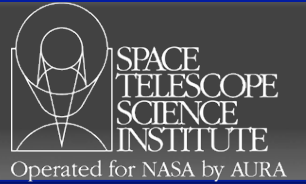


Archive Single Sign-on (SSO) Implementation

Karen Levay
for
SSO Team

April 17, 2015

Single Sign-On (SSO)

- What is SSO?
  - A Single Sign-On (SSO) service provides to the End User the capability to login once and gain access to all authorized STScI systems without being prompted to login again for each one of those systems
    - **One Username and Password to access multiple services**
- Why do we need SSO?
  - Improves user experience, consolidates passwords, improves security and allows for user statistics/history/settings
- Existing SSO enabled services at STScI were for internal employee use
- SSO Service expanding to include non-STScI individuals
  - **Archive with SSO effective April 13th, after HST Phase 1 Proposal Deadline**
- Potentially 100 STScI services could be SSO-enabled, including Grants Management Systems, Exposure Time Calculator, Web-Astronomer Proposal Tool, Confluence, etc.

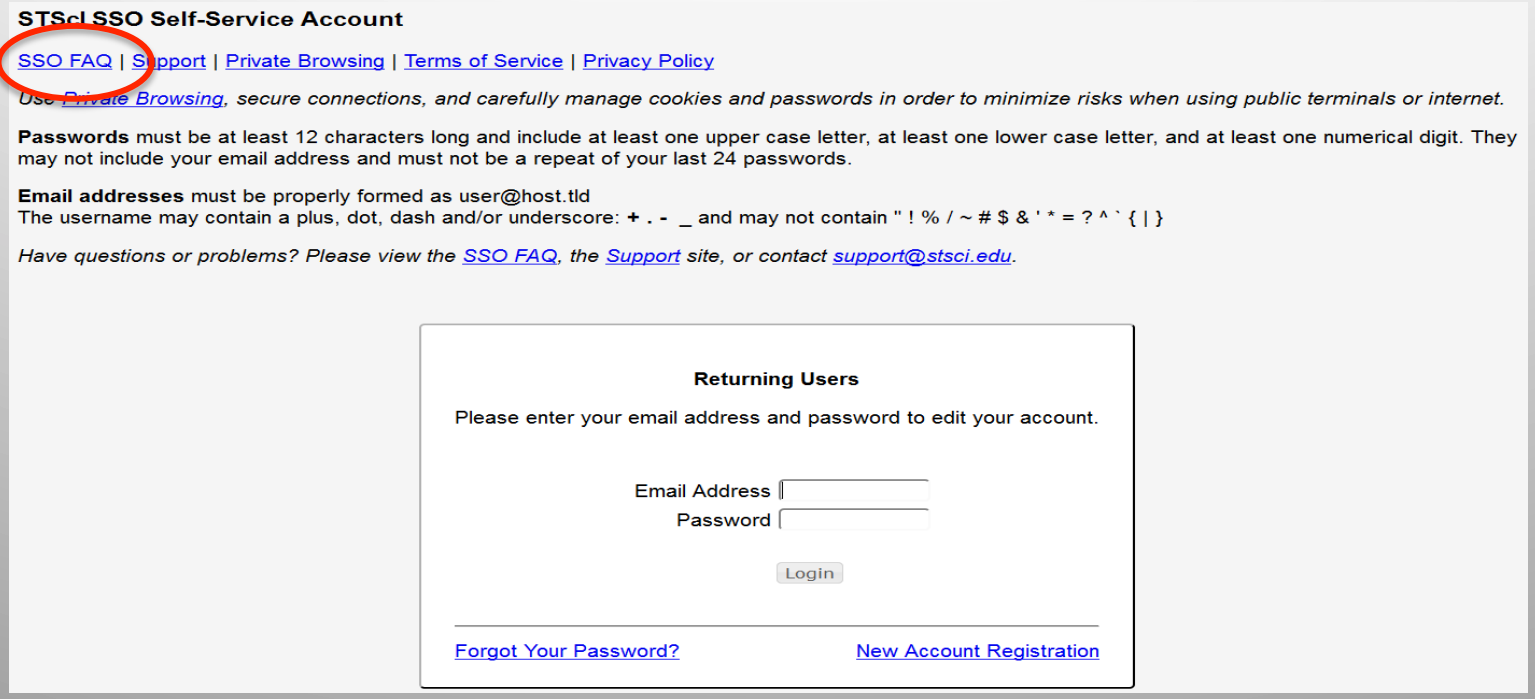
SSO Characteristics

- SSO Login Duration
  - 4 hour sliding window; up to 10 hours - mimics a workday
  - If a user does not use an SSO service for 4 hours, the user will need to log in again
  - Assumes users do not close their browser

