



UNIVERSITY
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SYSTEM

LMS User Accounts

Standard Operating Procedures

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This Standard Operating Procedure (SOP) outlines the processes and procedures for managing user accounts within the Lamakū learning management system (LMS), powered by D2L Brightspace. Effective user account management is crucial for maintaining data integrity, ensuring appropriate access to course materials, and protecting the privacy of our students, faculty, and staff. This document details the different types of accounts available within Lamakū, the procedures for requesting and managing these accounts, and the responsibilities associated with each type.

Lamakū utilizes several types of user accounts to accommodate the diverse needs of our learning community. These include accounts for:

- **University of Hawai'i (UH) users**
 - **UH students and employees** who utilize their existing UH credentials and multi-factor authentication
- **Other UH accounts and Guest Users**
 - **University of Hawai'i departmental accounts** for email accounts issued to a department for official university business
 - **Guest accounts** for individuals affiliated with external organizations or participating in special programs using a non-UH email address. (note: Guest user accounts are not created for UH users' personal email addresses as a second Lamakū account.)

Secure login procedures are paramount to safeguarding sensitive academic information, preventing unauthorized access, and ensuring the integrity of online courses. This SOP emphasizes the importance of strong passwords, responsible account usage, and adherence to university policies regarding data security and privacy. All Lamakū users can collectively maintain a secure and productive digital learning environment by following these guidelines.

UH User Accounts

UH employees and students with an existing UH username and password log in to Lamakū using the blue button on the Lamakū Log-in screen labeled University of Hawai'i Login. After entering UH credentials (username and password), the user will be prompted to authenticate through DUO multi-factor authentication.

UH Employee User Accounts

UH employees automatically have Lamakū accounts created using their existing UH username and password (the same credentials used for other UH systems). Therefore, UH employees do *not* need to request a separate Lamakū account. If a UH employee is experiencing issues accessing Lamakū or believes they do not have an account, they should verify their UH login credentials first. If the issue persists, they should contact the UH Information Technology Services (ITS) Help Desk at help@hawaii.edu. ITS can verify account status and troubleshoot any login problems. The “request assistance” link at the bottom of the Lamakū login screen will also connect to the ITS Help Desk.

New hires' accounts are created twice a month, on or around the 15th and the last working day of the month. If a newly hired employee needs their Lamakū account provisioned sooner, please submit the [Lamakū User Account Request Form](#) or contact UH Online at uhdl@hawaii.edu for additional information on requesting a Lamakū User account for a new hire.

UH Student User Accounts

UH students are automatically provisioned with Lamakū accounts using their existing UH username and password (the same credentials used for other UH systems like MyUH). Students do *not* need to request a separate Lamakū account. Upon enrollment and activation of their UH account, students gain access to Lamakū and any courses they register for within 3 to 6 hours after registering. If a student experiences difficulties accessing Lamakū, they should first confirm that their UH login credentials are active and correct. If login problems persist after verifying credentials, students should contact the UH Information Technology Services (ITS) Help Desk for assistance. ITS can diagnose and resolve account-related issues, ensuring students can access their online coursework without interruption.

UH Departmental User Accounts

UH departments or units requiring a Lamakū account for official university business (e.g., non-course related activities, training, or internal communications) must request a departmental account. These accounts are not automatically created and are separate from individual user accounts. Lamakū accounts using a departmental email address will log in to Lamakū must create a Lamakū password when the account is created. Departmental account users log-in to Lamakū using the “**Other UH Accounts and UH Guests**” section on the Lamakū login page.

Requesting a Departmental Account:

1. **Lamakū Departmental Accounts:** A UH departmental account manager can request a Lamakū departmental account by submitting the [Lamakū Account-Request Form](#).
2. **Provide Required Information:** The request should include the following information:
 - Name of the department or unit.
 - Department Email (*email address with a [University of Hawai'i Departmental or Organizational user name](#)*)
 - Purpose of the departmental account (e.g., training, internal communication, etc.).
 - Name and contact information of the designated account administrator(s) who will be responsible for managing the account and its users. A minimum of two administrators is recommended.
 - Title of Departmental Site (for the live site course).
3. **Account Creation and Notification:** After reviewing and approving the request, the Lamakū support team will create the departmental account and notify the designated account administrator(s). The notification will include login credentials and instructions for accessing the account.

Responsibilities of Departmental Account Administrators:

- Managing user access within the departmental account.
- Ensuring compliance with university policies regarding data security and privacy.
- Regularly reviewing account activity and user permissions.
- Promptly notify the Lamakū support team of any changes in account administrators or access requirements.

Lamakū departmental accounts are subject to periodic review to ensure they are still needed and being used appropriately. The Lamakū support team may contact account administrators to verify account information and usage.

UH Guest User Accounts

Guest user accounts in Lamakū are designed for UH 'ohana accounts or individuals not affiliated with the University of Hawai'i (UH) but require access to specific Lamakū sites. These accounts are typically granted for collaborative projects, peer reviewers, students enrolled in non-credit offerings not otherwise affiliated with UH, or other university-related activities involving external participants. Guest accounts are temporary and have limited access privileges.

- Requests must be submitted by a UH faculty or staff (UH sponsor).

- This process allows a non-UH participant (a person without a UH username or password) to have a temporary Lamakū user account but does not grant the user their site(s).
 - Examples of non-UH participation include, but are not limited to:
 - Enrollment in non-credit course
 - External Collaborator
 - External Reviewer
 - Guest Presenter/Speaker
 - Participating in the Senior Visitor/Kūpuna Program
- The site's owner manually enrolls participants using the Lamakū Classlist tool and assigns them the appropriate [Lamakū role](#), such as Non-Registered Learner, Guest, or Participant.

Requesting a Guest Account:

1. **Complete the [Guest Account Request Form](#):** A UH employee sponsor must request guest user accounts for the individual requiring guest access. The sponsor or guest user must complete the "Lamakū Guest Account Request Form," which can be found on the Discover Lamakū website.
2. **Provide Required Information:** The request form will require the following information:
 - Name and affiliation of the guest user(s).
 - Purpose of the guest account (e.g., specific project, workshop, etc.).
 - Duration of access needed (start and end dates). The end date may not exceed one year and must be consistent with the purpose provided for the guest account.
 - UH sponsor or contact person.
 - Specific sites or courses the guest user needs to access.
3. **Account Creation and Notification:** Upon review of the request, the Lamakū support team will create the guest account and notify the guest user (and the UH sponsor, if applicable) with login credentials and instructions for accessing Lamakū. The UH sponsor should inform the guest user that they will receive an email with instructions on how to access the Lamakū guest user account and set their password for Lamakū.

Responsibilities of Guest Users:

- Adhering to UH policies regarding data security and privacy.
- The guest account is used solely for the intended purpose.

- Notifying the UH sponsor or Lamakū support team of any issues or changes in access requirements.

Guest accounts are reviewed periodically and may be deactivated after the specified duration of access expires. UH sponsors are responsible for ensuring that guest users comply with university policies and that their access is appropriate.