**How do I request a privileged account for system/application administration?**

**Tell Me**

The *Guideline for Privileged Account Management* states that “A privileged account, which is separate from and unrelated to an individual's standard NinerNET user account, must be used when performing administrative duties and other elevated functions within a system or application...Where technically feasible, the privileged account should be centrally managed....If the privileged account is not centrally managed, it should follow a standard naming convention, where feasible, and comply with the *Standard for Account Passwords.*” A centrally managed privileged account can be used on multiple systems.

To request a centrally managed privileged account, see the instructions below.

1. Privileged accounts should be requested through the IT Service Desk ([help.charlotte.edu](http://help.charlotte.edu))
2. The following information will be needed:
   a. Name
   b. Username
   c. Business need for privileged account
3. The request will be processed in 2-3 business days.

Privileged accounts require Duo and will have a 90-day password expiration policy.

See this [FAQ](#) for additional information on when to use a privileged account usage.

Direct any general questions to your unit's [Information Security Liaison](mailto:) or contact ITS Information Security Compliance [ISCompliance-group@uncc.edu](mailto:ISCompliance-group@uncc.edu).

**Related FAQs**

- How do I approve or deny an imaging system task using a browser?
- Is there a computer requirement for students?
- How do I access imaging documents in workflow using Experience?
- How do I upload a document using Experience?
- How do I approve or deny an imaging system task using my mobile device?