



Security Release Bulletin February 2013

In this bulletin...

PCI Compliance Enhancements	2
My BackPack User Account Management	3

About Release 92_4 Security Features

Release 92_4 introduces an enhanced approach to information security. Senior Systems, Inc. is making significant changes, both to our applications and our infrastructure, to be Payment Card Industry (PCI) compliant. In an ongoing effort to keep our customers as secure and safe as possible, Senior Systems is planning significant changes to the way we store cardholder data.

For our Cloud customers, this means that your Senior Systems, Inc. applications and environment will be fully PCI compliant when we complete this initiative. For our self-hosted schools, this means that should you choose to pursue PCI compliance, your Senior Systems, Inc. applications will not present any vulnerabilities.

Major changes have been made to how Advantage applications handle the following. Please see individual topics for details.

- **Social Security Numbers** (for all entities, including students, faculty, parents, and constituents) multiple aspects
- **Credit card numbers** (for all types of transactions, including online payment records and Campus Store transaction records)
- **Password management** (including My BackPack user accounts and Cloud user accounts)

Please contact Support@senior-systems.com if you have any questions about any of these new features.

PCI Compliance Enhancements

Senior Systems is undertaking a comprehensive security review of our product and service offerings. As part of this review, we are addressing PCI compliance. Payment Card Industry (PCI) compliance is defined as adherence to specific security standards developed to protect card information during all stages of a financial transaction. In an ongoing effort to keep our customers as secure and safe as possible, Senior Systems is implementing significant changes to the way we store cardholder data, in terms of both infrastructure and program changes.

Social Security Numbers - Previously, the Advantage and My BackPack product lines allowed the storage of sensitive pieces of information (sensitive information includes card numbers and details, expiration dates, and social security numbers). To ensure PCI compliance, we have added layers of encryption on social security numbers where they appear in the database.

Credit Card Numbers - Previously, credit card numbers could be stored in various places throughout the system. Senior Systems, Inc. conducted a comprehensive review of how these fields were being used. In most cases, very little data (most of it out of date) or no data at all is being stored in these fields, with a few exceptions. The decision was made to discontinue using these fields. **It is important to note that the Senior Systems, Inc. PCI compliancy initiative will have no impact on your ability to process transactions within our product.**

My Backpack User Account Management

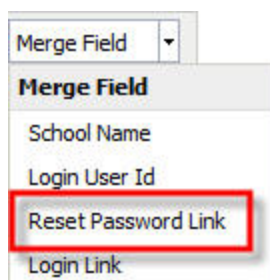
As part of Senior Systems, Inc.' latest security initiative, My Backpack password policies have changed significantly. Our goal is to offer a more industry standard password management process. These changes apply to both the original and redesigned versions of My Backpack. The new features are outlined below, and explained in further detail in the following sections.

Note: These changes ONLY apply to My Backpack account management. Database user account management has not changed.

Changes in My Backpack

Password Merge Field Removed - The "Password" merge field is no longer available in Broadcast Email or Mail Merges. Passwords will no longer appear in mail or email.

New Reset Password Link Merge Field - A new "Reset Password Link" merge field has been added to Broadcast Email. This merge field generates a link, unique to the user, that can be used to reset the user's password. As an additional layer of security, the link expires after 72 hours. The "Reset Password Link" is used in two situations: when a new account is created and when a password is reset (either by the school, or by the My Backpack user).



Important: The unique URL generated by this merge field expires after 72 hours. If a parent does not use the URL to reset their password within the allotted period of time, the parent can simply use the Forgot Password tool to request another unique URL.

In support of these new features, there are several new broadcast email templates and a new merge field available. The new email templates include password retrieval instructions, a password reset notification, and an account creation notification. When new My Backpack accounts are created or a password is reset, the system automatically enables these new security measures on the account. In order to access their account, the user must use a secure link sent via email to set or reset their password.

Template Name	Action
Forget Password	
Forget Username and Password	
New Account Notification	
Password Reset Notification	

Important: When you upgrade to Release 92_4, you should immediately modify your My Backpack broadcast email templates for the 'Forgot Password' notifications. The password merge field used in these templates will no longer work. You should replace the password merge field with the 'Reset Password Link' merge field.

Return to Sign In

Please enter your user name **OR** email address. Instructions for accessing your account will be sent to you shortly.

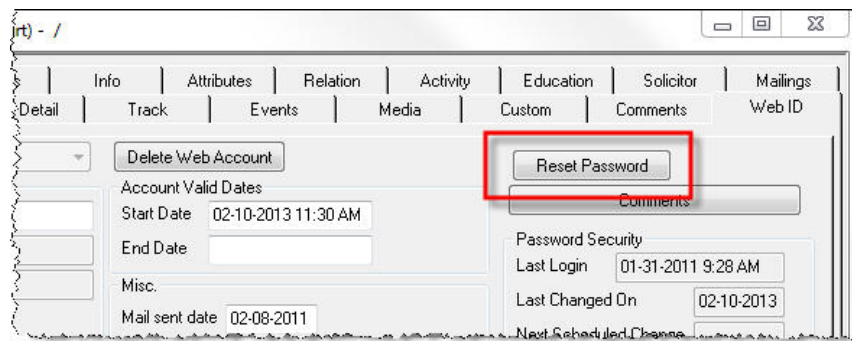
User Name:

Email Address:

Changes in Advantage

Reset Password Button - Advantage users now have the ability to reset a My Backpack user's password manually. This ability replaces the 'View Password' function. This button appears in various locations throughout Advantage. Access to this button is controlled by a security key. Users who previously had the 'View' security key will automatically receive the 'Reset' key upon database update.

