

 BOND UNIVERSITY	STUDENT ICT ACCOUNT PROCEDURES
Contact officer:	Manager, Microsoft Platforms
Date first approved:	4 October 2004
Approval authority:	Director, Information Technology Services
Date of next review:	17 October 2025

1. OVERVIEW

Student Network Accounts are automatically created when the student receives a letter of Offer for an approved study program of the University. These accounts enable access to various technology facilities provided by the University.

It is the responsibility of the student to activate their Student Network Account through an activation portal supported by Information Technology Services. The details of the activation portal are provided to the Students after acceptance of an Offer to study at Bond. Information and assistance are also available from Information Technology Services.

2. APPLICATION

All Bond University Students

3. ROLES AND RESPONSIBILITIES

Role	Responsibility
Director of ITS	Enforcement of this Procedure
Manager, Microsoft Platforms	Maintenance of system processes for IT account and storage allocations and disablement.

4. THE PROCEDURE

4.1. STORAGE QUOTAS

4.1.1. Personal Home Drive Storage

Students are allocated a personal home (H) drive only as needed with a storage capacity of 250 Megabytes for use to store personal data and files, which is backed up by Information Technology Services.

4.1.2. Email Storage

Students are allocated an email account that also has a storage capacity of 100 Gigabytes.

Students will receive automated alerts when the usage of the email storage approaches and exceeds 98 Gigabytes. As the usage of the email storage reaches 99 Gigabytes, Students will not be able to send email, but will continue to receive email. As the usage reaches 100 Gigabytes, Students will not be able to receive or send an email.

Students should contact Information Technology Services for advice and assistance with archiving their H drive data or email data.

4.1.3. OneDrive Storage

Students are allocated OneDrive cloud storage with an initial capacity of 1024 Gigabytes. Students are required to request additional storage if the initial capacity is filled.

4.1.4. Multifactor Authentication (MFA)

Students are required to complete the combined registration for Multi-factor authentication and self-service password reset, and install the Microsoft Authenticator mobile app on their smartphone and/or tablet and linking this with their Bond account. Procedures are outlined at <https://bond.edu.au/mfa>.

4.1.5. Password Resets

Students can reset their password by visiting <https://reset.bond.edu.au> and validating their identity with their registered self-service password reset methods. Students may also contact Information Technology Services if they require their Student Network Account password to be reset.

Students can change their password at <https://password.bond.edu.au>.

4.1.6. Account Disablement and Deletion

Access to Personal Home Drive ("H" drive) and OneDrive storage is disabled on graduation. Communications about this are included in graduation communications provided to students.

Continuing Student accounts may be disabled for any of the following reasons:

- Non-payment of fees or charges, on advice from Financial Services or the University Registrar
- Breach of the ICT Acceptable Use Policy.
- Breach of the Information Security Policy

5. DEFINITIONS

Account Disabled	Account temporarily unavailable for use by the student.
Learner	Refers to a user who created an account on the Bond Learner Platform and is either an active or inactive user of the platform (where active means currently registered in a course). Learner status does not constitute Bond University student status or any associated student rights to access Bond University campus facilities and resources.
Student	A person enrolled at Bond University in subjects as part of a full undergraduate or postgraduate degree. Bond University students have access to all on-campus facilities and available resources offered by the University. This excludes 'learners'.

6. RELATED DOCUMENTS

[ICT Acceptable Use Policy](#)

[Information Security Policy](#)

[Password Procedures](#)

7. MODIFICATION HISTORY

Date	Sections	Source	Details
17 October 2022	All	Director ITS	Added sections for MFA and Definitions to distinguish students versus 'learners', updated quotas and disablement information.
19 November 2019			