

ICONNECT-ACCESS

USER GUIDE

WELCOME TO ICONNECT-ACCESS

WHAT IT IS: **iConnect-Access** is an easy-to-use, self-support tool that lets you perform a number of functions related to your **Net-ID** and the access it allows on campus systems. A user interface of *Novell Identity Manager*, **iConnect-Access** offers **Identity/Password** self-support (for user information and passwords) and a **Request Process** self-support (for making provisioning requests and managing the approval tasks relating to these requests).

TYPICAL USES

Here are some examples of how people use **iConnect-Access** at UW-Whitewater:

IDENTITY/PASSWORD:

- ▶ Change your Net-ID **password**
- ▶ Set your Net-ID password **challenge questions**

PROCESS REQUEST

- ▶ Email
 - ▶ Set your **Ironport** spam filter settings
 - ▶ Open a **Warhawk4Life** account (for alumni and retiring faculty/staff)
- ▶ Guest Access
 - ▶ Request **guest access** for yourself or for guests who are visiting your department or unit
- ▶ Privacy
 - ▶ Determine if and where your UW-Whitewater **ID photo** is displayed throughout different systems on campus
- ▶ Check the approval of your role, resource, and process requests
- ▶ Work on tasks assigned to you for approving other requests

GETTING STARTED

iConnect-Access is as easy to access as any Web page. All you need to get started on your computer (*Windows* or *Mac*) is a Web browser. **iConnect-Access** supports the most popular browser versions, excluding Google Chrome or Safari. Variations may occur with different browsers.

- > 1 Go to **iConnect-Access** (*Figure 1*), by opening a Web browser and going to **iconnect.uww.edu**. This takes you to the main page for **iConnect**, the **Self-Support** page for IT Services;

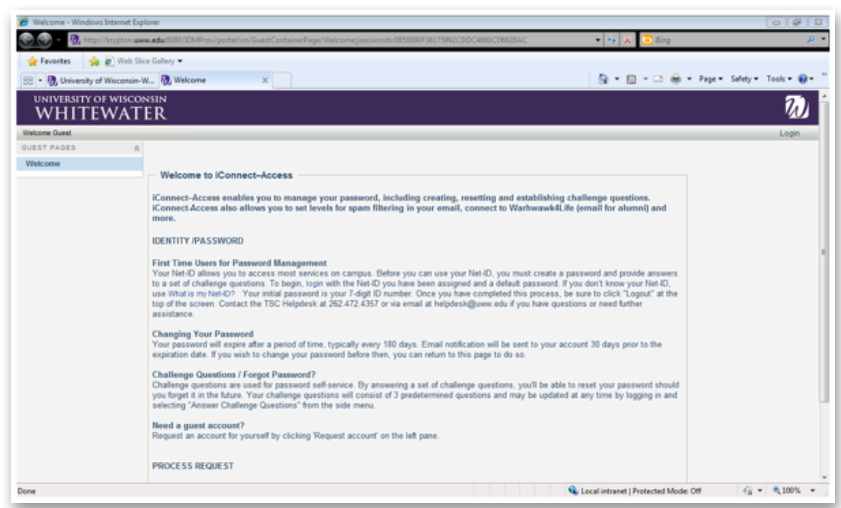
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Figure 1 (above): The main iConnect page
 Figure 2 (above, right): Welcome to iConnect-Access



- > 2 Select **iConnect-Access** in the Self-Support menu. This takes you to the **Welcome to iConnect-Access** page (Figure 2), which provides an overview of the self-support services for changing or resetting passwords, and an explanation of the **Process Request** functions.
- > 3 In the upper-right corner of the **Welcome to iConnect-Access** page, click the **Login** link, and you are prompted for a **username** and **password**. You must be an authorized user to log in from the *Welcome Page*.

IF YOU FORGET YOUR PASSWORD

If you can't remember the password you are asked to provide, use the **Forgot Password?** link for assistance. To use the **Forgot Password?** feature:

- > 1 When you're prompted to log in, click the **Forgot Password?** link. You are asked for your username;

IDM Forgot Password

To help you log in, you must specify your username.

Username:

[Return to Calling Page](#)

- > 2 Type your username and then click **Submit**:

IDM Forgot Password

Please provide a response for each presented challenge.

