

## Account Spin-Down

Accounts are considered valid for as long as they have at least one role assigned to them. Once the last role has been removed, the account is considered eligible for deletion and is placed into a 60-day process that culminates in the expiration of the account. This process is broken down into two distinct stages.

### Stage 1 - Grace Period (30 days)

Users that are eligible for deletion and are not already in the process of being deactivated are placed into Stage 1 of the spin-down process the same day that their final role is removed. This stage is a grace period intended to catch temporary blips as users may briefly be "homeless" during transitional periods (especially during the Summer). During this period the account is monitored for change, but no action is taken.

### Stage 2 - Notification Period (30 days)

Users that have been in Stage 1 for 30 days will be moved into Stage 2. During this period the user will receive email notifications every 5 days informing them that their account is scheduled to be turned off. This email will look something like this:

From: <donotreply@wvde.k12.wv.us>  
Date: July 31, 2016 at 8:00:00 PM EDT  
To: <john.doe1@k12.wv.us>  
Subject: Webtop: Account Status

You are receiving this email because your Webtop account has not had any roles associated with it for at least 30 days and has been scheduled to be disabled on Tuesday, August 30th. Once your account has been disabled, you will no longer be able to access any applications that utilize the WV Department of Education's Single Sign-On system. If you feel this is in error, please contact one of the administrators below for further assistance, otherwise feel free to disregard this message. You will continue to receive this message every 5 days until your account has been turned off.

#### Administrators

Jane Q. Smith (jane.q.smith@k12.wv.us)  
Your Information

Full Name: John Doe  
User Name: john.doe  
Primary Email: john.doe1@k12.wv.us  
K12 Email: john.doe1@k12.wv.us

Since you have a K12 email address associated with your account, you should know that your email address will not be removed immediately if your account is disabled, but failure to resolve the

situation within 60 days of account termination may result in the permanent loss of your email address and the contents of your mailbox.

As a reminder, never send your account password via email. We do not need, and will never ask for, your password.

If a user asks you about this email, it is, in fact, a legitimate email and not a phishing attempt. There is obviously no way for us to definitively identify our message as legitimate (otherwise spammers and phishers would just do the same thing), but there are some indicators that an observant user could use to identify this email as legitimate:

- It mentions them by name. Phishing emails typically do not include any identifying information beyond email address.
- It mentions their administrators by name. Phishing emails will not direct you to your school, county, or RESA contacts for assistance.
- It doesn't contain any website links. Phishing emails link to websites owned by the sender in an attempt to drive the user from a place where the sender doesn't have any control (email) to one where they do (their website).
- It doesn't ask for any personal information. In fact, it specifically tells the user to never provide their password. Phishing emails are, by definition, used to trick people out of information (usually their username and password), so this should be a pretty strong indication that the message is legitimate.

Any one of these indicators by itself is typically not enough to make a strong determination as to the validity of an email, but when taken as a whole they provide pretty compelling evidence. If a user brings this email to you, pointing out the differences outlined above may provide them with information that can help protect them from real phishing attempts in the future.

## Final Stage - Expiration

If a user reaches the end of Stage 2 without having their account corrected, it is assumed that they no longer need it. Their account is immediately deactivated and flagged as "Expired".

## Fixing Accounts

Once an account has been flagged for deletion, the only way to remove it from the spin-down process is to assign a role to it. Since most roles are managed automatically based on the information in connected data systems, this is usually just a matter of correcting the underlying data. If the account has already been turned off, it will automatically be reactivated if a role is subsequently assigned to it.

In the event that the role that needs to be assigned is not derived from existing data, contact the helpdesk at [webtop@help.k12.wv.us](mailto:webtop@help.k12.wv.us) for further assistance.