

# **Advantage Cloud Two-Factor Security Process**





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### 1. Why use Two-Factor Authentication?

Two-Factor Authentication provides your school with a second level of enhanced security to greatly reduce the risk of security threats. Two-factor authentication offers a security process in which the user provides two means of identification, one of which is an RSA security hardware token. This RSA security token generates a secure 6-digit Tokencode in 60-second intervals. The other security factor is your My BackPack Username and Password. Invoking a Two-Factor Authentication plan is the perfect way to protect your school's sensitive data.

When Two-Factor Authentication is activated for your school, any LDAP users who have been set up to use Two-Factor Authentication will first be prompted to enter their My BackPack Username and Password. They will then be prompted to enter their RSA Tokencode that is generated from their RSA token hardware. It is best practice to wait for the next Tokencode to regenerate, before entering the Tokencode.

#### My BackPack Login screen:

ign In	
Please enter your user name and password below to sign in. User Name: tester02 Password: •••••••• Remember User Name For other sign in assistance, please email us at test7@senior-systems.com, or call us at (888) 480-0102.	Welcome to My BackPack
I Forgot My User Name/Password Powered by Senior Systems, Inc.	R

#### RSA Token and My BackPack Tokencode Login screen:





## 2. Two-Factor Authentication Guide for Faculty Members

Hello and welcome to the Two-Factor Authentication Guide for Faculty Members!

This Guide describes how to use your new RSA Token to securely access My BackPack. The RSA Hardware Token that you have received generates a new 6-digit password every minute. To access My BackPack with your RSA Token, you will first need to access the My BackPack website and enter your normal Username and Password. You will then be prompted to enter the RSA Tokencode displayed on your RSA Token.

#### Accessing My BackPack with the Two-Factor Authentication process:

1. Open your preferred web browser, and enter the My BackPack URL in the address bar.



2. Enter your Username and Password in the appropriate fields and then click Sign in.

3. You are now prompted to enter your RSA Tokencode. Wait for the RSA Tokencode to refresh and then enter the Tokencode.

	SeniorSystems		
	Sign In		
	Please enter your user name and password below to sign in.		100000000000000000000000000000000000000
	User Name: tester02	close	
	Password: ••••••	Additional Information Required Please type your response below.	Welcome to My BackPack
	For other sign in assistance, please email us attest7@senir call us at (888) 480-0102. + I Porgot My User Neme-Password	Wait for RSA Token to refresh and then enter Tokencode.	
	Powered by S-	Submit	
(RSA) 159 759.)		A la	



## 3. Setting up User Accounts with Cloud Authentication

An individual will need a Senior-Anywhere (Citrix) user account, an Advantage user account and a My BackPack user account to enable Cloud Authentication. The setup process essentially associates the three accounts, so that the individual can access Senior-Anywhere (Citrix), Advantage and My BackPack with a single set of credentials. Once these three have been created and linked, and the RSA Two-Factor Authentication preference has been enabled, all LDAP users will be required to enter their RSA Tokencode when they attempt to log into My BackPack.



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### Part 1: Creating a Senior-Anywhere (Citrix) User Account

1. Open your preferred web browser and log into <u>https://www.senior-anywhere.com</u> with a user account that has CloudAdmin permissions.

2. Once you have logged in, double-click the **Cloud Admin** icon.



3. Click the Add button to add a new Cloud User Account.





4. Enter the necessary information in the Create New User screen, including the user's email address and the appropriate User Role, and click **OK**.

**NOTE**: The email address that is entered will receive an email containing a temporary password, which will need to be changed to a real password during the user's first login attempt.

User Name (Required)	x3.TomJones
First Name (Required)	Tom
Last Name (Required)	Jones
Phone (Optional)	(555) 666-7777
Email Address (Required)	tjones@test.com
- Account Security:	Basic
* Passwords are auto generated and ** User account must be assigned to	Basic Iemailed to the SysAdmin CloudAdmin CloudAdmin Big models



### Part 2: Creating an Advantage User Account with Cloud Authentication

1. After you have created Faculty Member Senior-Anywhere Cloud User Accounts, you can now create Faculty Member Advantage Database User Accounts. Open the System Administration application.