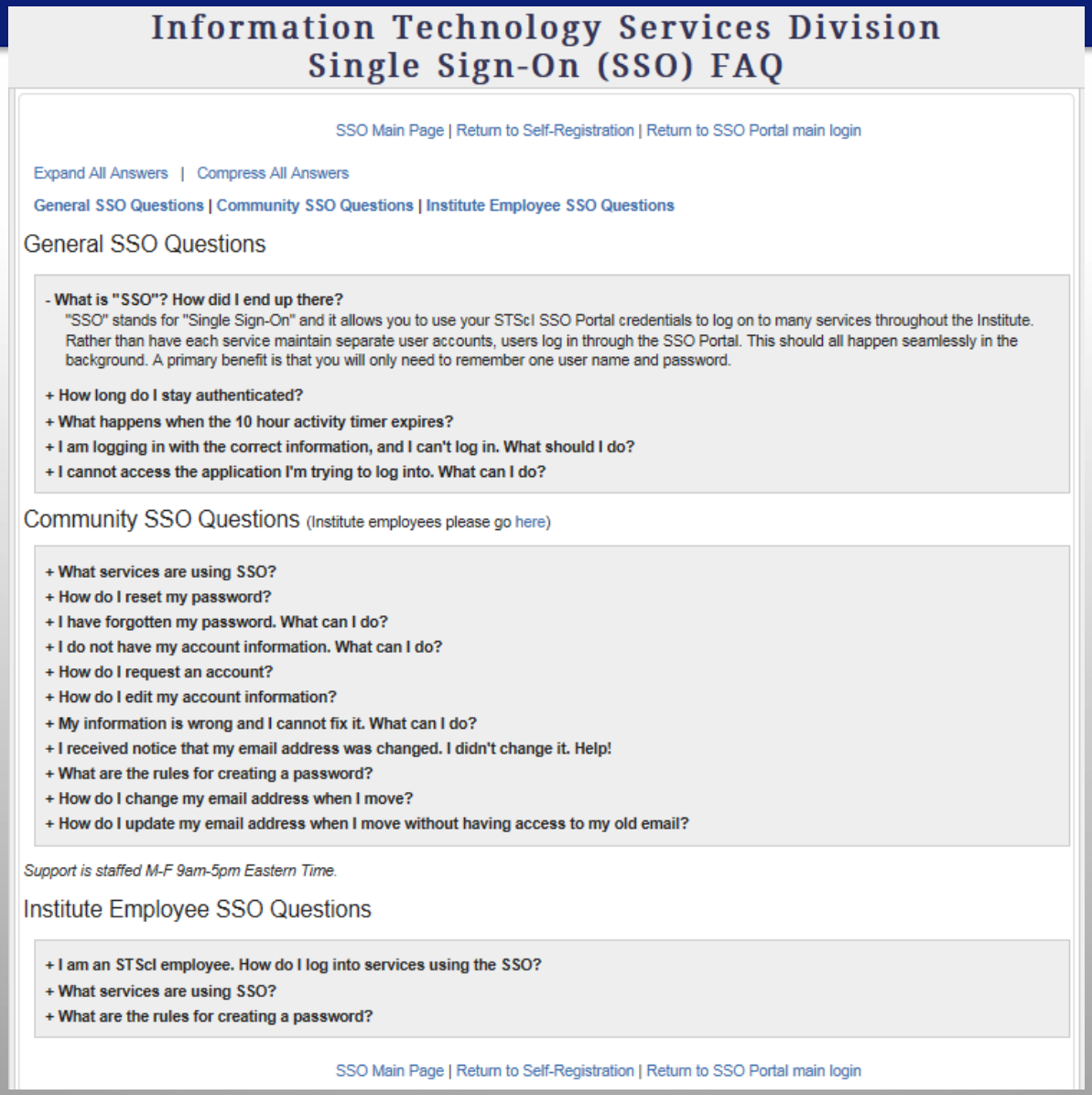
- Password – for external users
  - Expires after 2 years
  - Users can follow a link from login page to reset their own password
  - Lock out after 5 attempts, then a 15 min wait
  - Send mail to help@stsci.edu

Identity Management

- External users can create their own account
- Enables users to change their registered attributes
  - Reset password
  - Change email address, telephone number, etc.



SSO FAQs



Information Technology Services Division
Single Sign-On (SSO) FAQ

SSO Main Page | Return to Self-Registration | Return to SSO Portal main login

Expand All Answers | Compress All Answers

General SSO Questions | Community SSO Questions | Institute Employee SSO Questions

General SSO Questions

- **What is "SSO"? How did I end up there?**
  "SSO" stands for "Single Sign-On" and it allows you to use your STScI SSO Portal credentials to log on to many services throughout the Institute. Rather than have each service maintain separate user accounts, users log in through the SSO Portal. This should all happen seamlessly in the background. A primary benefit is that you will only need to remember one user name and password.

