

Sam Houston State University
A Member of The Texas State University System

Office of University Advancement

Raiser's Edge User Access and Account Management Policy

1. GENERAL

The Raiser's Edge (RE) database is used to store Sam Houston State University (SHSU) donor and alumni information. Due to the sensitive nature of the data, access to view and update the information contained in RE is restricted to authorized personnel of SHSU.

2. PURPOSE

The purpose of the Raiser's Edge User Access Policy is to document the authorization and account management process within the University Advancement (UA) division to ensure the security, integrity and confidentiality of the RE database.

3. SCOPE

The RE User Access Policy applies to all individuals granted access to the database, user supervision and Advancement Services Security Administrators. Users of RE must adhere to the SHSU Information Technology Services Identification/Authentication Policy: IT-22 and User Accounts Password Policy IT-02.

4. PROCEDURE

User Access

The User Access Request Form is required for all new access, changes to existing access or termination of access to RE. The level of access provided to users is based on their role within the organization. The completed form is signed by the user and user's immediate supervision and submitted to the Director of Advancement Services for processing.

New Access - A user ID and temporary password is created for the Raiser's Edge hosted database and the Raiser's Edge application. Access is granted based on the role identified on the User Request Form. Upon logging into RE, Users are required to create a new password.

Change to Existing Access – User access to the RE Application and hosted database is updated upon receipt of an updated User Access Request Form.

Termination of Access – User access to the RE Application and hosted database is terminated when a user's affiliation with SHSU ends, when the user's role changes and access is no longer deemed necessary, or when deemed necessary by the Director of Advancement Services. Supervisors of RE User's are required to complete and sign the User Access Request Form requesting termination of access and submit to the Director of Advancement Services.

Password Controls

User accounts for the RE application and RE hosted database are protected by passwords that are strong and confidential. Users will protect the security of these passwords by managing passwords in accordance with the User Accounts Password Policy: IT-02.

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RE Hosted Database.

Prior to accessing application, user must access the RE Hosted Database with a password that meets the following specifications:

1. Cannot contain all or part of the user's account name
2. Must be at least eight characters in length
3. Must contain characters from three of the four following categories:
 - a. English uppercase characters (A-Z)
 - b. English lowercase characters (a-z)
 - c. Base 10 digits (0-9)
 - d. Non-alphabetic characters (e.g., !, \$, #, %)
4. Cannot be one of your 10 previous passwords

RE Application: The Raiser's Edge requires the use of strong and complex passwords. Passwords are case-sensitive and require numeric and alphabetic characters. Passwords can have up to 50 characters but must have a minimum of eight characters. New passwords cannot match one of the last four passwords used by the user.

User Access Review

User access privileges are maintained, reviewed and approved annually by Advancement Services and Supervision. Advancement Services annually provides a listing of all users to Supervisors. Supervisors will review access for each individual within their department and must provide annual approval of each individual's access. Failure to complete this review and approve access for your employees by the specified date, may result in termination of access.

Advancement Services will review roles annually, and modify as necessary to ensure data integrity and maintain the principle of least privilege. Application Security Policy: IT-29.

Reviewed by: Patricia A. Lewis, Director, Advancement Services
Approved by: Frank R. Holmes, VP for University Advancement
Next Review: 09/15/2024