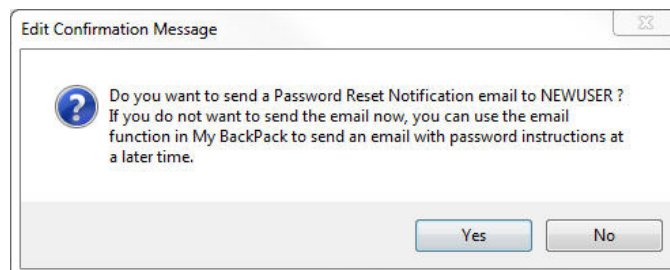
Family I.D.	Student I.D.	Grade	Student Group	Student Name	Academic Access
CR02	CR021	7	Student	Cordd Clark	<input checked="" type="checkbox"/>
CR02	437	7	Current Athletics	Cordd Clark	<input type="checkbox"/>
CR02	CR022	4	Student	Brad Clark	<input checked="" type="checkbox"/>



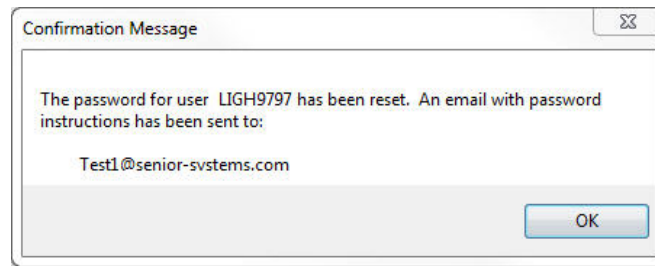
Use Case: When parents contact the school requesting assistance with account access, now staff can use the 'Reset' tool to help parents create a new password, rather than telling the parent what their password is. This was changed to address account security concerns.

Account Creation - Within Advantage, there are two ways to create new My Backpack user accounts: individually (from the student/address record, in various locations throughout the system) and using the Auto-Assign Wizard. When you create accounts individually, you will notice a few new capabilities.

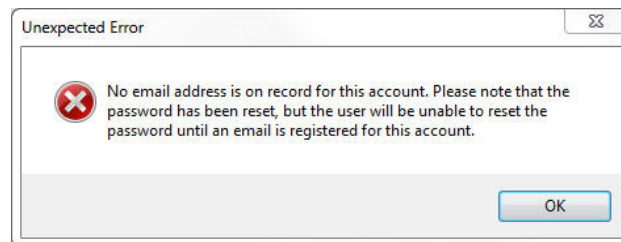
- The system will ask you if you want to send a notification to the new user's email address (es). If you select yes, My Backpack will automatically send the email. If you select no, you can choose to send an email using the Broadcast Email function in My Backpack at a later time. Note that the new user will not be able to access his or her new account until receiving the unique URL that will allow them to set their initial password.



- If you choose to send the notification from within Advantage, the system will confirm that an email was sent to the email address(es) on file for the user. Note that this may include more than one email address.



- If you choose to send the notification from within Advantage but the user does not have an email address on file, the system will notify you that an email address should be added to the user's record.

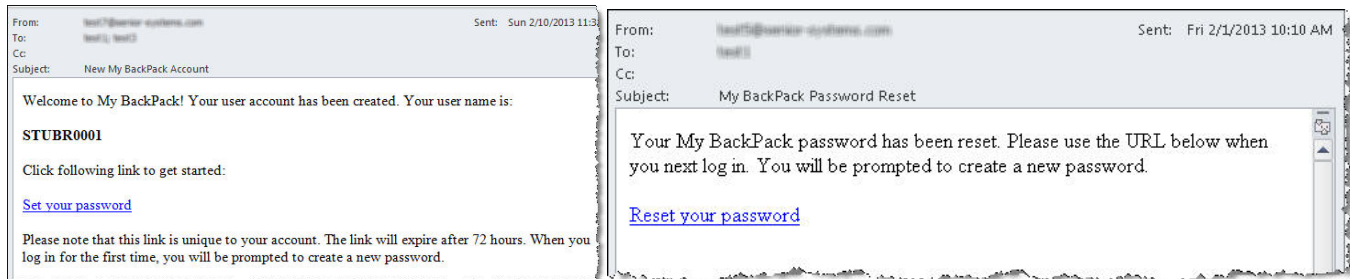


The Web ID Account Creation Wizard offers a few new features in support of the new My BackPack account management model.

- When you are creating new My BackPack accounts, you have similar options to send notifications to new users, explaining how to access their account. As with creating accounts individually, you can choose to send the automatic notification, or you can create a broadcast email in My BackPack separately, with details specific to the group of new users.
- If you choose to send automatic notifications through the Wizard and the system encounters problems with any of the emails (for example, if the Warnings report will notify you that there was a problem completing the email task. You can print or save this report as needed.

Auto-Generate Constituents Web IDs			
February 10, 2013 11:28 AM		Page: 1	
List of Constituents with existing Web ID, or invalid EMail addresses			
Constituent I.D. / Name		Existing Web ID	Warning Type
006887878	Mr. Bryan M. Stuart	STUBR0001	EMAIL
Total Number in List: 1			

Automatic Email Features - Several new automatic emails have been added in support of the new My BackPack password management process. When you reset passwords and create new My BackPack accounts, Advantage will give you the option to send an automatic email notification to the user. You can choose whether or not you want to send notifications using the new notification templates (stored in My BackPack broadcast email).



USE CASE: At the beginning of the academic year, schools set up My BackPack user accounts for many parents at once using the Web ID User Account Creation Wizard. You can choose to send a broadcast email notifying the new users that their account is ready to be set up, along with specific information and instructions for the incoming class. You may also want to include instructions to use the Forgot Password tool to request another unique URL if the parent does not have a chance to use the unique URL within the 72 hours.