

CUNYfirst - how to handle security issues

Until the CUNYfirst HCM system (Human Resources) is live, this is the process to add a new user for GL

NOTE: Original paper ELM, GL and CRM request forms are to be kept in a folder and turned over to the Campus Application Security Liaison.

New account request for ELM

All General Ledger Users must request an ELM account and use it to complete the required GL training before making a request for a GL account.

In order to approve an ELM request a form must be filled out and signed by the requester, and approved by appropriate College management (see form). The process is:

- New user's supervisor goes to <http://security.cuny.edu/> and clicks the link *CUNYFIRST APPLICATION SECURITY*
- Supervisor downloads the PDF form "Enterprise Learning Management Access Form"
- Supervisor prints the form and gives it to the new user
- New user fills the form out with their details and returns it to supervisor
- Supervisor signs the form to approve new user's access

The form is handed to the Hunter College Help Desk where it is scanned and attached to a new case in CRM Support. Because at this time the user will not be in the CRM Support system database, the case must be opened in the name of the manager making the request.

The case is assigned to the User Administration Provider Group. The User Administration Provider Group consists of:

- Hunter College Application Security Liaison. The Application Security Liaison's function is to create accounts, add roles, change roles and deactivate accounts.
- CO ELM Administrator
- CO CRM Administrator
- CO Security Liaison.

The CO CRM Administrator enters the new user as an Interested Party when they are added to the CRM system. Each administrator/liaison must add a note to the case indicating the completion of their task in the New User creation process.

Once all tasks are completed, the Campus Application Security Liaison will close the case.

Notifications will be sent to the requesting manager when the case is opened, assigned or closed, and also to any one that may have been added as an Interested Party (often referred to as "having been IP'd").

The Campus Application Security Liaison can include the account and temporary password in the notification e-mail when closing the case.

Once the user receives their ELM account, they can log into the ELM system where they can register for courses.

(As a note, Training Liaisons have the ability to register campus users for training in ELM.)

New account request for GL

In order to approve a GL account request a form must be filled out and signed by the requester, and approved by appropriate College management (see form). This is in *addition* to having completed the required GL training using the ELM system. The process is:

- New user's supervisor goes to <http://security.cuny.edu/> and clicks the link *CUNYFIRST APPLICATION SECURITY*
- Supervisor downloads the PDF form "General Ledger Access Form"
- Supervisor prints the form and gives it to the new user
- New user fills the form out with their details and returns it to supervisor
- Supervisor signs the form to approve new user's access

The form is handed to the Hunter College Help Desk where it is scanned and attached to a new case in CRM Support under the name of the requesting manager. At this time, the prospective new GL user should be IP'd (added as an Interested Party in the case) to receive all notifications.

The case is assigned to Campus Security Provider Group. Once the Campus Application Security Liaison completes the task, the Campus Application Security Liaison will close the case.

Notifications will be sent to the requesting manager when the case is opened, assigned or closed, and also to any one that may have been IP'd into the case such as the new employee for whom the account is being created.

The Campus Application Security Liaison can include the account and temporary password in the notification e-mail when closing the case.

CRM Support Access (Help Desk Support only)

In order to approve a CRM account request a form must be filled out and signed by the requester, and approved by appropriate College management (see form).

The form is handed to the Hunter College Help Desk where it is scanned and attached to a new case in CRM Support in the name of the requesting manager. At this time, the CRM user should be IP'd to receive all notifications.

Escalate the Case to the CO Technology Support Provider Group. The case will be assigned to CO Security.

Once the task is completed, the case will be reassigned to the CRM Administrator who performs needed tasks and will close the case.

Notifications will be sent when the case is opened, assigned or closed, and also to any one that may have been IP'd.

The CRM Administrator will include the account and temporary password in the notification e-mail when closing the case.

Password Reset for ELM or CRM

Until ELM and CRM are incorporated to the CUNYfirst portal, the password reset process will be as follows:

The end user will contact Hunter College Help Desk. Hunter College Help Desk will open case in the user's name and assign it to the Campus Application Security Liaison, requesting a reset. Should the Application Security Liaison need assistance, they can escalate it to the Central Office.

Security Liaison will reset the password closes the case and notify the user (via CRM).

ELM - <https://elm.cunyfirst.cuny.edu/psp/cnylmp/d/EMPLOYEE/ELM/?cmd=login>

CRM - <https://crm.cunyfirst.cuny.edu/psp/cnycm/d/EMPLOYEE/CRM/?cmd=login>

Password Reset for GL - Single Sign-on

GL is accessible via the CUNYfirst Portal URL <https://home.cunyfirst.cuny.edu/>

Once the user goes to the CUNYfirst Portal, they will be able to either log into change their password or, if they have forgotten it, click on the link *Forgotten Password*.

The first time they logged into the CUNYfirst Portal they will have had to change their password from the temporary one they were given, and set up three challenge questions. These will be used in the Forgotten Password process

Forgotten Password

Once the user clicks the Forgotten Password Link, three challenge questions will be presented, two of which they must answer correctly to retrieve a new password. If they answer correctly, an email will be sent to their email address.

If they cannot answer the challenge questions correctly, a case needs to be opened in the name of the user and assigned to the Campus Application Security Liaison.

Change password

The user should click on the *Change Password* link, enter their old password, their new password and then repeat their new password to verify they didn't make any typing errors.

If the user cannot change their old password, a case should to be opened in the name of the user and assigned to the Campus Application Security Liaison.

Security Forms will be located at URL <http://security.cuny.edu/> then click on the *CUNYfirst Application Security* link.

Original received from CUNYfirst Support. Extensively corrected and rewritten by Simon Pride, Hunter College Wednesday, July 16, 2008.