+ **How long do I stay authenticated?**
+ **What happens when the 10 hour activity timer expires?**
+ **I am logging in with the correct information, and I can't log in. What should I do?**
+ **I cannot access the application I'm trying to log into. What can I do?**

Community SSO Questions (Institute employees please go here)

+ **What services are using SSO?**
+ **How do I reset my password?**
+ **I have forgotten my password. What can I do?**
+ **I do not have my account information. What can I do?**
+ **How do I request an account?**
+ **How do I edit my account information?**
+ **My information is wrong and I cannot fix it. What can I do?**
+ **I received notice that my email address was changed. I didn't change it. Help!**
+ **What are the rules for creating a password?**
+ **How do I change my email address when I move?**
+ **How do I update my email address when I move without having access to my old email?**

Support is staffed M-F 9am-5pm Eastern Time.

Institute Employee SSO Questions

+ **I am an STScI employee. How do I log into services using the SSO?**
+ **What services are using SSO?**
+ **What are the rules for creating a password?**

SSO Main Page | Return to Self-Registration | Return to SSO Portal main login

Registered Archive Account Types

- Archive Accounts
  - At the time of transition there were > 13,000 Archive registered users
    - Most accounts haven't been used in years
    - Some people had several accounts
  - To plan the transition to SSO, we separated users into 3 categories:
    1. STScI users
    2. External authorized users – able to retrieve proprietary data or other special cases (506)
    3. All other users (~12,000)

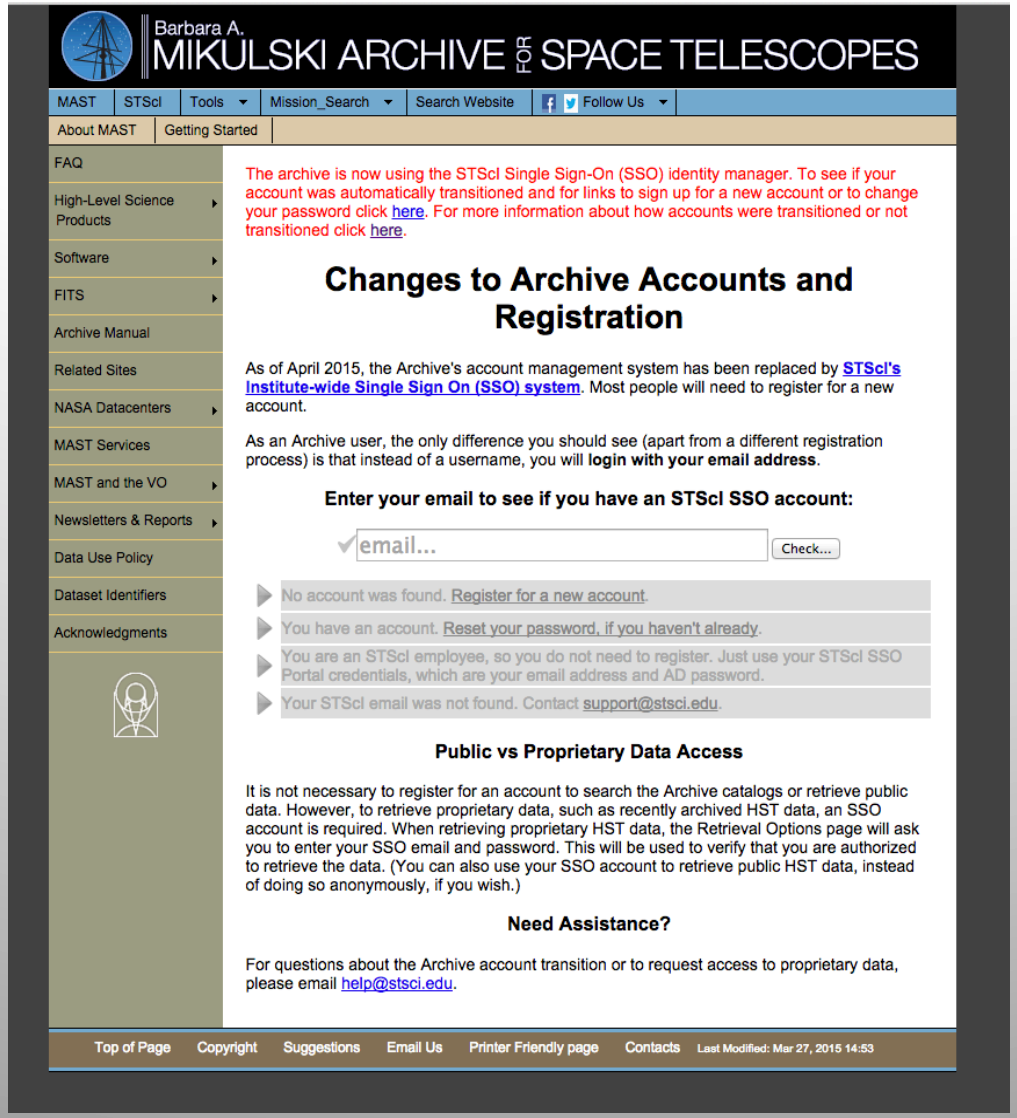
STScI Archive Accounts

- All current archive accounts for STScI staff were transitioned to an SSO account
  - No action required by staff
  - Any privileges transferred with the identity
- For external accounts with access to proprietary data
  - Accounts were created in new identity manager
  - Permissions linked to new account
  - Account holders need to set their password
  - Email has been sent with explanation and where to reset password
- For external accounts without access to proprietary data
  - Current accounts were retired
  - Mail sent with explanation and where to register for a new account

