Secure access phase 2

Approver role guide

December 2013

Contents

Secure Access background

Secure Access was introduced on 10 December 2012 to provide Local Authorities and Schools with a single, secure point of entry to Departmental IT systems (currently COLLECT, School 2 School (s2s) and Key to Success (KtS)) and to ensure that the data that they hold is much better protected.

An updated version will be launched on 9th December to allow the creation of individual Secure Access accounts within schools and academies who currently have shared accounts (Local Authority users already have individual accounts).

In support of that, the facility to create and administer SA accounts locally will be provided by introducing an 'Approver' role within each organisation (i.e. School, Academy or Local Authority). In schools and Academies there will be one Approver, in local authorities there will be three Approvers.

The Approver will be able to add, edit or remove other user accounts for their organisation and will be responsible for controlling their access to s2s, KtS and COLLECT (where applicable), even if the Approver does not have access to these applications or groups.

COLLECT Access will no longer be managed by the EDD Helpdesk and it will be the responsibility of the Contact Liaison Officer and individual schools to add and remove access to data collections within COLLECT.

Account claiming process

An 'Approver' is defined as either a generic user at a school (i.e. GybvG8U over 318StJohn) or a Local authority Contact Liaison Officers. An 'End User' is defined as any standard user of the system i.e. Other LA user or School Workforce login/s2s login user within a school who do not have the responsibility of approver.

The selected users will have their accounts upgraded on 9th December to the Approver account type.

The following 'Approver account claim process' will apply to Approvers from both organisation types.

1) A flag will be set for all user accounts given 'Approver' role to activate a 'claim' process on subsequent login to SA following the launch on 9th December.

2) User logs in.

3) User is shown a confirmation screen asking them to confirm they are authorised to claim this Approver account.

3a) **If the user is the authorised individual for this account** they click 'Confirm' and continue to the next page. To click 'Confirm' the user must tick the checkbox – confirmation of this checkbox will be stored as an action on the user's account audit log, along with a timestamp and 'First name' and 'Last name' of the named user on the account.
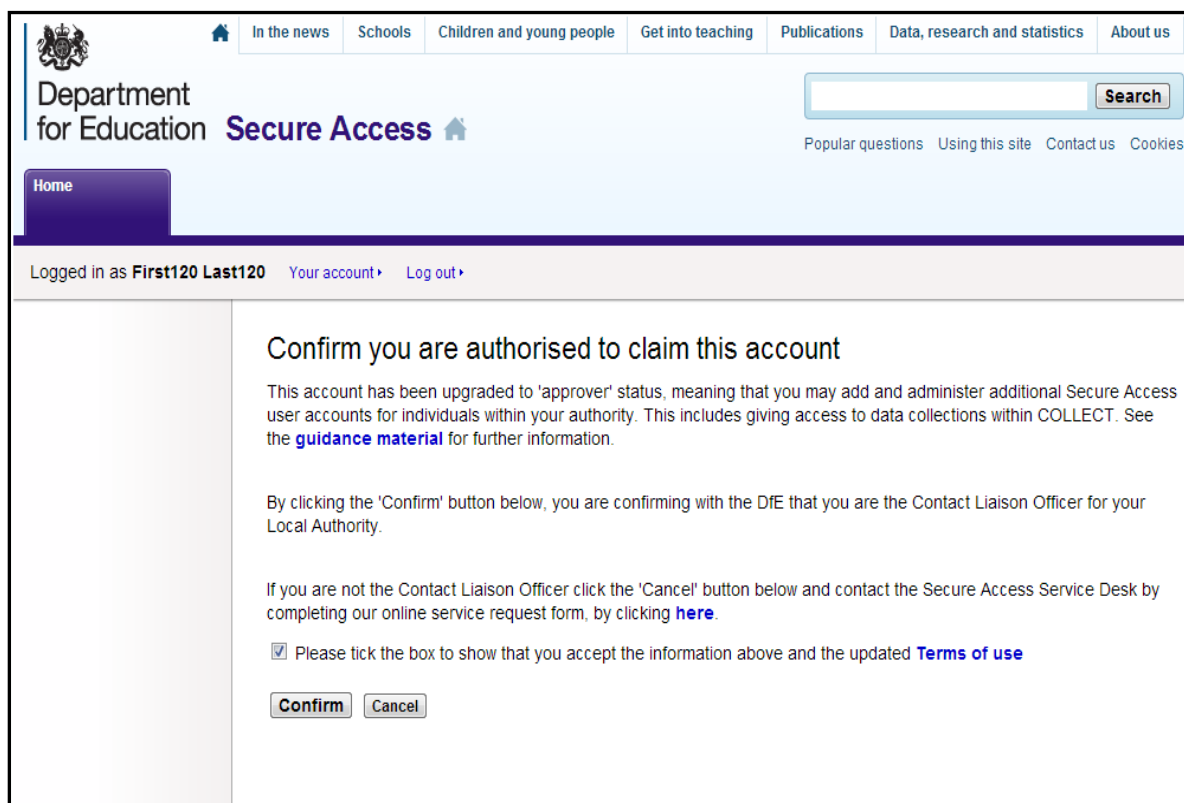
If the user clicks 'Confirm' and does not tick the checkbox, a validation warning is displayed.

