



## INGENS SECURITY AGREEMENT

I understand that all information contained in INGEN's is for use in conjunction with performing my duties. I agree not to disclose any information regarding persons whom I have made inquiries and obtained information on to any unauthorized group or individual; or to any person for any purpose other than to conduct official state business.

I will protect all information made available to me through INGEN's, whether this information is obtained through direct computer access, hard copy documents, on line viewing, or any other means of communication.

I understand and agree to comply with the Department of H&SS requirement to protect client information from unauthorized use.

I understand that my INGEN's user account and password is for my use only and may not be shared. I understand that the license agreement and usage is not transferable between position classifications or job transfers. I understand that I need to protect my INGEN's password. If I suspect anyone else has knowledge of my password, I will report it immediately to my supervisor or the INGENS Helpdesk. I will change my INGEN's password every 45 days.

I understand that whenever I am not using the INGEN's, I must completely log-off from INGEN's.

I have read this Security Agreement and agree to abide by it. I also certify that I have read the DHSS Internet Agreement and P&P 650-2, and the State of Alaska ethics policy. Furthermore, I understand I may be prosecuted if I use INGEN's or Internet services for fraudulent purposes.

**I understand that any violation of this agreement may result in disciplinary action up to and including dismissal from duty.**

New Account

Change Existing Account

Existing Account Logon ID: \_\_\_\_\_

<b>Employee Name (Print):</b>		<b>Employee Signature:</b>	
<b>Job Title:</b>	<b>PCN:</b>	<b>Employee (direct line) Phone Number:</b>	<b>Division:</b>
<b>City:</b>		<b>Date:</b>	
<b>Supervisor Name (Print):</b>		<b>Supervisor Signature:</b>	
<b>Supervisors Title:</b>		<b>Phone Number:</b>	<b>Date:</b>

# Obtaining or Changing an INGENS Account

## Obtaining a New Account

In order to gain access (sign on) to INGENS, workers must be validated at sign-on time by using a unique Log On ID and Password. To obtain an INGENS account, or change an existing account, an INGENS Security Agreement must be completed by the worker and signed by their supervisor. The supervisor then scans and emails the completed INGENS Security Agreement to the IT Customer Services Helpdesk [hss.itshelp@alaska.gov](mailto:hss.itshelp@alaska.gov) **NOTE:** All INGENS Security Agreements for both new accounts and account changes must be forwarded to the IT Customer Services Helpdesk.

Supervisors are responsible for ensuring each employee has signed the Departments INGENS Security Agreement before access will be granted. Supervisors are also responsible for reporting to the IT Customer Services Helpdesk when employees/job title changes via email to the IT Customer Services Helpdesk *within 5 days* of the change.

The INGENS Logon ID & password will be established and assigned to the end-user by the IT Customer Services Helpdesk *within 5 days of the receipt* of the completed INGENS Security Agreement. The end-user will be notified via email that the account is ready and will request the customer to call to receive the account ID and password.

## Changing an Existing Account

To change the owner's name, job title, division, etc. of an existing account, use the INGENS SECURITY AGREEMENT form and follow directions as for a new account with the following exceptions:

- Check the “**CHANGE EXISTING ACCOUNT**” square on the form.
- Write the existing logon ID/Name in the space below the “Change Existing Account” checkbox.

Supervisors are responsible for ensuring each employee has signed the INGENS Security Agreement before the changes can be implemented. Supervisors are also responsible for reporting changes such as, employees' job title/resignation to the IT Customer Services Helpdesk *within 5 days* of the change.

If the reported change from the supervisor is related to a name change, requiring a new INGENS Logon ID & password, the supervisor should forward the completed INGENS Security Agreement to the IT Customer Services Helpdesk for processing. The IT Customer Services Helpdesk will make this change *within 5 days of the receipt* of the completed INGENS Security Agreement. The end-user will be notified via email with all the logon information needed to log into INGENS.

## **IT Customer Services Helpdesk**

For account questions or password resets, you can email the IT Customer Services Helpdesk at: [helpdesk@alaska.gov](mailto:helpdesk@alaska.gov)