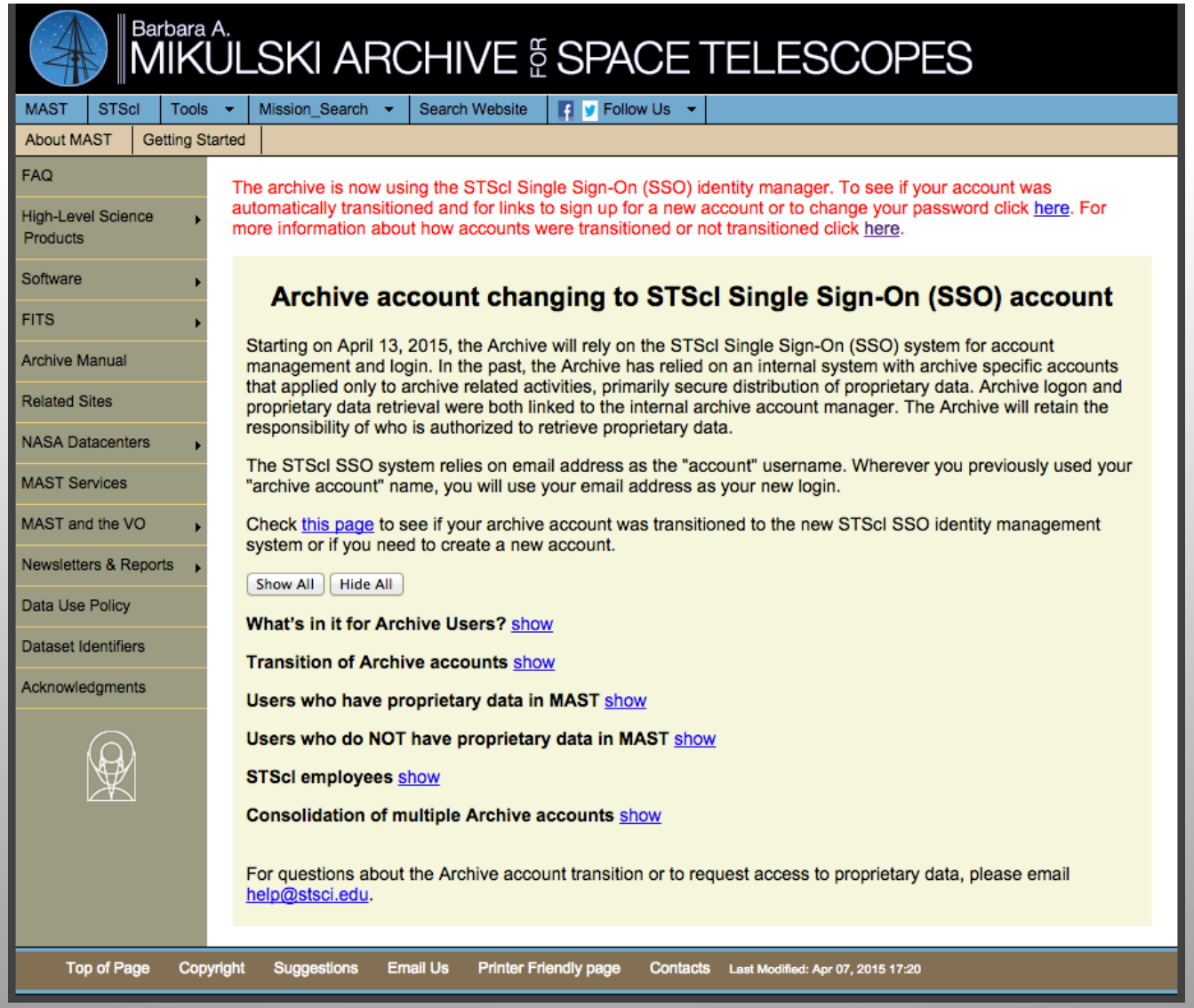
Notification

- Mail sent to all users twice
  - First a warning that it would happen
  - ~ 5000 bounced email messages
- Mail sent to users after installation
- Web page explaining the changes
- Web page to see if your account was transitioned
- Help pages
- SSO FAQ
- Video
- What's New announcement
- Social media – Facebook, Twitter