3b) **If the user is not the authorised individual for this account**, they click 'Cancel' and are logged out and returned to the Login page.

Confirmation of authorised user - School
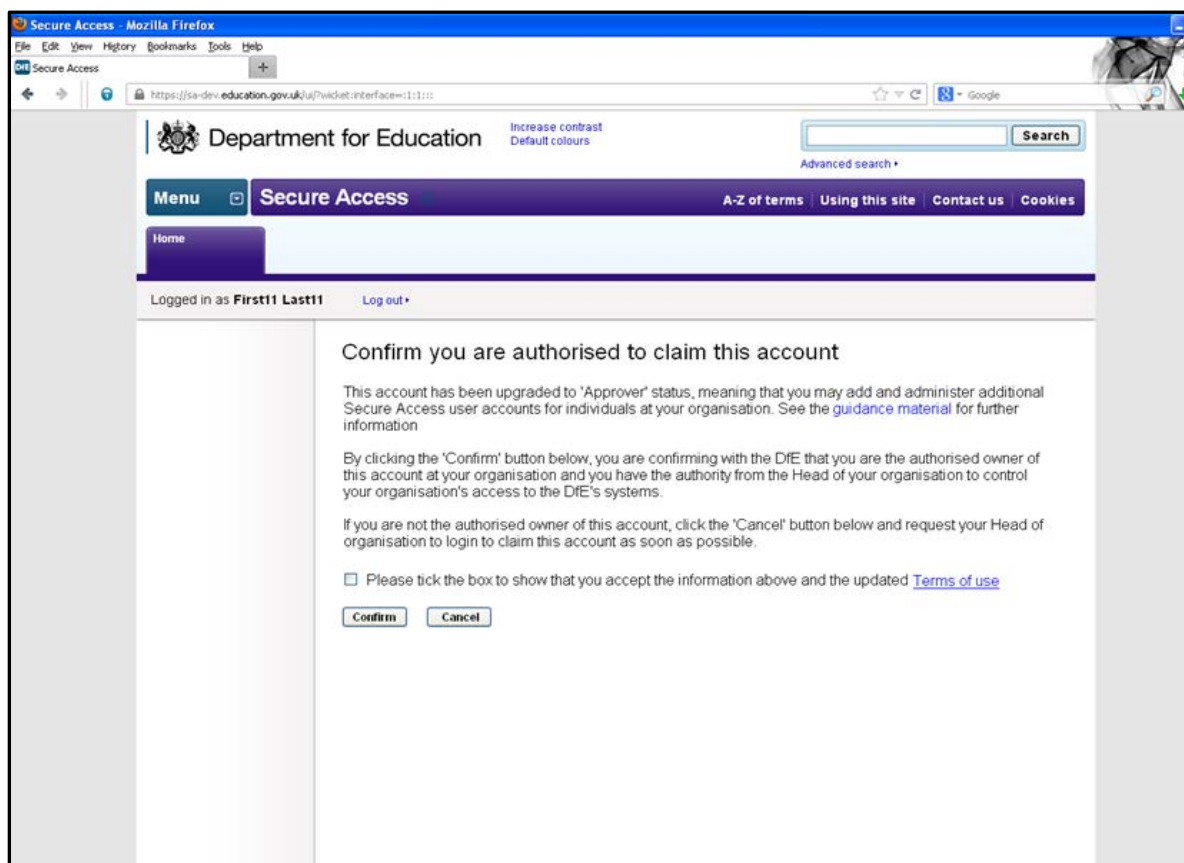
Confirmation of authorised user – LA