Question: What is your mother's maiden name? **Response:**

Question: What's your favorite color? **Response:**

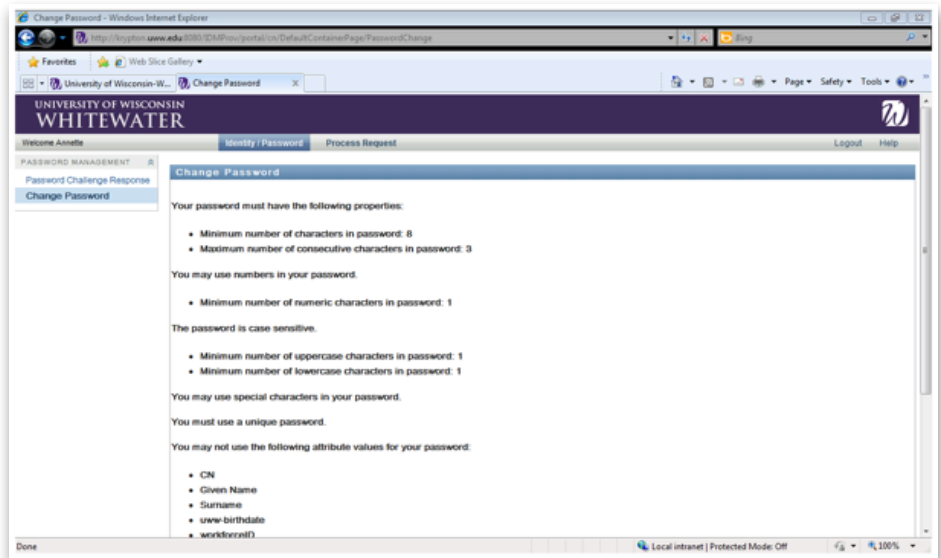
Question: What is your User ID? **Response:**

> 3 Answer any challenge questions that display, and then click **Submit**.

> 4 Then, you are prompted to reset your password.

CHANGE PASSWORD

iConnect-Access defaults to the **Change Password** section of the **Identity/Password** page, which is the most commonly used service. You can also use



the **Identity/Password** page to review password policy requirements, set or change your challenge questions, and change (reset) your password.

Review the password policy requirements **before** you reset your password. Follow the form fields at the bottom of the page:

> 1 Enter your **old** password;

> 2 Enter your **new** password, and then re-enter your new password again, to confirm it (both **must** be identical);

> 3 Click **Submit**, and your password is updated.

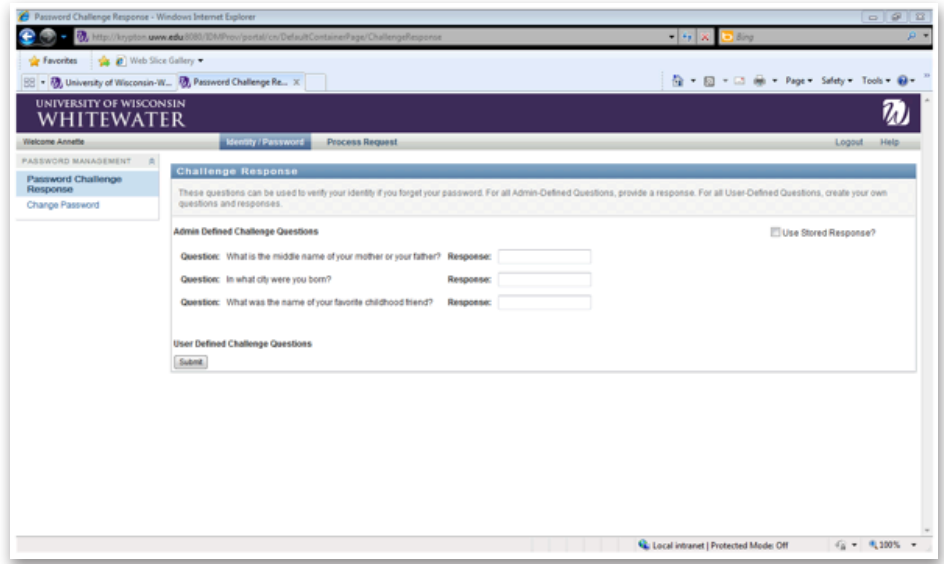
On the left side of the page, you'll find an option for resetting your challenge questions using provided challenge questions (challenge questions **cannot** be changed). These questions will be used to verify your identity if you forget your password.