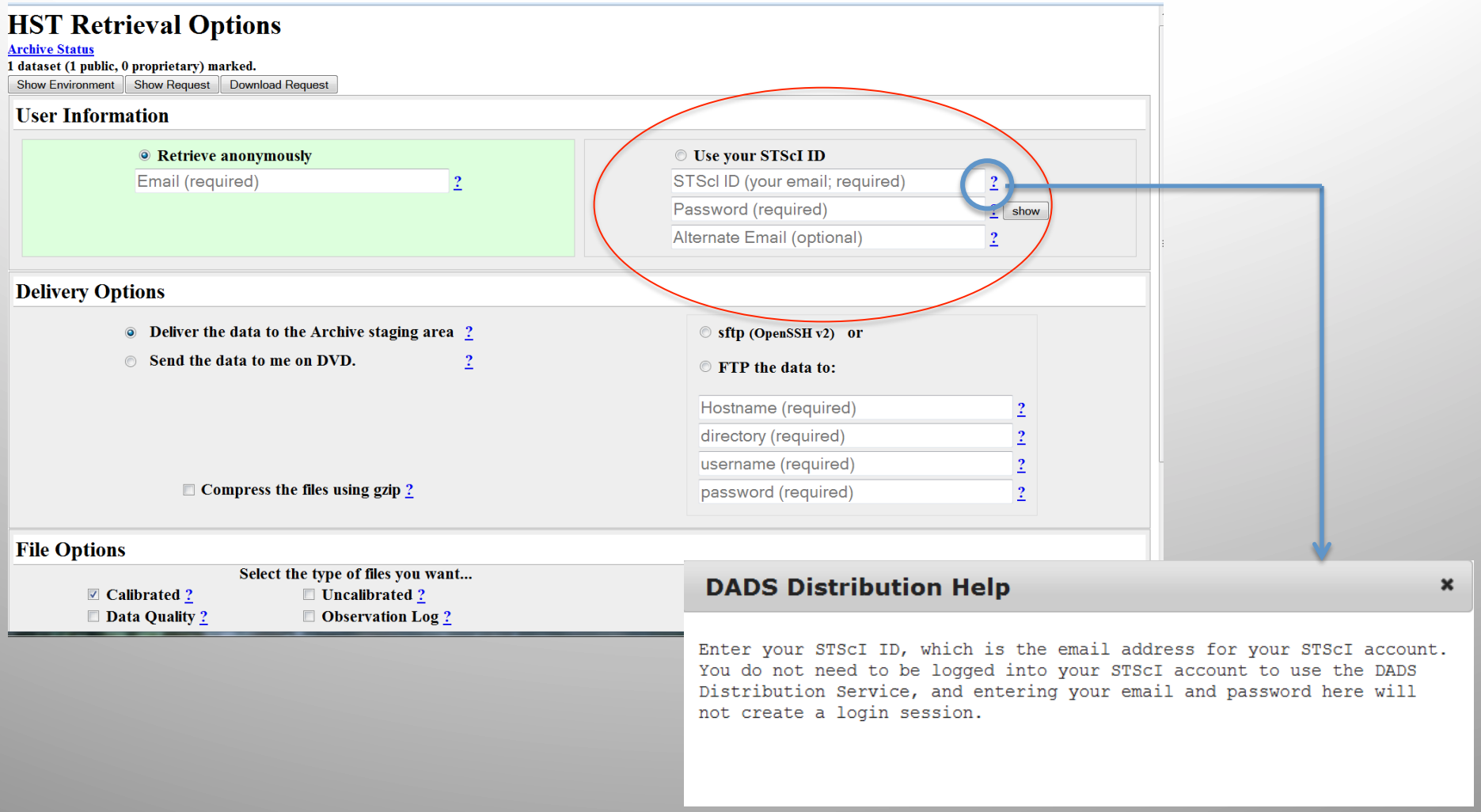
Check Your Account



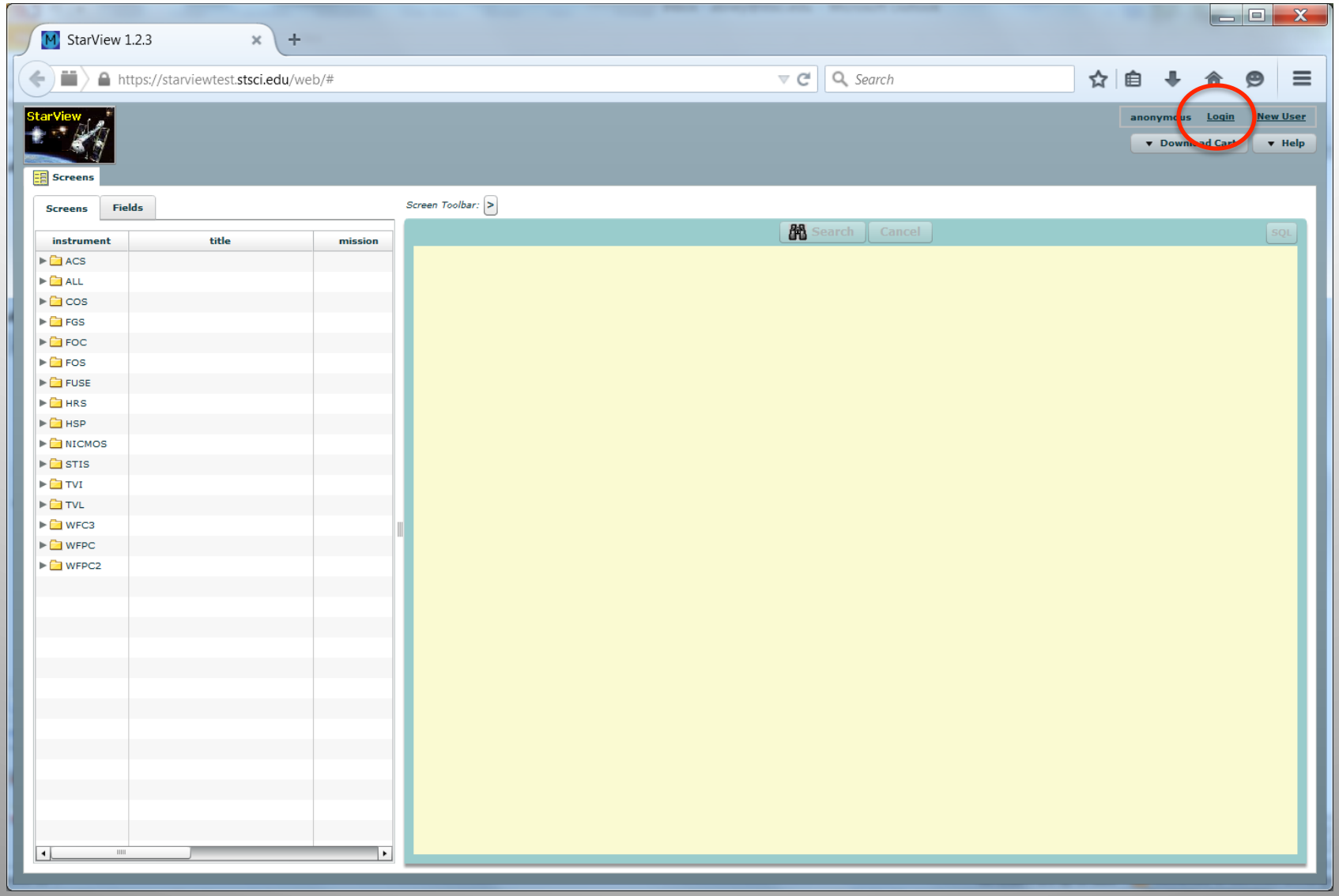