4) Authorised Approver sees user details confirmation page. Text explains to user that if they are not the user named below that they must update their details.

The Approver will be forced to select a new password and enter a new security question and answer, and will not be allowed to enter one that has been used previously for their account.

Confirm user details

5) Approver clicks 'Submit'

6) Approver is taken to 'Add accounts' page to inform them they can add accounts now, or choose to add later.

Approver chooses whether to add accounts now or later

6a) If Approver clicks 'Add now' they're taken to the 'User management' page where they can select 'Add new' to start adding accounts for their organisation.

Approver chooses to add new accounts now
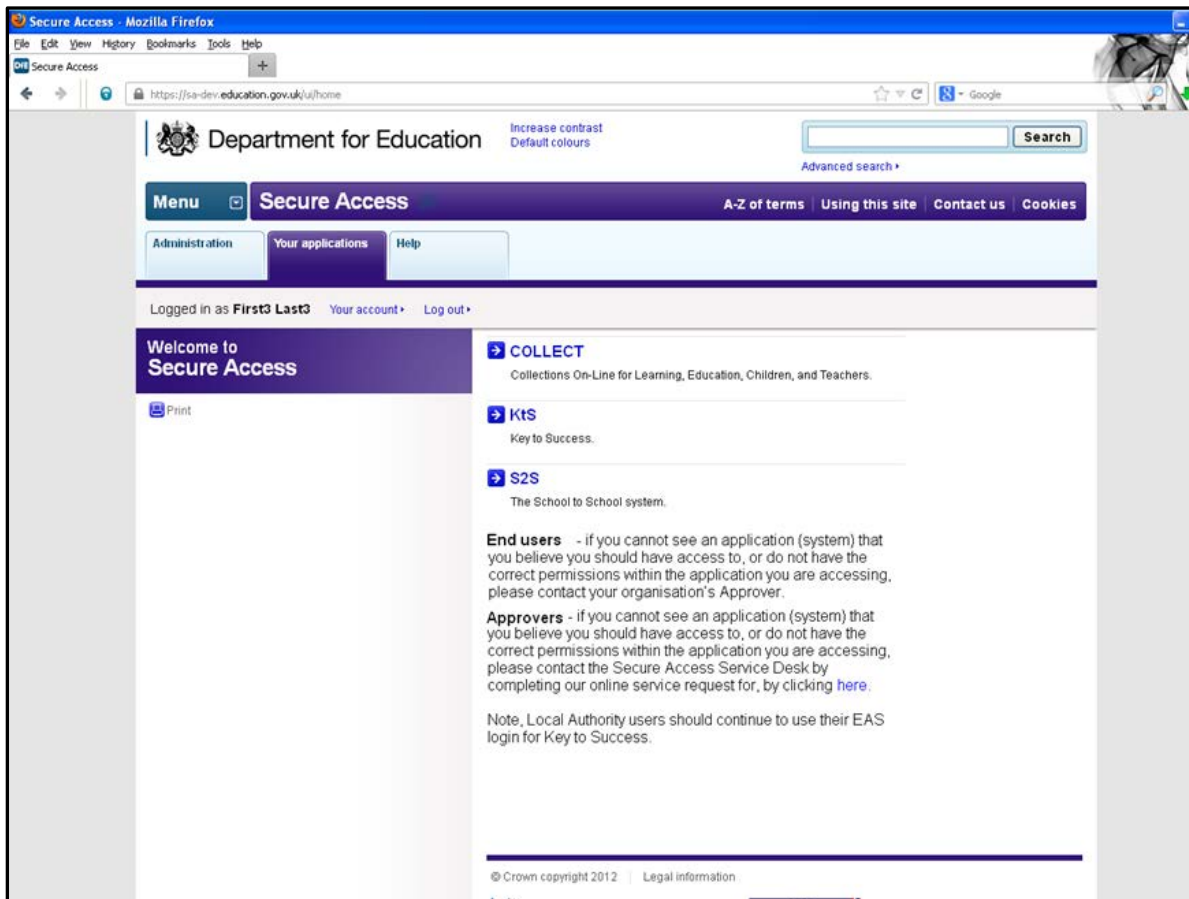
6b) If Approver clicks 'Add later' they are taken to the 'Your applications' page and can then access their own connected applications.