> 1 **Uncheck (clear)** the “**Use Stored Response**” and the **Challenge Question Form** opens;

> 2 Complete the **Challenge Question Form** by answering the questions presented (see above);

> 3 Click **Submit**.

PROCESS REQUEST



At the top of the page, you will see a second tab titled **Process Request**.

The **Process Request** tab provides a convenient way to **request Self-Support** services. It also allows you to **review the status** of requests, and **change settings** within **iConnect-Access**.

When a request requires permission from one or more individuals in an organization, the request starts a **workflow**. The workflow coordinates the approvals needed to fulfill the request. Some requests require approval from a single individual; others require approval from several individuals. In some instances, a request can be fulfilled without any approvals.

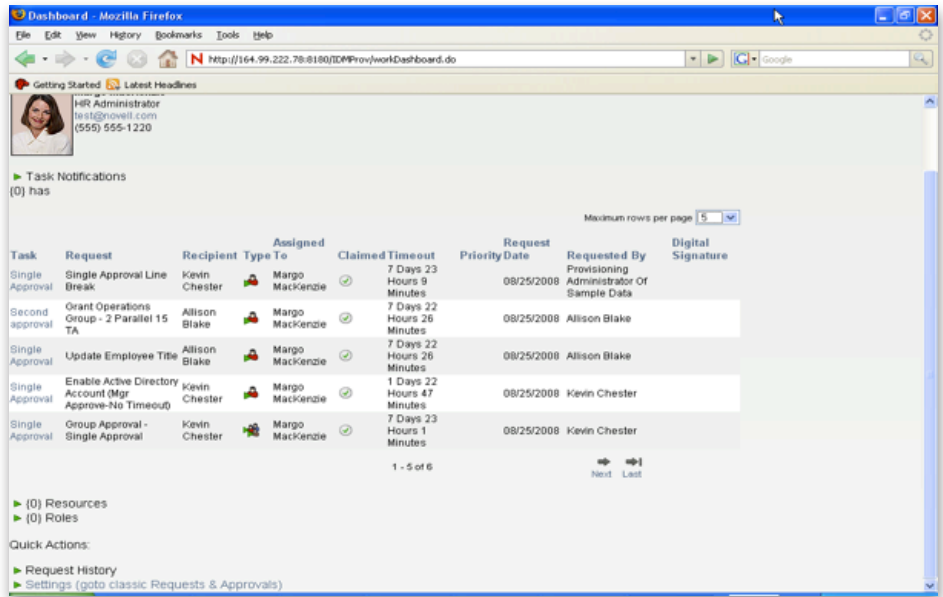
When a request is initiated, **iConnect-Access** tracks the initiator and the recipient. The initiator is the person who made the request. The recipient is the person for whom the request was made.

PROCESS REQUEST

Use the **Process Request** function to change settings for **Ironport** spam filtering levels, opt for a **Warhawk4Life** account (email for alumni), set up a **Guest Account** for someone, or use **Privacy** settings to modify **if** and **where** your UW-Whitewater ID photo is displayed on various online services (*for example, alongside directory information, or email*). Additional functions for file storage and more options will be added to the **Process Request** in the future.

The **Process Request** section allows you to see the status of the requests you've made. It lets you see the current state of each request. In addition, it

gives you the option to retract a request that is still in process if you have changed your mind and do not need to have the request fulfilled. The **Request Status** display includes provisioning requests, role requests, and resource



requests in a single, consolidated list.



The **Process Request** also includes a **User Profile** section in the upper-left corner of the screen, which includes **your name, title** and **contact information**. (This profile will eventually also include your campus ID photo).

