

The new Account Management System

Information for End Users

CERN – IT/OIS – October 2010

Objective

To simplify and standardize account management at CERN, better differentiate Identity, Authentication and Authorization, the lifecycle of identities, accounts and associated computing resources throughout the user's activity at CERN.

What is changing?

In November, the current management system called CRA is replaced by a new self-service tool available on a Web Portal: <http://www.cern.ch/account>.

The End-Users manage themselves their accounts and resources through the Web Portal. Intervention of group administrators, supervisors and team leaders is minimized to a set of specific actions. Any action not available in the Web portal can be completed by contacting the Service Desk (phone 77777 or mail service-desk@cern.ch).

Creating accounts for newcomers

Contacting a "Group Administrator" to create an account upon arrival will not be necessary anymore. When a newcomer arrives at CERN, an account, called the Primary Account, has already been created for him or her. Users shall only contact by phone the ServiceDesk to enable the account (obtain login and initial password).

Note, however, that to access some specific resources such as AFS, the newcomer's account must be added to a specific Computing E-Group (see Computing Group Administration below).

Security Quiz and Computing Rules

The user must follow the Security Quiz and sign the acceptance of computing rules document on the SIR portal (Safety Information Registration <http://sir.cern.ch>) within 5 days from the Primary account enabling (start of the contract). The account will be blocked if this is not completed within the time limit.

Self-service creation of new accounts

Users can create new accounts by themselves. New accounts can be defined as Secondary (e.g. test or administrative account: no mailbox, not transferrable) or Service (e.g. a login for a software or a service, with a mailbox of its own, can be assigned to another person).

User Departure

Two months before a user's contract with CERN terminates, the user and his supervisor will receive a mail notification. When the user leaves CERN, his Primary and Secondary accounts are disabled, all his static E-Groups memberships are deleted. Service accounts are transferred to the user's supervisor. After a grace period of 6 months, Primary and Secondary accounts are deleted. The grace period allows recovery if the user gets a new contract (e.g. affiliation renewal).

A single Web Portal for all central account operations

CERN home > IT Department [Logout] [Details]

 **Account Management**

Home | My Accounts | Change Password | Approve Requests | My Requests | Applications and Resources

Manage Accounts



- ▶ Manage my accounts
- ▶ Check account status
- ▶ Supervised persons
- ▶ Sign Security & Computing Rules

View or create accounts, manage secondary and service accounts.

Manage Passwords



- ▶ Change or reset password
- ▶ Forgot your password ?

Change or reset your password, or get help setting a new password.

Manage Requests



- ▶ Approve requests
- ▶ My requests

Approve or reject requests waiting for your approval, or see the requests you have made.

Help

- Account Types
- Mail and Mailbox defaults
- Passwords
 - Password Assistance
 - Create Strong Passwords
 - 5 tips to help keep your passwords secret

Manage E-Groups



- ▶ E-Groups portal
- ▶ Manage my E-Groups
- ▶ E-Groups memberships
- ▶ Create an E-Group

View and manage your E-Groups subscriptions, search and create E-Groups.

Authorization, Resources and CERN Applications



- ▶ Applications and Resources

Manage your Resources and Applications subscriptions, parameters and options.

<http://www.cern.ch/account>

The typical user actions throughout his or her stay at CERN are:

1. Retrieve and enable his or her Primary Account, by contacting the ServiceDesk.
 - a. Connect to the Web Portal <http://www.cern.ch/account> with the credentials provided by the ServiceDesk
 - b. Immediately change the password to a strong, long and personal password.
 - c. Follow the security course and sign the computing rules.
 - d. Provide an external email address to allow a separate communication feed if needed.
2. Check 'Applications and Resources' authorizations on the Web Portal to manage and subscribe to various central services if needed (AFS, LXPLUS, etc.).
3. Check 'Manage my accounts' to:
 - a. Create if needed Secondary accounts that are personal, and can be used for specific access rights or alternate privileges. Secondary accounts will end with the user's CERN activity.
 - b. Create if needed Service accounts that can be used to run and operate specific services. Service accounts can be transferred to other users, and should be used if their lifetime is supposed to last longer than the user's CERN activity.
4. If the user is a supervisor, the 'Supervised persons' tools will help managing the supervisees' accounts.
5. Before departure:
 - a. The user should reassign his or her Service accounts to the appropriate replacement person through the 'Manage my accounts' tools.
 - b. The user must provide an external email address if not yet done, to ensure communication and authentication continuity.

Help and Documentation

Extended Help, Documentation and the latest version of this document can be found on the Account Management Web Portal: <http://www.cern.ch/account> .

Further assistance is available via the Service Desk (phone 77777 or mail service-desk@cern.ch) if required.