Archive User Experience



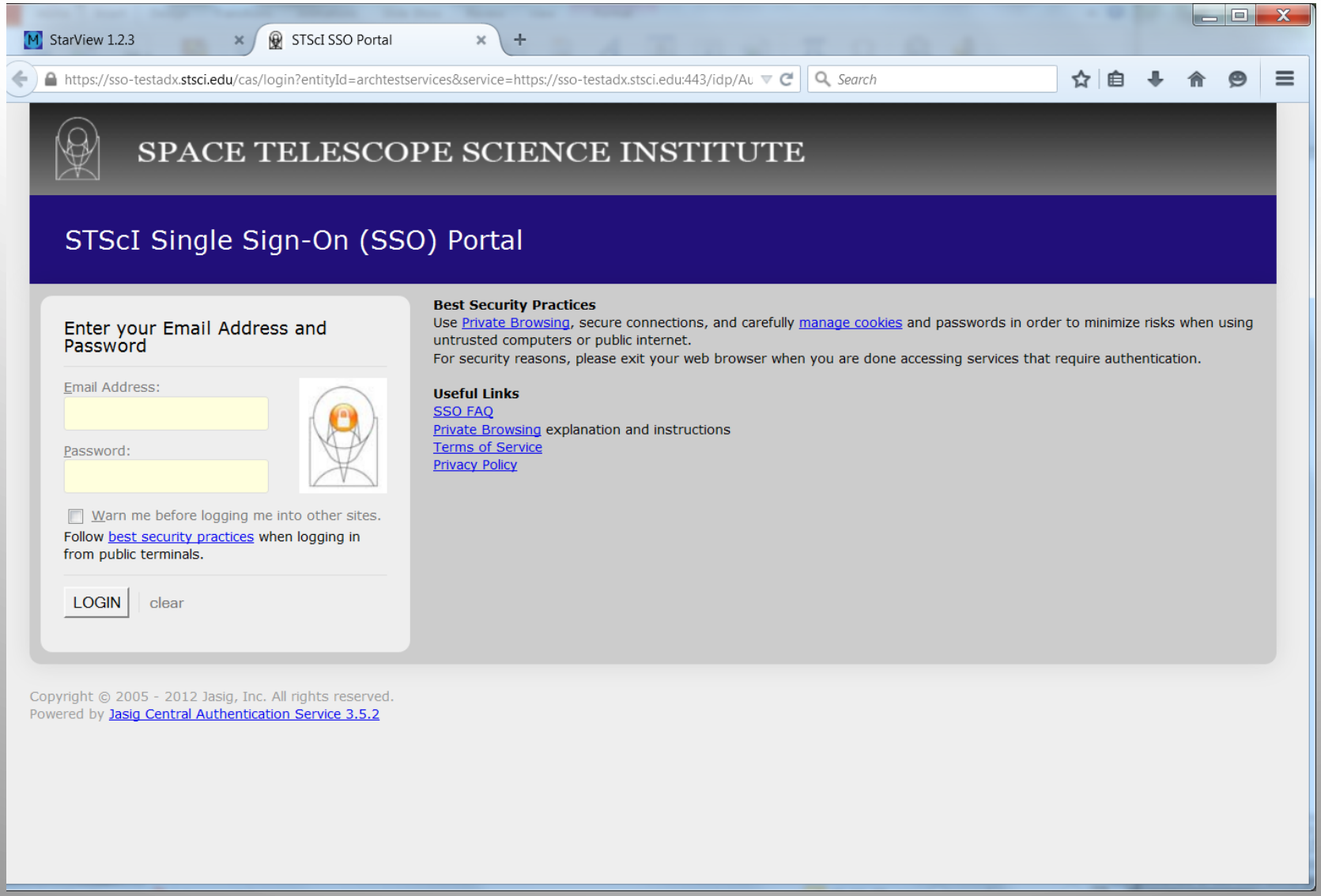
Mast UI: Retrieval Options– Changes



Starview Changes