Approver chooses to add accounts later

Additional functionality available

Approvers will have a number of additional functionalities available to them. All of which are accessed via the administration tab within Secure Access.

Search for users (and view user account)

Add new user

Edit user account

Archiving a user account

Reset user's password

Re-send account activation link

Approver transfers their access rights
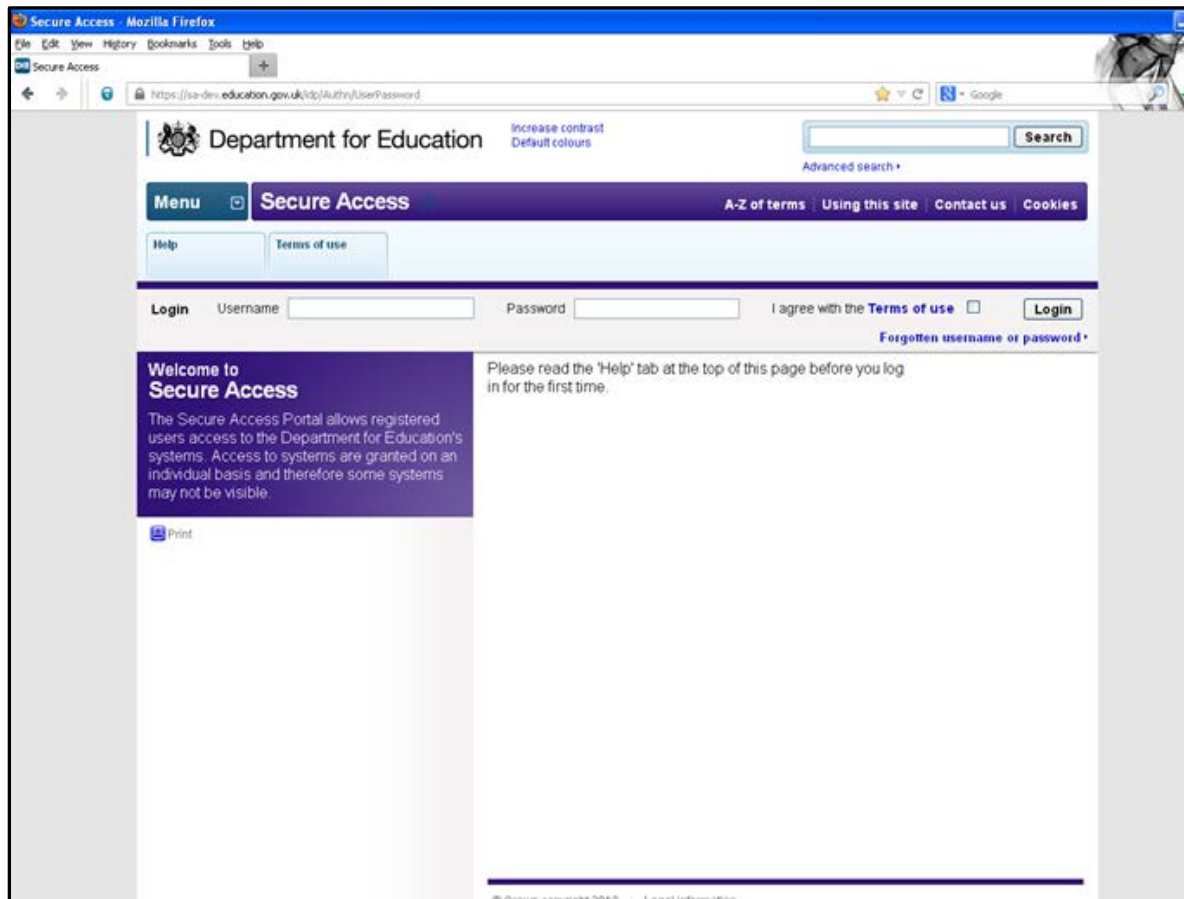
Approver archives their own account