When you use the **Request Process** function, you see icons in many places that convey important information. These are the icons you see:

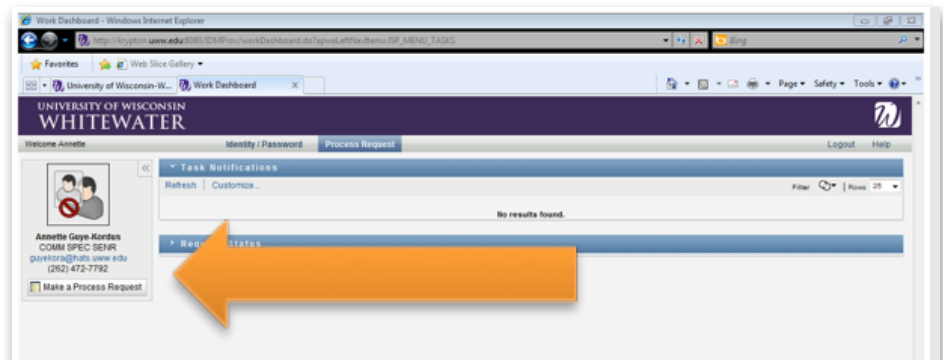
Follow these steps to make a **Process Request**:

IRONPORT SPAM FILTER: A spam filtration service called **Ironport** is available to *UW-Whitewater* email account holders to help manage spam, or junk email.

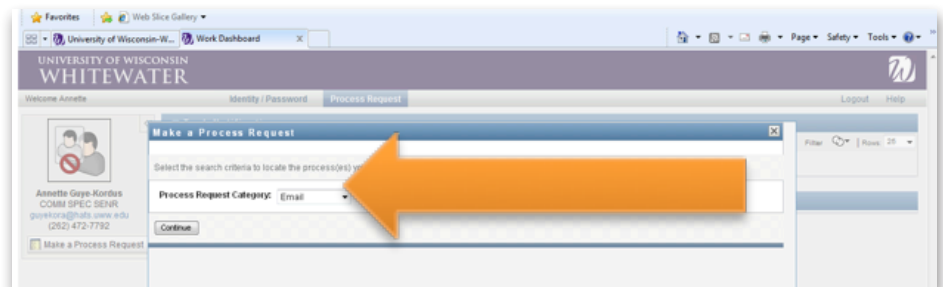
This additional layer of spam management control is optional for faculty and staff, and, starting in Fall 2011, is included as a non-optional feature of new student email accounts.

Here's how it works: When **IronPort** receives messages that might be spam, it puts them in quarantine, and sends you an **IronPort Spam Quarantine Notification** e-mail with a list and preview of subject lines of suspicious, quarantined messages. Then you decide if the email is spam, which will be deleted, or credible email, which you can then release to your email box. **Ironport** allows three levels of filtration, high (which captures the most spam), medium and low.

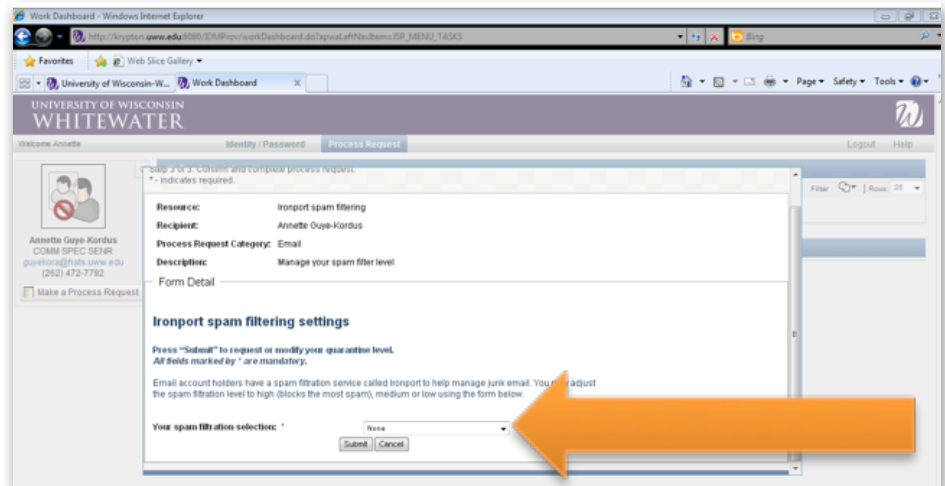
By using the **iConnect-Access** function, faculty and staff may opt in to add **Ironport**. Users also may change their filtration setting, or (Faculty and Staff only) may opt out of **Ironport** by making a **Process Request** on this page.