StarView Changes



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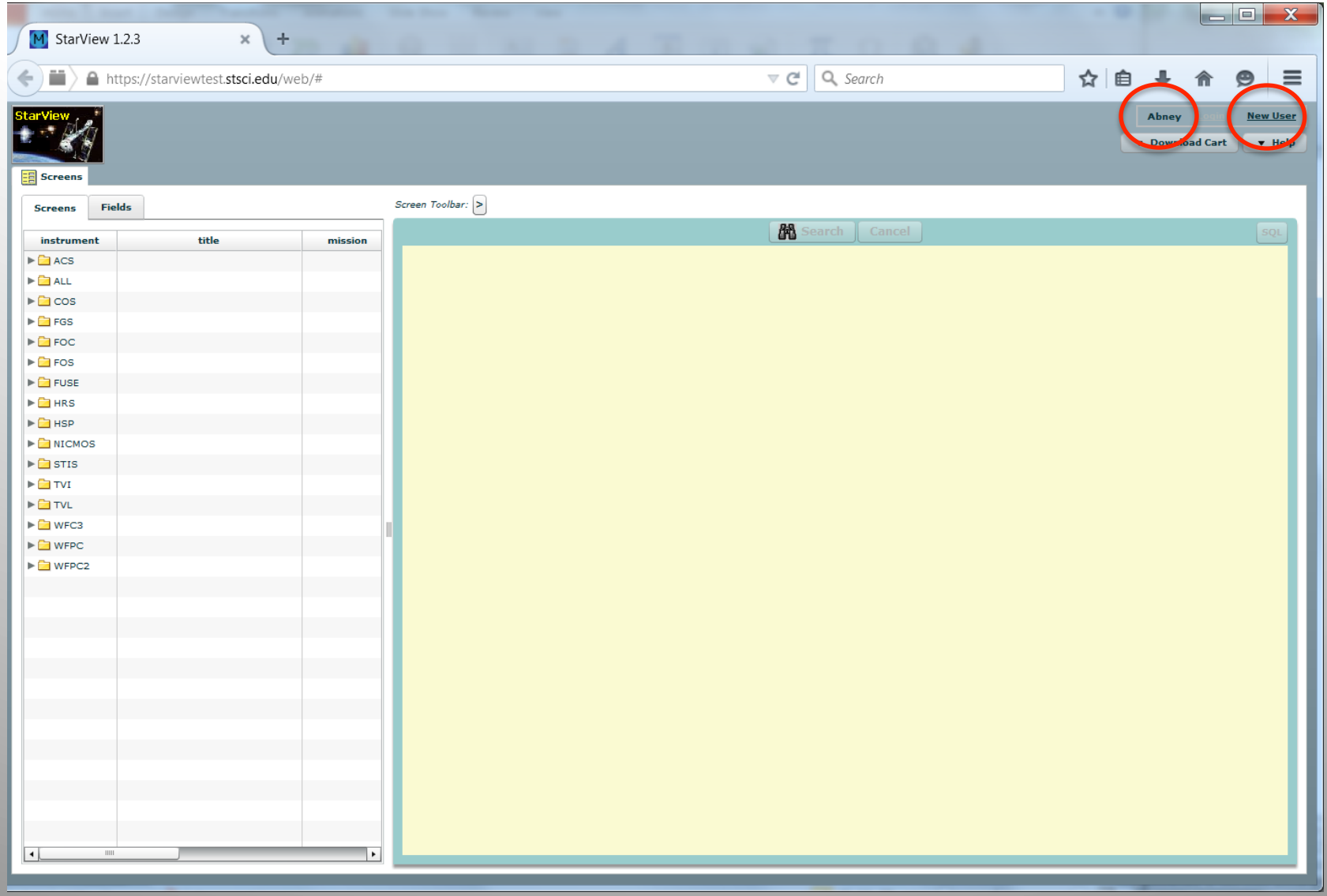

