

# Frequently Asked Questions

## Temporary Computer Administrator Rights (TCAR) Public Tool

### 1. What is the Temporary Computer Administrator Rights (TCAR) Tool?

The Temporary Computer Administrator Rights tool is a self-service tool developed by OTS that allows you to grant yourself or others temporary computer administrator rights to your on-campus Windows computer. This will give you the flexibility to efficiently manage your own computer, while still limiting the risk of exposure to malicious software and unauthorized access created when a user is a permanent administrator.

### 2. How do I access the tool?

Go to <http://www.towson.edu/tcar> and login using your NetID and password.

### 3. When should I use this tool?

This tool has a variety of potential uses.

- Update software, such as Flash or Java
- Install software, such as iTunes or Skype
- Install hardware or drivers, such as printers and webcams
- Give OTS or local IT staff access to your computer for troubleshooting
- Run certain programs that require elevated rights
- Update database connections

### 4. When is this tool not the proper solution?

If you have an application that you need to run several times a day on the same computer that requires local administrator rights, this tool may not be the best solution. This situation is generally very rare; if you suspect that you need permanent administrator rights on your computer, **please refer to the FAQ below (#15) “I need administrator rights to my computer at all times...”**

### 5. How long will the tool give me Temporary Rights for?

The tool can grant administrator rights from 30 minutes up to to 3 hours. If you need rights for longer than three hours, you will have to use the tool again.

### 6. Where can I find step-by-step instructions on using the tool?

The following link contains information and links to **how-to instructions** and a **brief informative video**:

<http://www.towson.edu/technology/training/resources/adminrights.html>

### 7. Can I use the tool to gain administrative access to a computer in a classroom or lab?

No, this tool will only grant rights to computers in offices and certain administrative areas. Classroom and lab computers are often under oversight of individual departments and colleges who establish their own policies regarding installing software.

### 8. Can I use the tool to gain administrative access to a Mac?

No, this tool can only grant administrative rights to Windows computers. Those with Macs already have other options.

### 9. Can I grant rights to a computer that is off campus or on the wireless network?

No, computers must be on campus and connected with a network cable to the Towson network.

### 10. Can I use the tool to grant administrator rights to other computers?

For security purposes, most people can only grant administrator access to the computer they are physically sitting at. Exceptions can be granted to support staff who manage computers like OTS support staff or Faculty/Staff Computer OU Managers.

#### **11. Can OTS still grant me temporary administrator rights if I call the Faculty/Staff Help Center (FSHC)?**

No, the Faculty/Staff Help Center will direct you to the self-service tool so that you can grant yourself rights at your convenience, 24/7/365. If the tool is not working, call the FSHC at 410-704-5151 or submit a TechHelp Service Request: <https://techhelp.towson.edu>.

#### **12. Are the Temporary Rights effective immediately?**

Almost. You will have to log off and back on before the Temporary Rights take effect.

#### **13. When would I want to give someone else Temporary Rights to a computer?**

You may want to have someone who is not an administrator, such as a student employee, do some troubleshooting on your computer.

#### **14. Can students use the tool?**

For security purposes, students cannot use the tool to grant themselves Temporary Rights to any computers. However, faculty and staff members can still grant student employees Temporary Rights for work purposes using the tool.

#### **15. I need administrator rights to my computer at all times. Can I still submit a Permanent Administrator Request form?**

This kind of access is not usually needed, and requests must be reviewed by OTS. This tool should be adequate for most needs. If you think you still need permanent rights, you can fill out the **Permanent Administrator Request Form**, located in the [Forms Repository](#), and fax it to 410-704-2661. You will need permission from your department chair or manager, and you will need to demonstrate a compelling reason.

#### **16. Can college or department IT staff use the tool to grant access to computers in their own areas?**

Yes, but they will need to request a **TCAR OU Authorization** in advance. This access is for Faculty/Staff computer OUs only, and will not apply to Labs or Classroom computers.

Once approved, college and department IT staff can use the tool to grant Temporary Rights to all office computers within their OUs.

Information about OU Authorizations and how to request them are available in the [TCAR OU Authorizations FAQ](#).

#### **17. Can I remove the Temporary Rights early if I no longer need them?**

Yes. Simply log back in to the Temporary Computer Administrator Rights Request Tool at <http://www.towson.edu/tcar>.

Any computers with active Temporary Rights will be listed, and you can revoke the access by selecting the **Remove Rights** button. This is covered in the self-help video linked here:

<http://www.towson.edu/technology/training/resources/adminrights.html>

#### **18. I have administrator rights on my laptop when I am off the campus network. Will those rights go away?**

No. A special local administrator account should have been set up on your laptop for use off-campus. Continue to use that account.

#### **19. I have permanent administrator rights on my desktop computer. Will I keep these rights?**

Only if you are able to demonstrate a compelling business reason why permanent rights are required. If you feel that you need to keep permanent administrator rights to your computer, you can reply to the OTS staff member who contacts you about removing your rights, or contact the Faculty/Staff Help Center at 410-704-5151. If you have not submitted a Permanent Administrator Rights Request Form since the new restrictions went into place, you will need to reapply. You will keep your rights to your computer while your request is reviewed.