Approver edits their own account permissions

Search for users (and view user account)

Approvers are limited to searching for users at their organisation only.

1) Approver comes to SA login page and logs in

Login page

2) Approver then selects Administration tab

Approver main page

3) Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for an account

Searching for users

The list of users appears in a new box underneath the User Search box

4) When you have found the User Account you want, select 'Details' to open user's account

Select 'Details'

5) View user's account

View user's account

The collection groups detailed below will reflect the data collections available on COLLECT for that level of user. All applications and groups will be visible to the Approver who is able to grant access to any application or group even if they do not

have access to it themselves. Where Approver rights are transferred, the new Approver will be able to do the same.

The groups available within COLLECT are as follows:

LA
Alternative Provision
APAD
APEX
CFR
CIN
Early Years
EYFSP
KS1
Phonics
PRM-A
Private Fostering
School Census Spring
School Census Summer
School Census Autumn
SCAP – Forecasts
SCAP – Capacity
S251 Budget
S251 Outturn
SEN2
SWF
School Preference - Primary
School Preference - Secondary
General Hospitals

Schools
CFR
School Census Spring
School Census Summer
School Census Autumn
SLASC
SWF

Add new user

1) Login to SA

2) Go to 'Administration'

3) Select 'Add new'

Select add new

4) Enter user's details and select application permissions. Note: Approver can enter an 'Expiry date' should the user only require access for a certain period of time. On that Expiry date the user's account will automatically be archived.

Enter user details

Please note: The username is automatically generated.

Your organisations details will automatically be pre-populated.

You should only select 'End User' type, unless you are an existing approver for an LA creating additional approvers.

5) Approver clicks 'Save'

5a) If Organisation has received maximum limit of End user or Approver level accounts, a warning message is displayed and you will need to either remove an existing user and retry or contact the SA Service Desk.

Currently limits are: Approver = School 1, LA 3; End User = School 5, LA 120

6) If validation passes, SA sends an automated email to the entered email address with a link to activate the account (valid for 48hrs).

7) User click's activation link to select password and define security question and answer.

If the user doesn't activate their account within the 48hrs you can access their user record and trigger a new activation email

Edit user account

1) Login to SA

2) Go to 'Administration'

3) Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for account

4) Select 'Details' to open user's account

5) View user's account

6) Select 'Edit' button

7) Modify user's details and select 'Save'

Select 'Edit' button

Save user's details

8) If a user's details are updated in Secure Access, they are automatically updated in any connected application (COLLECT/S2S)

Archiving a user account

An End user leaves an organisation (or no longer requires access to SA) and Approver archives the End user's account. Note, an Approver can also 'lock' a user's account, only archive.

1) Login to SA

2) Go to 'Administration'

3) Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for account

4) Select 'Details' to open user's account

5) Select 'Edit' button

6) Change Account status to 'Archived' and enter a reason for change

7) Select 'Save'.

Locking a user account

An Approver can temporarily lock an End user account

1) Login to SA

2) Go to 'Administration'

3) Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for account

4) Select 'Details' to open user's account

5) Select 'Edit' button

6) Change Account status to 'Locked' and enter "Password expired" as the reason for change

7) Select 'Save'.