For more information on **Ironport** spam management, visit http://www.uww.edu/icit/training/pdf/IronPort_QSG.pdf



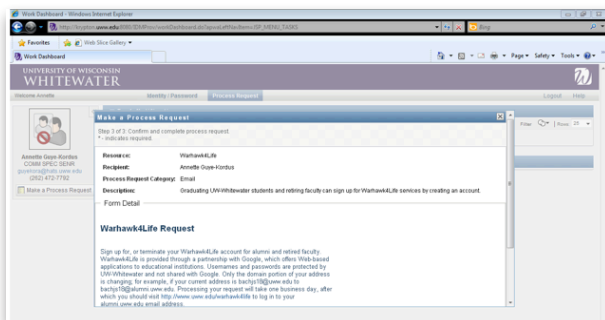
To change your Ironport spam filter settings in **iConnect-Access**, follow these steps:



- > 1 Click **Make a Process Request**:
- > 2 Select **Email** from the search criteria to locate the process you want to request:
- > 3 Select **Ironport spam filtering** from your options:
- > 4 Adjust the spam filtration level to **high** (blocks the most spam), **medium**, or **low** using the drop-down menu:
- > 5 Click **Submit**.

WARHAWK4LIFE REQUEST

Graduating *UW-Whitewater* students and retiring faculty can sign up for a **Warhawk4Life** account. **Warhawk4Life** is provided through a partnership with *Google*, which offers Web-based applications to educational institutions. Usernames and passwords are protected by *UW-Whitewater* and **not** shared with *Google*. Processing your request will take one business day, after which you should visit <https://idp.uww.edu/idp/Authn/UserPassword> to log in to your [alumn.uww.edu](https://idp.uww.edu/idp/Authn/UserPassword) email address. For more information, visit <http://www.uww.edu/warhawk4life/>



By checking **Agree** for **Warhawk4Life**, the user accepts the *UW-Whitewater* acceptable use policies available at: <http://www.uww.edu/icit/governance/policies/>

- > 1 Click **Process Request**;

- > 2 Select **Email** from the search criteria;
- > 3 Select **Warhawk4Life** from the menu options. This appears as an option only for *UW-Whitewater* graduates and retired faculty members.

GUEST ACCOUNTS: GUIDELINES

DEFINITION: A **GUEST** is defined as a person visiting campus on a temporary basis. Upon request, a **guest** may be provided with **limited access** to campus resources as a matter of convenience. Those who have a contractual relationship with the University, or require elevated level of access to campus network resources are not covered by this process. Every request for a guest account must have a sponsor who is a University faculty or staff member.

CAMPUS RESOURCES MADE AVAILABLE THROUGH GUEST ACCOUNTS:

- ▶ **WiFi**, restricted to a maximum of three concurrent devices
- ▶ **General Access Lab computers**, including printing ability

TYPES OF GUEST ACCOUNTS:

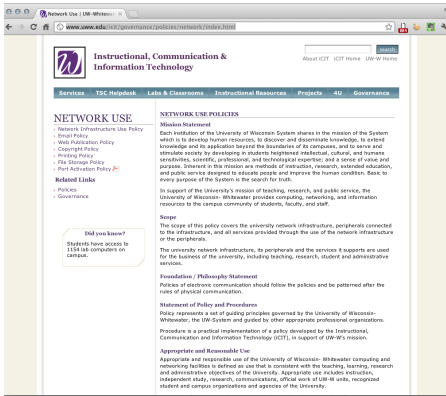
- ▶ **Individual Guest Account** requests should be used when the guest names are known (for example, for a guest speaker, or committee members)
- ▶ **Bulk Account** requests should be used for providing network access to **groups** visiting UW-Whitewater campus to participate in multi-day, University-hosted meeting or event. Normally, multiple unique guest accounts will be created through *Bulk Account* requests. Alternately, a specially named wireless network (*SSID*) may be configured for large conferences or other events, and set-up as a wireless-only service.

Bulk Accounts will only be processed if submitted by pre-approved University staff members. If you need to be pre-approved for requesting *Bulk Accounts*, please contact the *TSC Helpdesk*.

