

Frequently Asked Questions

Temporary OU Access within the Temporary Computer Administrator Rights Tool

1. Who is the target audience of this tool?

This tool will be most useful to college and department IT support staff, as well as certain OTS staff who are not workstation administrators. It allows them to grant Temporary Computer Administrator Rights (TCAR) to faculty and staff computers within their authorized OU(s) without having to physically be at the computer.

2. What is the benefit of having OU-level authorization?

Typically, when you log in to the TCAR tool, you only have the option to select the computer you are currently using. Once OU authorization has been granted, the option to select another computer becomes available. When selected, a drop-down menu will appear. This menu contains all of the computers to which you are able to grant temporary administrator rights. As always, rights can be granted to yourself, or to another user. This access will be useful when you need to install software on a large number of computers, or when you need to access a computer by Remote Desktop (RDP) or SCCM Remote Control.

3. How can I get OU authorization?

Request an OU Authorization Request form from the Faculty/Staff Help Center by calling 410-704-5151 or submitting a request at <http://techhelp.towson.edu>. Fill out the form and have your manager or department chair sign it. You can bring it to the Faculty/Staff Help Center in Cook Library, room 29 in person, or fax it to 410-704-2661. Please note that requests can take up to ten business days to be processed by the OTS Information Security Office, so be sure to submit the request before the OU access is needed.

4. How long do OU authorizations last?

As long as you need them to do your work, up to a maximum of one year. You will be notified fourteen days before your OU authorization is set to expire. If you want to extend them, you will have to fill out the OU Authorization Request form again.

5. Where can I find step-by-step instructions?

Visit <https://www.towson.edu/technology/training/resources/documents/miscellaneous/art03-temp-comp-admin-rights-tool-public.pdf> for a detailed self-help document on using TCAR.

6. Can I be given rights to lab or classroom computers?

No. Only faculty and staff computers can be assigned rights using the tool. College and department technology staff have other methods to manage rights on classroom and lab computers.

7. Does this tool replace the Active Directory plugin I use to manage computer objects and group policy in my OU?

No, this tool only allows you to grant Temporary Computer Administrator Rights to workstations in a selected OU. If you require access to administer objects and group policies within an Active Directory OU, contact the Faculty/Staff Help center at 410-704-5151. Additional information about managing departmental computer OUs within Active Directory can be found in [Knowledge Center Article #784, Computer OU Standards](#). Additional information about managing Lab OUs can be found in [Knowledge Center Article #732, Lab OU Standards](#).

8. Once I have access to an OU, can I grant myself administrator rights to a Mac within the OU?

No. Only Windows computers can be accessed using the tool.

9. I am receiving an error that the computer I'm trying to grant rights to can't be found.

First, make sure that the target computer is turned on and connected to the campus network with a network cable. Verify that the name is correct and that the computer can access the Internet. If you are still unable to grant rights to the computer, contact the Faculty/Staff Help Center at 410-704-5151.