The New Account Management System

*Information for **End Users***

Objective

To simplify and standardize account management at CERN, better differentiate Identity, Authentication and Authorization, the lifecycle of identities, accounts and associated computing resources throughout the user's activity at CERN.

What is changing?

In November, the current management system called CRA is replaced by a new self-service tool available on a Web Portal: http://www.cern.ch/account .

The End-Users manage themselves their accounts and resources through the Web Portal. Intervention of group administrators, supervisors and team leaders is minimized to a set of specific actions. The ServiceDesk will provide help or dispatch to the appropriate support line in case of specific request.

Creating accounts for newcomers

When a newcomer arrives at CERN, an account, called the Primary Account, has already been created, assuming the CERN registration procedure was correctly completed. Users shall only contact the ServiceDesk to enable the account (to obtain login and initial password).

Online Security Course and Computing Rules

The user must follow the Online Security Course and sign the acceptance of computing rules document on the SIR portal (Safety Information Registration http://sir.cern.ch) within 5 days from the Primary account enabling (start of the contract). The account will be blocked if this is not completed within the time limit.
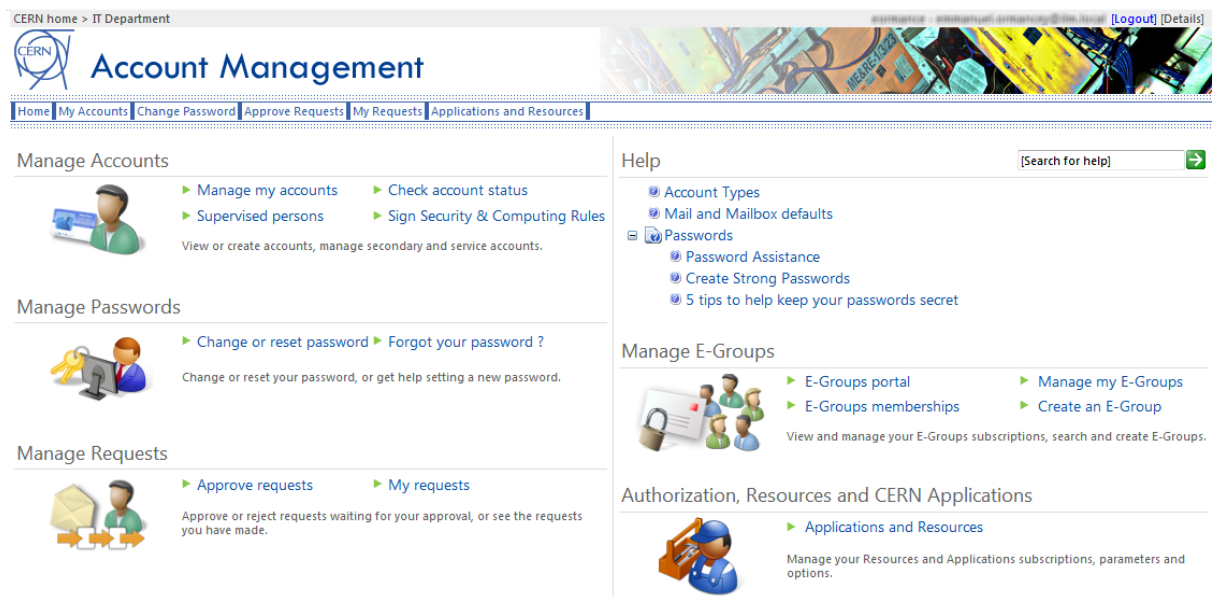
Self-service creation of Secondary and Service accounts when necessary

Users can create new non primary accounts by themselves. These can be defined as Secondary or Service accounts. Secondary accounts (e.g. test or administrative account) have no mailbox and can never be transferred to another user, they are personal. Service accounts (e.g. a login for software or a service) have a mailbox; can be transferred to another person if necessary. They are not personal and might last longer than the user's presence at CERN.

User Departure

Two months before a user's affiliation with CERN terminates, the user and his/her supervisor will receive a mail notification. After a fixed period following the expiration of the affiliation of a user the Primary and Secondary accounts are disabled and all static E-Groups memberships are deleted. The user can transfer their Service accounts to another person in advance; otherwise they are automatically transferred to the supervisor. After a period of 6 months, Primary and Secondary accounts are deleted. During this period the accounts can be recovered/activated if the user gets a new contract (e.g. affiliation renewal).

A single Web Portal for all central account operations

http://www.cern.ch/account

The typical user actions throughout his or her stay at CERN are:

1. Retrieve and activate his or her Primary Account.
   a. Contact the ServiceDesk to enable the account (obtain login and initial password).
   b. Connect to the Web Portal http://www.cern.ch/account with the credentials provided by the ServiceDesk
   c. Immediately change the password to a strong, long and personal password.
   d. Follow the security course and sign the computing rules.
   e. Provide an external email address to allow a separate communication feed if needed.
2. Check 'Applications and Resources' authorizations on the Web Portal to manage and subscribe to various central services if needed (AFS, LXPLUS, etc.).
3. Check 'Manage my accounts' to create new accounts if necessary. These can be
   a. Secondary accounts that are personal, and can be used for specific access rights or alternate privileges. Secondary accounts will end with the user's CERN activity.
   b. Service accounts that can be used to run and operate specific services. Service accounts can be transferred to other users, and should be used if their lifetime is supposed to last longer that the user's CERN activity.
4. If the user is a supervisor, the 'Supervised persons' tools (available to supervisors only) will help managing the supervisees' accounts.
5. Before departure:
   a. The user should reassign his or her Service accounts to the appropriate replacement person through the 'Manage my accounts' tools.
   b. The user must provide an email address external to the CERN domain (e.g. Gmail, Hotmail, etc.) if not yet done, to ensure communication and authentication continuity.

Help and Documentation

Extended Help, Documentation and the latest version of this document can be found on the Account Management Web Portal: http://www.cern.ch/account . Further assistance is available via the ServiceDesk (phone 78888 or mail helpdesk@cern.ch) if required, as of November 22nd 2010.