Archive account

Department for Education

Increase contrast
Default colours

Search

Advanced search ▸

Menu ⊡   **Secure Access**

A-Z of terms | Using this site | Contact us | Cookies

Administration | Your applications | Help

Logged in as **Dev Super**   Your account ▸   Log out ▸

User management

User

Personal details

Username

First name
_____ *

Last name
_____ *

Email address
_____ *

Organisation details

Organisation name
Test Organisation 3
*

Organisation position
[_____ ▼]

Organisation LA code
202

Organisation Establishment number
1009

Account details

Expiry date
[_____] ▦

Account status
[Archived ▼] *

Reason for change
[_____
_____]

Secure Access account type
End user - may only access the applications they're given access to.
Approver - an Approver is a type of End user that may create and administer End user accounts, giving access/permissions to applications they themselves have access to.

☐ End User
  ☐ Approver

Application access/permissions

Select which applications this user should be granted access to. For some applications you can specify certain application specific permissions the user will have access to.

COLLECT
☑ Access to COLLECT
  ☑ Collection group 1
  ☑ Collection group 2
  ☑ Collection group 3
  ☑ Collection group 4
  ☐ Collection group 5
  ☐ Collection group X

KtS
☑ Access to KtS

S2S
☑ Access to S2S

[Save] [Back]

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Reset user's password

This functionality is used if an end user has forgotten their password and can't remember security question or can't complete automated forgot password process for any reason. The user would ask their organisation's Approver to reset their password. Note: the same process applies if the End user doesn't click their reset password link before the link expires in 48hrs. See Page 23.

1) Login to SA

2) Go to 'Administration'

3) Find user account from list of all accounts at the organisation (first 20 accounts displayed by default); OR use search filters to search for account

4) Select 'Details' to open user's account

Reset password

5) Click 'Reset password' button

6) SA automatically sends an email to the user's email address with password reset link (valid for 48hrs only see page 23)

7) User clicks on password reset link, selects new password and defines new security question/answer.

Re-send account activation link

If a user doesn't click their account activation link in their activation email within 48 hours, the link will expire for security reasons. An Approver can click a button on the user's form to re-send them their activation email with a new activation link.

1) Approver finds the users account

2) Approver opens the user's account.

3) Approver clicks the 're-send activation link' button.

4) An email is sent to the user's email address with a new activation link – see email text in Section 8.1

5) User clicks the account activation link and starts the account activation process.

Approver transfers their access rights

Approvers will have access to transfer their Approver rights to an existing user account within their organisation. This will ensure that an organisation will not lose Approver rights when, for example the Approver leaves the organisation.

When an Approver transfers their rights to another user, that user will be granted Approver level access and access to all application groups that the Approver had access to.

The process for this is as follows:

1) Approver goes to 'Your account' section.