2. Enter the User Name and Password of the schema owner and click **OK**.

Advantage System A	dministration	Login 🔀
$\langle \rangle$	User Name	TEST
	Password	
	Database	ORATEST
/ la va / lago	Schema	TEST
	🔲 Remember	login details
	🥅 Change pa	ssword after login
	ок с	ancel Options <<

3. Click **File > User Maintenance > Creating a New User Account**.

👯 Advantage System Administra	tion 📃 🗖 🗙
File My BackPack Document	Edit Tools Reports Help
Define Schools	
Define School Grades	
Code Maintenance	
Global Updates	•
Duplicate Schools Merge	•
Duplicate Companies Merge	
Student Grade Update	
Delete Old Students	aniarSystema
Media Import	eniorsystems
Set Background Image	
Security Options	1 di lantado
User Maintenance	Change My Profile
Group Maintenance	Creating a New User Account
System Maintenance	Edit User Profiles
Update Database	
Refresh All Security	
Report Query Maintenance	•
Preferences	
Custom Reports Setup	
Printer Setup	
Exit	NUM



4. Enter a **User Name, Domain/Alt. ID**, and click the **Allow LDAP login for this user** checkbox. Click **OK**.

**NOTE**: In the **Domain/Alt. ID** field, you must enter the UserID of the Faculty Member that you entered when creating the Cloud Account. For instance, in the example provided in these instructions, you would enter **x3.TomJones**. If you have forgotten what you entered for a UserID, you can open the CloudAdmin tool and locate the UserID that you have entered previously.

reate New User	
User Information	
User Name TOMJONES	
Domain/Alt. ID x3.TomJones	
Authentication	
Allow LDAP login for this user	Create New User
Allow Single sign-on for this user	User account details:
	User Name (Percent x3.Tom/ones
	First Name (Pequine) 10m
Password [	Last Name (Required) Jones
Retype	Phone (Optional) [555] 666-7777
Password IIIIIIIII	EnalAddess (Hours) fores@test.com
	- Account Security:
Full Name	User Role (Optional)

5. Click File > User Maintenance > Edit User Profile.





6. Drag and drop the applications to which the user needs access permissions and click **OK**.





#### Part 3: Creating a My Backpack User Account with Cloud Authentication

1. Once you have created an Advantage User Account with LDAP Permissions, you will now want to create a My BackPack user with LDAP permissions. Click **My BackPack > My BackPack User Maintenance**.

<b>∕i</b> ∰A	dvantage Syster	m Administrati	ion			×
File	My BackPack	Documents	Edit	Tools	Reports	rts Help
	Group Mair	ntenance		•		
	Preferences	5				
	My BackPa	ck User Mainte	enance			
	Auto-Assig	n Web User		- <b>F</b>		
	Assign Gro	ups to Web Us	ers			
	Remove Gr	oups from We	b Users			
	Remove Or	nline Web User	s	•		
	Web User N	Aailing		•		
	Mobile App	o Setup		h	rSv	vstems
					40	dvantage
Mair	tain My BackPac	k Users				NUM

2. On the My BackPack User Search screen, click New.

	📕 My BackPack User Se	arch										×
	📄 New 📝 Edit 💂	) Delete 闷 Close										
	Search For:	Open	Constitu Faculty/ Parent Student Online A Online S	ent Staff .dmissio ummer	ns Appli School	cations Registrati	ons	Sort By Last N First N ID Email Users In	ame ame Communi		Sort Order C Ascending Descending	]
		Nerre		E du		l course	Cont		Cl	г µ(оч)		
	TEST5	George Test		Faculty			Alumni	tituency	2007	ctest222@senior-su	sten	
	X3ADMIN	Mike Test		Π	•		Current	Parent		mtest333 @senior-sy	sten	-
	DABEL378	Paul Test					Current	Parent		ptest333 @senior-sys	stem 🔽	·
											•	
1											NUM	



