Tips & Guidelines for SFUSD Staff: Sponsoring Service Provider Requests for a Non-Employee SFUSD Email Account

In most cases, community partners with a current Memorandum of Understanding (MOU) or contract with SFUSD may provide "virtual" services - as long as they have a legitimate educational purpose. Please see **our Guidelines for Service Providers** for more information about providing virtual services, as well as our **Tech Access FAQs** with details about providing services through SFUSD's distance learning platforms.

Service providers are required to have an SFUSD account to communicate with students through SFUSD's online platforms for distance learning, and may be granted an SFUSD network username on a limited basis. This is to help ensure the safety and security of our students, as well as adherence to federal and state laws for student data privacy. **All service providers requesting an SFUSD network account must be sponsored by a district office or school** and a specific "SFUSD Responsible Employee" named on the application.

Before a non-employee may be granted an account, they must complete an application that indicates their acceptance of the District's **Acceptable Use Agreement and Technology Access Request** form (AUP) by signing and submitting the AUP.

- **An SFUSD employee must act as the sponsor for this application and submit the AUP** on behalf of the service provider requesting the account.

- The SFUSD Responsible Employee must sign the AUP, be responsible for supervising/monitoring the non-employee's use of SFUSD technology resources, and complete the form that will define the system(s) to which access is requested.

- **The requesting central office department Chief or Executive director, or school Principal or Assistant Principal**, must also approve the request.

- Please note that **additional system-specific forms may also need to be submitted if requesting access to systems that are subject to a higher level of review**. In these cases, Department of Technology staff will advise the individual named as the "SFUSD responsible employee."

- SFUSD staff **requesting multiple accounts for individuals in the same organization** under the same MOU/contract should **use this template** to organize your requests.
  - The sponsoring SFUSD Administrator can **provide written approval in bulk** with that template and an e-signature letter/statement through a Help Desk ticket to the district's Department of Technology.

Some Tips for Completing the Acceptable Use Agreement Application

To be granted a non-employee SFUSD account, service providers must have a current Memorandum of Understanding (MOU) or contract with SFUSD.   Their AUP application must include the date of Board of Education approval for the MOU or contract.

This **spreadsheet lists current MOUs** on SFUSD's standard templates, which are managed by the Student & Family Services office through an online Salesforce platform. (Other types of MOUs and contracts are managed by their sponsoring department or school, not through a central platform, and do not appear on this list.)

Here's how to find the **Board approval date**:

- The Board approval number is sometimes referred to as a "B Reso" or "Board Resolution" number.
- The date of approval is embedded in the approval number.
- Here's a color-coded key to identify the DATE within the approval number:

    Year Month - Date B#

- Thus the approval date for Board approval #206-23B4, 206 - 23B4 = 6 / 23 / 20

Please note that non-employee account requests are reviewed on a case-by-case basis and submission of the form does not guarantee that an account will be issued.

How can I learn more about MOUs, or get help with an AUP?

- For questions about the AUP process for non-employee emails, SFUSD responsible employees may **submit a Help Request** to the Department of Technology.
- To verify whether an organization has a current MOU, check this **List of approved MOUs** on SFUSD's standard MOU templates, with the name of the organization, program name, and the expiration date for the MOU.
- To know more about the MOU - including a detailed description of the services, and the locations named on it - you can access them through a Salesforce platform. You just need to create a user account. Here's the **Guide to Get Started and Find MOU Data**. The platform provides different types of interactive reports for all MOUs, and you can click into any MOU to review all its details.
- FAQs, videos and detailed how-to guides about the MOU process can be found at **www.sfusd.edu/mou**.