to the Card Services Systems Administrator stating whether or not continued access is needed in performance of job duties. Any user that does not reply to the email within 10 business days will have his/her account disabled. A new form will be required for future access to our services.
6. Users that leave the university will have their accounts closed once verification from Human Resources has been received via daily email.
7. Users that change departments are required to submit an email to the Card Services Administrator denoting the change. If access to our services is still warranted, a new form will need to be processed.

Justification section

Please write in why you need access to Card Services information

(Password Request will not be processed without justification)

JMU EID: ______________________ JACard ID Number:______________________

Reason for Access: ____

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List the RVCs you need access to:____

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Micros Security/Password Procedures

** Please print name then sign **

Name/Signature: ____________________________________Date: _______________

Department Head Name/Signature ______________________Date: _______________

Please return to Card Services Micros Administrator,
Jason Chandler, at MSC 5736