3. Select the Database User that you o	created from the <b>Database User</b> drop	-down menu.
--	--	-------------

itep 1 - Create Ad	count			Account Va	alid Dates		Password Secu	nity		
Database User TOMJONES		F	Start Date End Date Last Login Mail sent dat	e	ents	Last Changed On 06-17-2013 Next Scheduled Change Force Change By Force Change By Force Change By Failed Logins 0 Reset				
Step 2 - Assign to Ir Type	IN SMOB	NES		Name Database User I.C			D. Existing Web User I.D.			Add
					>> < *	Administrators Broadcast Email Dashboard Greg Admin Login as Another Use	đ			
Family I.D. St	udent I.D.	Grade	Student	Group		Student Name		Academic Access	Billing Access	

4. In the **Step 2 – Assign to Individuals** area, click **Add** and assign an individual to the My BackPack user that you are creating.

📕 My BackPack Us	ser Maintenance - New				_ 🗆 🗙
Step 1 - Create Ac	count	Account Valid Date	20	Password Security	
Database User	TOMJONES	Start Date		Last Changed On	06-17-2013
	MIOW LDAP login for this u	ser End Date		Next Scheduled Change	
User I.D.	TOMJONES	Last Login		Force Change By	
Password		Mail sent date		🗖 Revalidate Password	on Next Login
Confirm Password			mente	Failed Logins	0 Reset
			inerits		
Step 2 - Assign to I	Individuals				
Туре	I.D.	Name	Database User I.E	). Existing Web User I.D.	Add
					Remove
- Ohen O. Antier Ore					
Constituent Searc	h			×	
Search For:	Sort B	·	Sort Order		
<ul> <li>Constituent</li> </ul>	C Faculty/Staff Last	lame ame	<ul> <li>Ascending</li> </ul>	C Descending	
C Parent	C Student Maid	n Name	Lost / Deceased		
		liuency	Constituent Tune		
Last Name	Class	Year			
			Include Web User:	3	
I.D.	Name	Constituency	Class Yr Lost/Dec	Type Web Use 🔺	ic Billing
009062 N	Ars. Desiree	Alumni Grandp	are	S	Access
007592 N	nr. Emmanuel	Handom Dono		F	



5. Assign groups to the user that you are creating by dragging groups from the **Available Groups** area to the **Assigned Groups** area. Click **OK**.

Step 1 - Create Ac	count			Account Va	id Dates	2 10	Password Secu	aity		
Database User TOMJONES		*	Start Date			Last Changed 0	In	06-17-2	013	
	F Allow	LDAP Sogr	for this use	End Date			Next Scheduled	Change		_
User1.D.	TOMJO	NES		Last Login			Force Change B	ly .	1	
Password				Mail card dat	-		E Fleveldster	Passivord a	n Next L	ogn
Confirm Password			}		Comments			Failed Logins 0		
Step 2 - Assign to	Individuals			3						
Type	1.D.			Name		Database User I.D	Existing Web L	ser I.D.		Add
									_	
Step 3 - Assign Gr		d Groups		-	- en	۵	valable Groups			
Dashboard					>>	Administrators Broadcast Email				-
					~	Login as Another Use Online A/R - Admin	69			
F	4.110		0.1.1			() to the second			0.5	
ramys.D. 50	JOHN LU.	urade	Student C	aroup		prugent Name		Access	Access	

**NOTE:** Now that you have successfully created a My BackPack User, you need to ensure that the security options are set up correctly. Click **File > Security Options > LDAP Authentication** and check **Use LDAP Authentication**. Also ensure that **Security On** and **Allow Alternate User ID Logins** are checked.