ACCEPTABLE USE STIPULATIONS:

- > 1 Individual **Guest Accounts** will be automatically approved, and provided for a duration of up to 7 days.
- > 2 With justification, individual **Guest Accounts** may be renewed for up to 90 days.
- > 3 **Bulk Guest Accounts** will be provided for a maximum of 7 days.
- > 4 Only a University faculty or staff member can sponsor a **Guest Account**.

SPONSOR'S RESPONSIBILITIES



Above: The page with UW-Whitewater Network Use Policies.

To be granted access to information technology resources at *UW-Whitewater* through a **Guest Account**, an individual must be sponsored by a **UW-Whitewater** faculty or staff member, and must read, agree to, and abide by the *UW-Whitewater Network Use Policies* (see image, left), the same policies that govern access to information technology resources for *UW-Whitewater* faculty, staff, and students.

Guest Account sponsors are responsible for ensuring that guests **know the policies and procedures** governing access to information technology resources at *UW-Whitewater*.

PROCESS FOR REQUESTING GUEST ACCOUNTS

Request by UW-Whitewater faculty or staff for an individual Guest Account (for a named guest):

- > 1 Go to **iConnect** webpage at <http://www.uww.edu/icit/iconnect/>, and in the **iConnect Access** section, click the **Start Here** button.
- > 2 At the bottom of the page that loads log-in with your **Net-ID** username and password.
- > 3 When prompted, fill-in the guest's first name, last name, and email address.
- > 4 Provide the requested account expiration date.
- > 5 Check the appropriate box, if you want account credentials to be emailed to your guest.
- > 6 Check the box indicating that you agree to the *Terms of Use*.
- > 7 Submit the form.

If the expiration date is within 7 days or less, the approval is automatic. Otherwise (the expiration date is more than 7 days in the future), the request is routed to the *TSC / Helpdesk*, and you may be contacted for additional information before the request is approved.

As a sponsor, you receive a confirmation and log-in credential for the guest account when your request is approved. If you requested it (by checking the appropriate checkbox on the request form), upon approval, log-in credentials are also emailed to the guest. The created **Guest Account** is named using the

following naming convention:

g-[first name initial][last name initial][four digit incremented].

Request by a guest for an individual Guest Account (for a named guest):

If you are a guest, and would like to request an individual **Guest Account**:

- > 1 Go to **iConnect** webpage at **http://www.uww.edu/icit/iconnect/**, and in the **iConnect Access** section, click the **Start Here** button.

Above: The Request Account form for guests (requested by the guest).

- > 2 On the iConnect Access page that loads, click the **Request Account** link on the left navigation section of the page (you do not need to log-in).

- > 3 On the page that loads, from the drop-down list, select **Request a guest account** option. Then, fill-in the required information on the form that loads (see image, left), including your *UW-Whitewater* sponsor's email address (a sponsor must be University faculty or staff member), and a justification for the request. **NOTE:** Account expiration period defaults to 3 days.

- > 4 Submit the form.

Once submitted, your **Guest Account** request is forwarded to the **Sponsor** (*UW-Whitewater* faculty or staff member), who has the option to extend the expiration date, if needed. Before the request is processed, the **Sponsor** will need to: **check the box** if credentials are to be emailed to the guest; **agree to the Terms of Use**; and **submit** the completed form for approval. If the **Guest Account** is requested for up to **7 days**, the approval is automatic. If the **Guest Account** is requested for a longer term, the request is routed to the *TSC/Helpdesk*, and the **Sponsor** may be contacted for additional information before the request is approved. The **Sponsor**, and the **guest** are notified once the request is processed (approved or denied).

Request for Bulk Guest Accounts by a pre-approved staff member

If you are a **Sponsor** approved by the *TSC/Helpdesk* to submit requests for **Bulk Guest Accounts**:

- > 1 Go to **iConnect** webpage at **http://www.uww.edu/icit/iconnect/**, and in the **iConnect Access** section, click the **Start Here** button, and log-in with your **Net-ID**.

- > 2 **Fill-in** the event name, as well as three-to-six-character **short name** (this **short name** will be used in the credentials issued if your request is approved), and the **number** of accounts needed.
- > 3 Request the **start and end date** for the requested accounts, with a 7-day maximum.
- > 4 **Check the box** indicating that you agree to the *Terms of Use*.
- > 5 **Submit** the form.

