Identity Agent Program
Texas A&M NetID Identity Services

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Purpose

Support departmental use of NetID accounts
Identity Data

- Biographical information
  - Name, birth date
- Contact information
  - Email, phone number
- Identifiers
  - UIN, NetID
- Affiliations with organization
  - Faculty, staff, student worker, etc

Login Credential

- Login Identifier
  - NetID
- Authentication Material
  - Password
  - Password + Duo
Identity Agent Program

Identity Data

HR Identity Agents
• Able to create identity records
• Add roles to existing accounts

Login Credential

IT Identity Agents
• Assist with password resets
• Assist with Duo support
Employee NetID Account Mgmt

• Use information in employee records to automate:
  – Creation of identity record for employee
  – Maintenance of information in identity record
  – Locking and removal of NetID Account after termination

• Nightly updates from employee system
Employee NetID Account Issues

Occur when an employee is in transition

• Onboarding of new hires/rehires
• Changing positions within or between departments
• Part-time employee
• Terminating employee
Resolving NetID Account Issues

- Contact Identity Management Office for information
- Submit appropriate paperwork to Identity Management Office
  - NetID Request form (u.tamu.edu/netidrequest)
Resolving NetID Account Issues

• HR Identity Agents will be able to:
  – Look up identity records in NetID system
  – Create or edit identity records for new/returning employees and contractors
Identity Agent Application

Demo
Becoming an HR Identity Agent

Eligibility

• For TAMU (02)
  – Designated HR Liaison

• For other system members
  – Employee performing HR duties
  – Approval by department head
Becoming an HR Identity Agent

Requirements

• Hold highest security NetID account offered
• Complete training
  – Export Control training (2111212)
  – HR Identity Agent training (2112334)
Questions?