🙀 Advantage System Administrat	tion _ 📃 🗶
File My BackPack Documents	Edit Tools Reports Help
Define Schools Define School Grades	_
Code Maintenance	
Global Updates	<b>&gt;</b>
Duplicate Schools Merge Duplicate Companies Merge	•
Student Grade Update	
Delete Old Students	aniarSystema
Media Import Set Background Image	eniorSystems
Security Options	Security On Ontoon
User Maintenance Group Maintenance	Allow Alternate User ID Logins     LDAP Authentication     Vuse LDAP Authentication
System Maintenance	Password Rules LDAP Authentication Settings
Update Database Refresh All Security	
Report Query Maintenance	•
Preferences Custom Reports Setup	
Printer Setup	
Exit	



6. Now you will be able to log into My BackPack with your Cloud Account Username and Password.





#### Part 4: Logging into the <a href="https://www.senior-anywhere.com/">https://www.senior-anywhere.com/</a> website

1. Open your preferred web browser and enter the following URL into the web address bar:

https://www.senior-anywhere.com/



2. After you enter the URL into the web address bar of your web browser, and press **Enter**, you may be prompted to install the Citrix Receiver. If necessary, install the Citrix Receiver, then come back to this page, and continue following the login instructions from this point.

If you are not prompted to install the Citrix Receiver, you will see the following login screen:





3. In the Cloud Login screen, enter the Username and temporary Password that were sent to you via email. You will then be prompted to change your temporary password to a real password. Click **OK** once you have entered your real password twice.

× Welcome to the Advantage Cloud!	Your user account has been created. Your user name is:
<b>x3.TomJones</b> (1st time password) Hrd*t54	
Click <u>here</u> or copy the following UF	RL into your browser to get started: <u>https://www.senior-</u>
	· · · · · · · · · · · · · · · · · · ·
anywhere.com	
anywhere.com Change Password	
anywhere.com Change Password Advantage password guidelines:	
Advantage password Advantage password guidelines: -Be at least 7 characters long	
anywhere.com Change Password Advantage password guidelines: -Be at least 7 characters long -Include both upper and lower case characters	
anywhere.com Change Password Advantage password guidelines: -Be at least 7 characters long -Include both upper and lower case characters -Contain at least one number	
anywhere.com Change Password Advantage password guidelines: -Be at least 7 characters long -Include both upper and lower case characters -Contain at least one number -Not repeat any of your previous three passwords	
anywhere.com Change Password Advantage password guidelines: -Be at least 7 characters long -Incluide both upper and lower case characters -Contain Least on enumber -Not repeat any of your previous three passwords Old password:	
anywhere.com Change Password Advantage password guidelines: -Be at least 7 characters long -Include both upper and lower case characters -Contain at least one number -Not repeat any of your previous three passwords Old password:	

Confirm password:

OK Cancel

4. Once you are logged into the <u>https://www.senior-anywhere.com/</u> website, you will see the following homepage.

XenApp - Applicati	ons - Mozilla Firef	fox						
lit <u>V</u> iew Hi <u>s</u> tory	<u>B</u> ookmarks <u>T</u> ool	ls <u>H</u> elp						
ix XenApp - Applicat	ions	+				1		
https://qatest. <b>sen</b> i	ior-anywhere.com	/Citrix/XenApp/site/defau	ılt.jsp		☆ ⊽ C <sup>4</sup>	₩ - Wikipedia (en	م (	
t Visited 😻 Getting	Started 🌄 Sugg	gested Sites 🔅 Web Slice	Gallery 🕫 Independen	t School M				
							/	
Logg	ed on as: x3.xa65(	02			Settings Log Off 🔻	Adv	antage	
						710	anage	
A	oplications	Content						
() Re	lease Info: Advanta	age 92.4 Release Notes. To	schedule vour undate in	ease contact Support				
0 10		age se_r nerease notes no	seriedate your apaate, p	case contact support				
M	ain							
		4	<u>م</u>	<u>i sono a s</u>	Â	â	Â	
	Tools	Academic History	Accounts Payable	Accounts	Admissions	Alumni	Asset	
				Receivable		Development		
	2	<u>â</u>		4	<u> </u>		<b>1</b>	
	Budget	Campus Store	Cloud User Profile	Copy of Academic	CSPOS	Deans Office	Enrollment	
				History			System	
	- Alig	<b>*</b> *		X	W	-		
	Events	Financial Aid	General Ledger	Microsoft Excel	Microsoft Word	Network Drives	Notepad	
				2010	2010			
	500			NENTE	1057		WINNING T	



