Frequently Asked Questions

Temporary OU Access within the Temporary Computer Administrator Rights Tool

1. **What is an OU Authorization?**
   An OU Authorization allows technical staff like Campus IT, and OTS Staff to grant themselves or someone else temporary administrator access to any PCs in a particular Active Directory Organizational Unit (OU). OU Authorizations are granted for a single OU, but some individuals that manage computers in multiple OUs can have more than one OU Authorization.

2. **Why would someone need an OU authorization?**
   Typically, when you log in to the TCAR tool, you only have the option to select the computer you are currently using. Once an OU authorization has been granted, the option to select another computer becomes available. This tool allows someone with technical responsibilities such as Delegated Faculty and Staff Computer OU Managers and OTS to securely perform administrative tasks on any computers they manage.

3. **How do I request an OU authorization?**
   You can request an OU Authorization by submitting a TechHelp Service Request at http://techhelp.towson.edu using the following request type:

   - Employee Role (Faculty, Staff, Student Workers, etc.)
     - Computers, Laptops, Tablets, iPads
       - Administrative Rights to Computers
         - Temporary Computer Administrator Rights
           - OU Authorization (IT staff)
             - Escalate to Service Group (NetIDs/Active Directory)

4. **Who can grant OU Authorizations and what does the request/approval/renewal process look like?**
   - The requester will submit a TechHelp Service Request following the instructions in Step 3.
   - Requests are approved and processed by the OTS - Identity and Access Management (IAM) group.
   - Requests are approved by the IAM Director, who will direct the request to an IAM Engineer to complete the request.
   - Before your OU Authorization expires, you will get an automated email containing instructions. If you wish to renew the OU Authorization, follow the instructions to submit a new TechHelp Service Request asking to renew your OU Authorization.

5. **What kinds of requests will be approved?**
   - Requests from OU Managers for Delegated Faculty/Staff Computer OUs. These requests can be added by an IAM Engineer without approval by the IAM Director.
   - Student employees for those same folks are typically also automatically approved.
   - Other scenarios that are less expected may be escalated to the IAM Manager.

6. **What kinds of OU Authorization requests will generally NOT be approved?**
   - Requests for Lab and Classroom computers will not be approved **OU Authorizations are for Faculty and Staff computers only**.
   - OU Authorization requests for Guest NetIDs will generally not be approved.
   - Students who are not student employees (or not employed in a relevant role) will not be approved.

7. **How long do OU authorizations last?**
   - OU Authorizations are valid for a maximum of **1 year** (Faculty and Staff), but authorizations for Student Employees will be valid for a maximum of **6 months**.
   - You will be notified fourteen days before your OU authorization is set to expire. If you want to extend it, please **submit a new TechHelp Service Request by following the instructions in Step 3.**

8. **Can I be given rights to lab or classroom computers?**
   No. Only Faculty and Staff computers can be assigned rights using this tool. College and department technology staff have other methods to manage rights on classroom and lab computers, including Group Policy and LAPS. Lab Managers should consult the [CTC TULabs documentation](#) or the [AD Design Notebook](#) for approved methods and best practices regarding managing computers and administrative rights.

9. **Does this tool grant or change any permissions on my OUs or Computers in Active Directory?**
   No, this tool only allows you to grant *temporary* Local Administrator rights to computers in a selected computer OU that you manage.

   If you require access to administer computers or group policies for a Delegated Computer OU (such as for Lab computers or Faculty and Staff computers), please contact the Faculty/Staff Help center at 410-704-5151.

   Additional information about managing departmental computer OUs within Active Directory can be found in the following resources:
   - [AD Design Notebook](#)
   - [CTC TULabs documentation](#)
   - Knowledge Center Article #732, Lab OU Standards: https://itwebapps.towson.edu/knowledgecenter/article.aspx?article=732

10. **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.

11. **I am receiving an error that the computer I'm trying to grant rights to can't be found. What should I do?**
    - 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.