As a **Sponsor**, you will receive a notification of approval or denial of your request. If your request is approved, log-in credentials are mailed to you as a **CSV file** (that can be opened in any spreadsheet software such as *Microsoft Excel*). **Bulk Guest Accounts** are named using the following convention: **g-[short name][four digit incremented]**.

PHOTO PRIVACY SETTINGS

With growing importance and popularity of social networking, it has become common to enhance text-based communication and information with an image (*Facebook* profile photos; *Instant Messaging*, *Twitter*, and *email* avatars, and so on). UW-Whitewater now offers campus community the option to display the photo from **UW-Whitewater ID Card** (*HawkCard*) as a part of several electronic services throughout campus, for example, next to directory information, or within email software, such as *Microsoft Outlook*.

iConnect-Access allows members of the campus community to access and change the settings that determine **if, where, and to whom** their ID photo will be visible. UW-Whitewater students, faculty, and staff may select their preferred **photo privacy level**, including a withdrawal of the authorization to display the photo on most University services. The default privacy levels have been established in consultation with campus governance groups.

There are **four photo privacy levels** (regardless of the privacy setting, the photo always remains visible to the account holder):

- ▶ **Level 1 - Private:** The photo is visible only to faculty/staff with **special access**, such as *Security* or *Human Resources*, in applications that require Net-ID log-in. The holders of the account can also see the photo in their personal **email** and on their iConnect-Access personal **dashboard**. This privacy level is assigned automatically to students who have enacted *FERPA* restrictions on their personal records.
- ▶ **Level 2 - Internal:** For faculty and staff, their photo is visible only to other UW-Whitewater faculty and staff, and only in applications that require authentication (Net-ID log-in), such as campus email

(for example, in *Microsoft Outlook*). At this level, photos of students are visible to logged-in faculty and staff, but are not visible to other students and to general public.

- ▶ **Level 3 - Campuswide:** The photo will be visible to all members of the campus community, including students, but only in applications that require a Net-ID log-in. Those outside of the campus community don't see the photo.
- ▶ **Level 4 - Public:** The photo is displayed in applications that do **not** require a Net-ID log-in (for example, campus web pages, publicly available online campus directory), and in applications that do require authentication (e.g. Outlook).

Change the privacy level of your photo:

To change your photo privacy level to one of the four levels described above, go to **iConnect-Access** and log-in (*for step-by-step instructions, see Getting Started, on page 1*).

- ▶ Once you are logged-in, on top of the screen, click the **Process Request** tab. You are taken to your personal dashboard, which displays your **UW-Whitewater ID photo**. To change your **Privacy** settings:
- ▶ Below your photo, click the **Make a Process Request** button. A new window opens.
- ▶ From the drop-down menu next to **Process Request Category**, select **Privacy**, and then click the **Continue** button.
- ▶ On the new screen that loads, click the **User Privacy settings** link, and then, on the next page, in the **Data Available** section, select **Photo** from the drop down menu called **Select an attribute from this list**.
- ▶ A list of **four** available privacy levels [*explained in the previous section*] is displayed, with the currently active setting listed with a **checkmark**.
- ▶ To make a change of privacy setting, click one of the available check boxes, and then click the **Submit** button. A confirmation message is displayed. Click **Close**, and log-out.

NOTE: If you select the highest privacy level, **Private**, you will continue to see your photo in the **iConnect-Access** personal dashboard, and in your own email. However, the recipients of your email will not see your photo.

Although **you can** change the privacy setting that determines **if, where, and to whom** your photo is displayed, **you cannot** change or delete the actual photo that is used by the system. Photos can be changed (updated) only by the **HawkCard Office** located in the *University Center*. Photos are initially taken at the time when new ID cards are issued. After that, if the photo is at least 4 years old, or if the ID card becomes worn out through normal use, **HawkCard**

Office will take a new photo, and issue a new photo ID, at no charge. Otherwise, a \$5 charge will apply for the new photo and card.

ADDITIONAL SUPPORT

More IT Self-Support tasks will be added to **iConnect-Access** in the future.

If you have questions, comments, or need more information, contact the *TSC Helpdesk* by phone at **262-472-HELP** (4752), or via email at **helpdesk@uww.edu**.

End of Document