5. Click the application that you would like to work with in the Cloud environment. When the Login screen appears, enter your Username, Password and select the schema from the drop-down menu.

For instance, below I have selected the Accounts Payable application, and entered information for the X3.XA6503 user account with schema PRODUCT:

Advantage Account	s Payable Logi	n 🖾
$\langle \rangle$	User Name	×3.×A6503
	Password	•••••
	Database	ORATEST
/ a va nago	Schema	PRODUCT -
	🔲 Remember	login details
	🔲 Change pa:	ssword after login
	ок С	ancel Options <<



# 4. RSA Call Workflow

The RSA Call Workflow process is initiated by a school calling Senior Systems with a Technical Support Issue. The Front Desk determines whether the school's Technical Support Issue is an RSA Issue or a Support Issue. If it is an RSA Issue, the call is routed to Technology. If the call is a Support Issue, the call is routed to Support.

**NOTE**: To determine if the school's problem is an RSA Issue, the Front Desk simply needs to determine if the school can log into My BackPack with their RSA token. If they cannot log in, then it is an RSA Issue and the call should be routed to Technology. If they can login, then the call is a Support Issue and the call should be routed to Support.



\*A standard time period of 48 hours is required for new RSA Token Account requests.

**Lost Tokens** – If a Faculty member misplaces an RSA Token, call Senior Systems and tell the Front Desk that you have a Lost RSA Token issue. The Front Desk will route you to the Technology Department. Provide Technology with the name of the Faculty Member that lost the RSA token and the serial number of the new RSA Token that you want to assign to this user.

**Reassigned Tokens** – If an RSA Token must be reassigned to a new Faculty Member, call Senior Systems and tell the Front Desk that you have a Reassign RSA Token issue. The Front Desk will route you to the Technology Department. Provide Technology with the serial number of the RSA Token that you intend to reassign, and the name, Database ID and Cloud User ID of the new Faculty Member.



# 5. RSA Certification: RSA SecurID Ready Implementation Guide

Last Modified: July 31st, 2013

### **Partner Information**

Product Information	
Partner Name	Senior Systems
Web Site	www.senior-systems.com
Product Name	Advantage Cloud
Version & Platform	My BackPack 925 and higher
Product Description	Everything you need to run your private or independent school. All tied together. Senior Systems provides a comprehensive enterprise-style database system for private and independent K-12 schools. All the pieces work together because all the data is stored in a single, central database. You can get just the modules you need, and you can add more whenever you're ready.





### **Solution Summary**

With Senior Systems, you get the best of both worlds—modular software components give you the flexibility to configure just the system you need, but all the modules utilize a single, central database for seamless integration. You don't have any of the headaches that come with trying to keep multiple copies of data synchronized between applications. Along with improved data integrity, full integration also gives you real productivity benefits, since your staff doesn't need to enter the same data more than once. And full integration means real-time updating, so you know you've got the latest version.

Users of Advantage now have an option for two-factor authentication using RSA Authentication Manager. For this integration, the two-factor's being used are Advantage Cloud password and the tokencode from an RSA SecurID Token. This integration maximizes the protection of data and other resources.

Important: Senior Systems Advantage Cloud is a hosted solution. For technical support, please refer to the <u>Senior Systems Web Site</u> for more information.



NeniorSystems