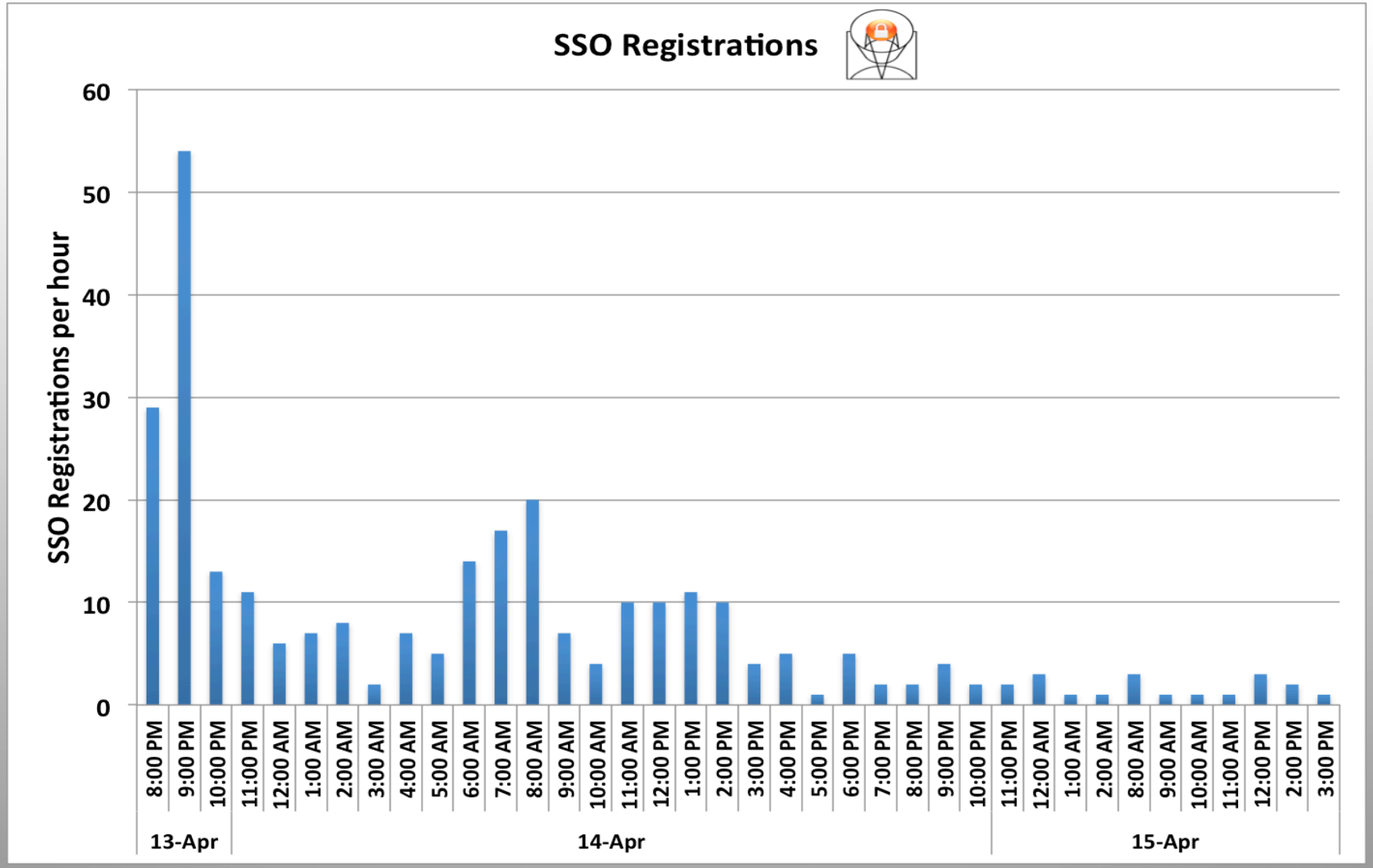
SSO Registrations
SSO Registrations per hour
60
50
40
30
20
10
0
8:00 PM
9:00 PM
10:00 PM
11:00 PM
12:00 AM
1:00 AM
2:00 AM
3:00 AM
4:00 AM
5:00 AM
6:00 AM
7:00 AM
8:00 AM
9:00 AM
10:00 AM
11:00 AM
12:00 PM
1:00 PM
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13-Apr
14-Apr
15-Apr

Account Support

- All account questions should go to help@stsci.edu
  - help will send account issues to ITSD support helpdesk
  - help will send archive and proprietary data access issues to archive helpdesk