2) Approver selects 'Transfer your Approver rights' menu item

Select 'Transfer your Approver rights'
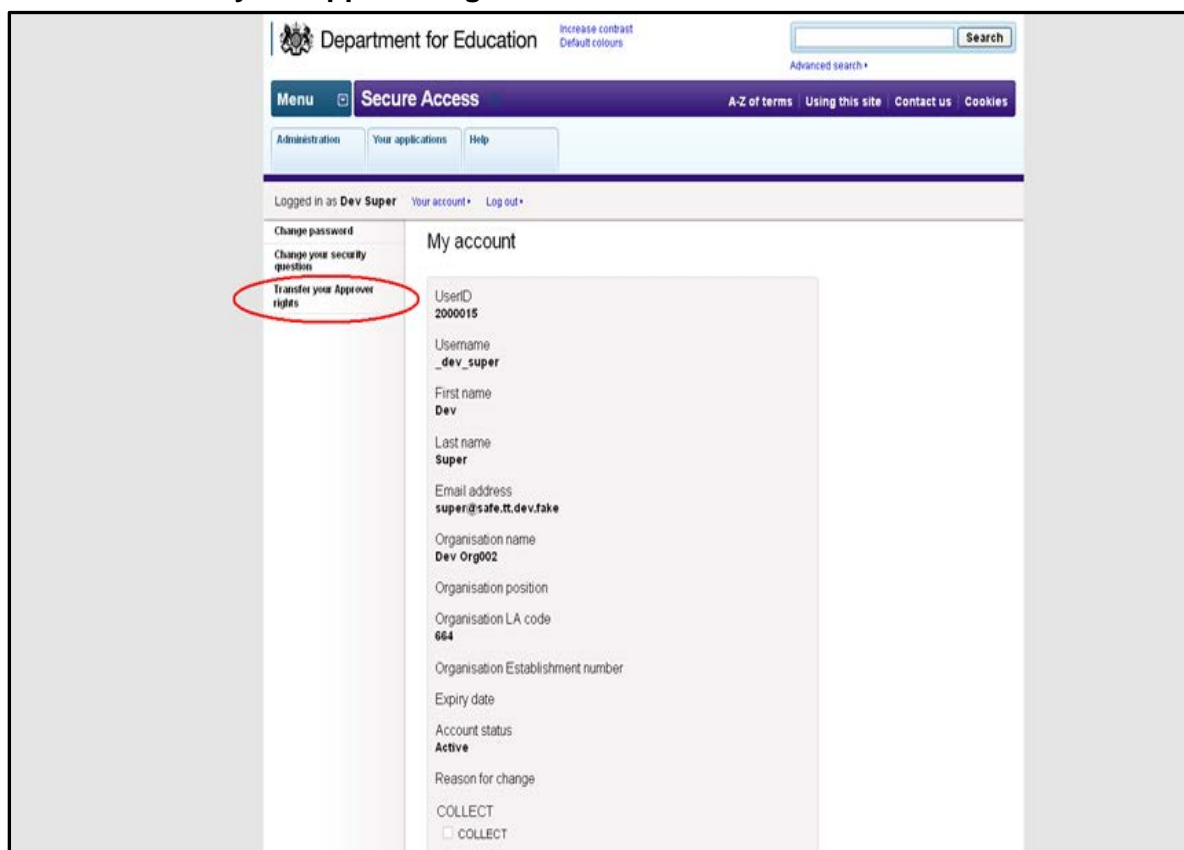
3) Approver selects the End user they want to transfer their rights to from a list of users at their organisation (limited to Account status = Active). Approver must correctly answer their security question to continue.

