

IAM FAQs



Pending Updates

Links in **red** are pending updates once the new IAM reaches production.

Frequently Asked Questions

- [What is a Bethel Community Account?](#)
- [Who's eligible for a Bethel Community Account?](#)
- [What can I do with a Bethel Community Account?](#)
- [What is a username? Can I have more than one? Can my username be changed?](#)
- [What is account activation?](#)
- [How do I get an account activation link or find out what my username and temporary password are?](#)
- [What is identity proofing?](#)
- [What guidance is there about selecting a password and/or challenge responses?](#)
- [How do I change my password?](#)
- [How do I reset my password?](#)
- [Questions? Who do I contact?](#)

What is a Bethel Community Account?

A Bethel Community Account (BCA) consists of a username, a collection of associated data and a specific, tailored set of access privileges. A BCA is used to access Bethel's computing resources (campus computers, campus WiFi, Moodle, Blink, etc).

Who's eligible for a Bethel Community Account?

You are eligible for a BCA based on your roles (such as applicant, student, faculty, or staff).

The **applicant** role is assigned to an individual applying for a current or future term. This role remains in effect until:

School	Days into enrollment term
College of Arts & Sciences	14
College of Adult & Professional Studies	Last day of term
Graduate School	Last day of term
Bethel Seminary	14

The **student** role is assigned to any individual registered for at least one course in an active term. The definition of "active term" is consistent for all schools and varies by term:

Term	Days before term begins	Days after term ends
Spring	45	60
All other terms	45	15

The **alumni** role is assigned to a current student in the term for which they have applied to graduate. A former student that did not graduate but has completed 30 credits in their program will transition to an alumni role within one year of withdrawal.

The **staff** role is assigned 14 days before the start of an active job for any non-faculty staff member. This role is removed on the day the active job ends.

The **faculty** role is assigned to any faculty member who is teaching a course or has a non-instructional assignment in an active term. The definition of "active term" varies by school:

School	Days before term begins	Days after term ends
College of Arts & Sciences	120	30
College of Adult & Professional Studies	180	105
Graduate School	180	105
Bethel Seminary	120	30

This role is also given to staff members who support academic programs, such as administrative assistants, library and registrar staff, and the Executive Leadership Team.

What can I do with a Bethel Community Account?

Your access to electronic resources varies by role:

Electronic Resource	Active Directory Account	Blink Portal Account	Moodle Account	Self Service Banner Access	Bethel Email Address	On-line Directory Access	Network Access	Campus Computer Access	Windows Home Directory	Campus Printing Access	Library Access	Departmental Drive Access
Role												
Applicant	X	X	X	X								
Student	X	X	X	X	X	X	X	X	X	X		
Recent-Student	X	X	X	X	X			X				
Alumni	X	X	X	X	X						By Request	
Staff	X	X		X	X	X	X	X	X	X		X
Sponsored-Staff	X	X		X	X	X	X	X	X		By Request	By Request
Retiree	X	X		X	X	X	X	X	X		By Request	
Student-Worker	X	X	X	X	X	X	X	X	X	X		By Request
Faculty	X	X	X	X	X	X	X	X	X	X		X
Sponsored-Faculty	X	X	X	X	X	X	X	X	X		By Request	By Request
Recent-Faculty	X	X	X	X	X	X	X	X	X			X
Sponsored-Preceptor	X	X	X				X	X			By Request	
Sponsored-Volunteer	X	X	X				X	X				
Resident	X	X		X			X				By Request	

What is a username? Can I have more than one? Can my username be changed?

Your username is the unique identifier you will use to access Bethel's computing resources. Your username is automatically generated for you and will normally be composed of 3 letters followed by 5 digits (for example, abc12345).

You'll only have one username, regardless of how many roles you have. It is assigned for life and won't be modified or reassigned.

What is account activation?

Account activation is the process by which a Bethel Community Account is activated for use. To do this, you'll either follow an account activation link or enter your assigned username and temporary password on the **account activation** page. After agreeing to [Bethel's Responsible Use Policy](#), you'll set a new password and provide answers to challenge questions.

How do I get an account activation link or find out what my username and temporary password are?

If you're new to Bethel as a student, the account you used to apply will automatically transition before your first registered classes start. If you're starting at Bethel in another role, the office responsible for welcoming you to Bethel will provide you with either an account activation link (sent to you via email) or your assigned username and temporary password (typically mailed to you). See "Questions? Who do I contact?" for contact information.

What is identity proofing?

Identity proofing lets Bethel confirm that you are who you say you are. Before we can email you an account activation link or provide you with your username and temporary password, we'll need to verify it's really you.

What guidance is there about selecting a password and/or challenge responses?

Please read the [best practices for selecting passwords, passphrases and challenge responses](#).

How do I change my password?

You can **change your password online**.

How do I reset my password?

You can **reset your password online**.

Questions? Who do I contact?

Password reset or account activation

If you need to reset your password or activate your account, please contact the ITS Help Desk at 651.638.6500 or helpdesk@bethel.edu.

For faculty and staff password resets or activations, please contact Human Resources at 651.638.6119 or bethelhr@bethel.edu.

Role data issues

If Bethel's records of your relationship do not match what you believe they should be and/or changed unexpectedly, you may need to contact the office responsible for that affiliation.

Role	School	Office	Email Address	Phone Number
Applicant	College of Arts & Sciences	CAS Admissions	undergrad-admissions@bethel.edu	651.638.6242
	College of Adult & Professional Studies	CAPS Admissions	adult-undergrad-admissions@bethel.edu	651.635.8000
	Graduate School	GS Admissions	graduate-admissions@bethel.edu	651.635.8000
	Bethel Seminary	Bethel Seminary Admissions	seminary-admissions@bethel.edu	651.638.6288
Student, Recent-Student	College of Arts & Sciences	CAS Registrar	cas-registrar@bethel.edu	651.635.8525
	College of Adult & Professional Studies	CAPS/SEM/GS Registrar	caps-sem-gs-registrar@bethel.edu	651.635.8530
	Graduate School	CAPS/SEM/GS Registrar	caps-sem-gs-registrar@bethel.edu	651.635.8530
	Bethel Seminary St. Paul	CAPS/SEM/GS Registrar	caps-sem-gs-registrar@bethel.edu	651.635.8530
	Bethel Seminary San Diego	BSSD Registrar	bssd-registrar@bethel.edu	619.325.5217
	Bethel Seminary of the East	CAPS/SEM/GS Registrar	caps-sem-gs-registrar@bethel.edu	651.635.8530
Alumni		ITS Help Desk	helpdesk@bethel.edu	651.638.6500
Faculty, Sponsored-Faculty, Sponsored-Preceptor, Sponsored-Volunteer, Recent-Faculty	College of Arts & Sciences	CAS Academic Affairs	cas-academic-affairs@bethel.edu	651.638.6800
	College of Adult & Professional Studies	CAPS Academic Affairs	pnixon@bethel.edu	651.635.8024
	Graduate School	GS Academic Affairs	pnixon@bethel.edu	651.635.8024
	Bethel Seminary	Seminary Academic Affairs	sem-academic-affairs@bethel.edu	651.638.6787
Staff, Sponsored-Staff, Retiree		Human Resources	bethelhr@bethel.edu	651.638.6119

You can also reach any of the above offices through Bethel's toll-free number, 800.255.8706