Select account
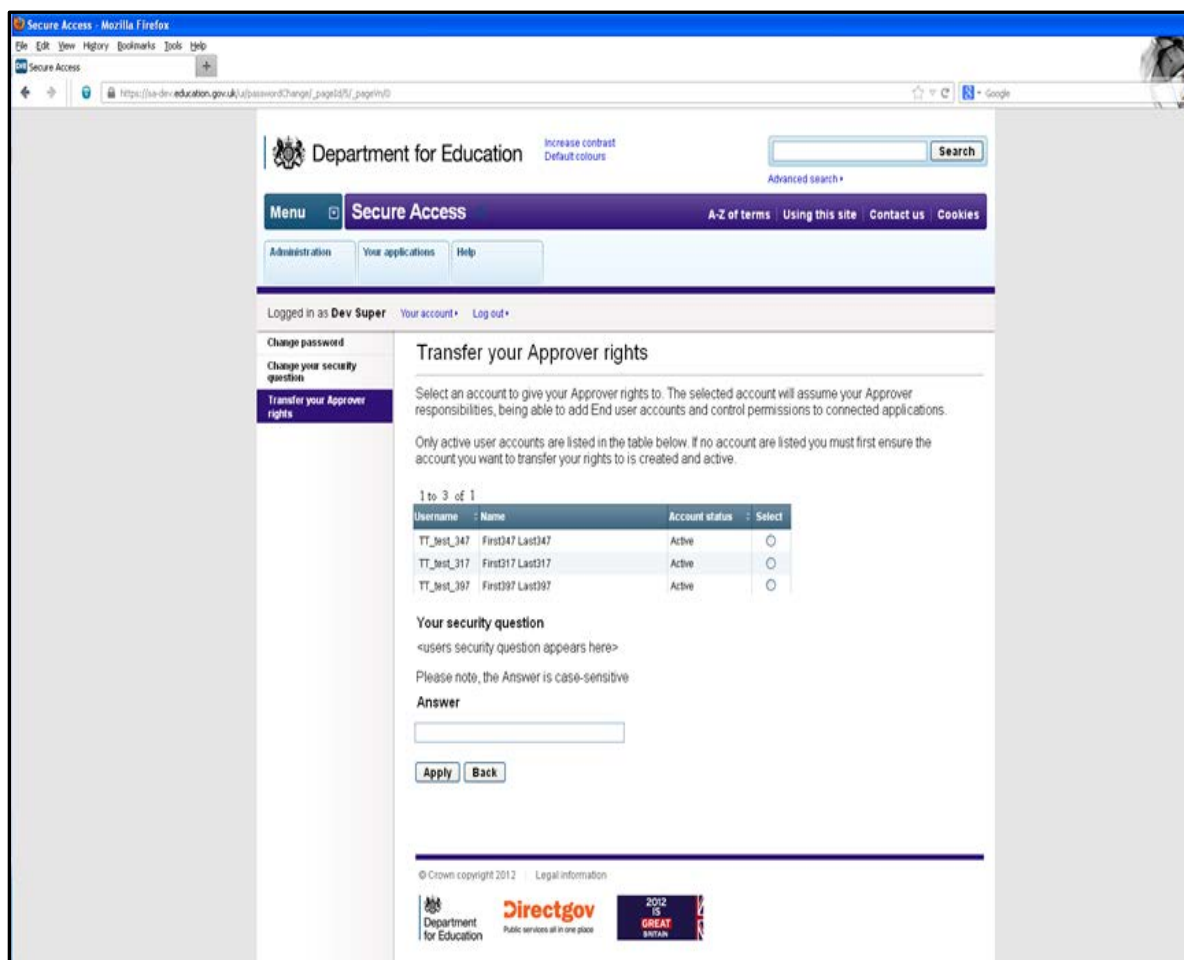
4) Approver clicks 'Apply'. At this point:

- The current Approver becomes an 'End user' level account.
- The selected End user account now has Approver level access.
- The selected user account automatically has access to all groups to which the previous Approver had access to. The Approver will retain access to all groups they formerly had access to, but can no longer grant others with access to those groups.

SA currently allows only one Approver per school or Academy and up to three Approvers per LA.

Approver archives their own account

Approvers cannot archive their own account. They must follow the process in Section 3.9 to transfer their Approver rights to another account, at which point the new Approver may archive their account (the old Approver will have become an End user account).

Approver edits their own account permissions

Approver can edit their access to applications and application groups (e.g. COLLECT, S2S, KtS, COLLECT collection groups).

COLLECT ACCESS

COLLECT Access will now be managed via the user edit screen for the following COLLECT Groups:

LA
Alternative Provision
APAD
APEX
CFR
CIN
Early Years
EYFSP
KS1
Phonics
PRM-A
Private Fostering
School Census Spring
School Census Summer
School Census Autumn
SCAP – Forecasts
SCAP – Capacity
S251 Budget
S251 Outturn
SEN2
SWF
School Preference - Primary
School Preference - Secondary
General Hospitals

Schools
CFR
School Census Spring
School Census Summer
School Census Autumn
SLASC
SWF

All current school and LA users will have their access migrated, so if they have access to specific data collections now this will still be in place on 9th December. Any changes after this date will need to be actioned by the organisations Approver.

Local Authority CLO's and school 'Approvers' will grant access for their staff members by:

1) Searching for them within SA or adding a new user where they do not have an account
2) Editing their record to add or remove access to data collections using the selection boxes.
3) Saving the record to enable updates to take place.

Please Note: CLO's must inform their staff members they still need to advise the EDD Helpdesk of their contact details for use in bulletins and updates regarding the data collections. More information on this will be published in bulletins and user guides for SA.

Help

Please contact the SA Service Desk (SA.SERVICEDESK@education.gsi.gov.uk) for any queries regarding Secure Access

Please contact the EDD Helpdesk (EDD.HELPDESK@education.gsi.gov.uk) for any queries regarding the CLO/COLLECT procedure.