

Sailpoint IIQ - IAM Access and View

Sponsor of Resource Accounts

Training Guide



McGill

Information
Technology
Services

**Connect.
Learn.
Innovate.**

Introductions



Training Team

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Agenda

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- 3 Notification message
- 4 Logging In to Sailpoint IIQ
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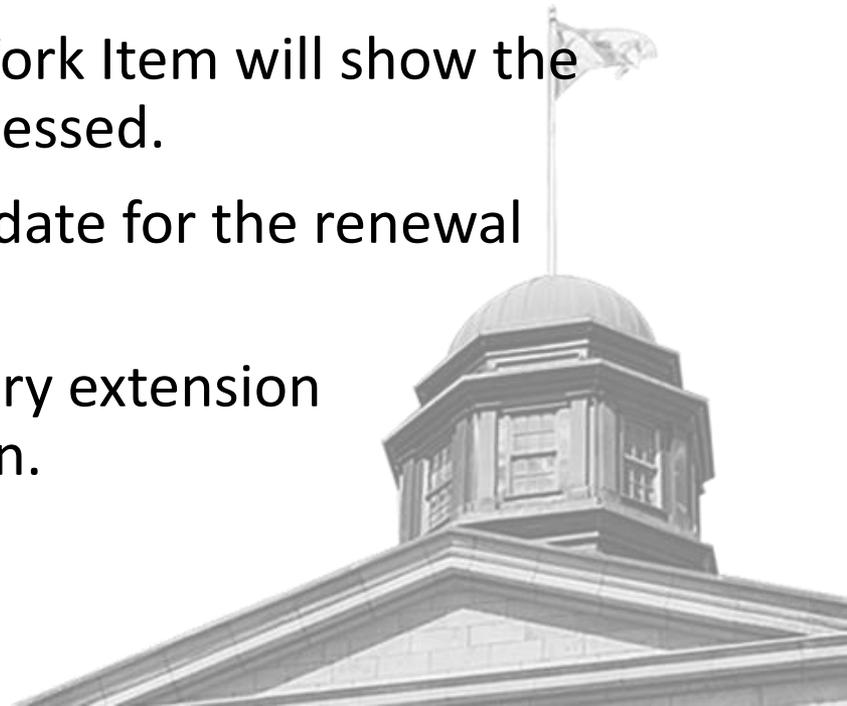


Sponsor Training



Processing your Work Item

- A month (30 days) before expiration a notification email will be sent to sponsors of expiring Resource accounts.
- On the notification there will be a Work Item ID that sponsors will need to use to renew an account.
- After logging into Sailpoint IIQ a sponsor will have to go into the tab **My Work** then **Work Items** or using the **Hamburger menu** on **My Task** then **Forms**.
- Clicking on the View button on a Work Item will show the resource account details to be processed.
- By clicking on Next the new expiry date for the renewal of the Resource account will show.
- The final step is to confirm the expiry extension by clicking on the Confirm button.



Sample Notification message:

McGill Resource and Affiliate Account Expiry Notification

You are receiving this mail as sponsor for the resource and/or affiliate account(s) listed below. The account(s) will be expiring on the date indicated. Some action is needed by you to renew this account.

In order to renew the account(s), please complete the following Work Item form(s):

- [Sailpoint login](#)

If you are no longer the Sponsor please login so you can update the sponsor on the Administration menu.

Work Item: workItem ####

Account type: Resource

Account name: Account name

End Date: dd/mm/yyyy

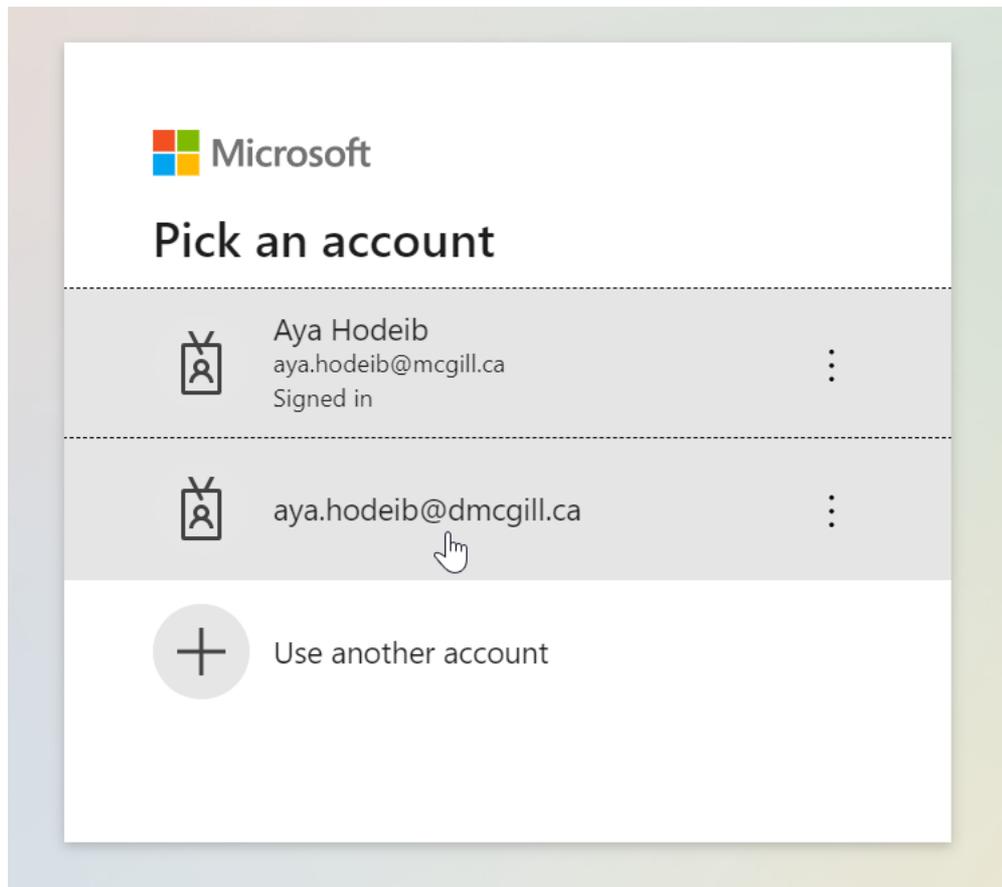
Sponsor: Sponsor name

Regards,
IT Services
McGill University
IT Support portal: <https://mcgill.service-now.com/itportal>
Phone: 514-398-3398



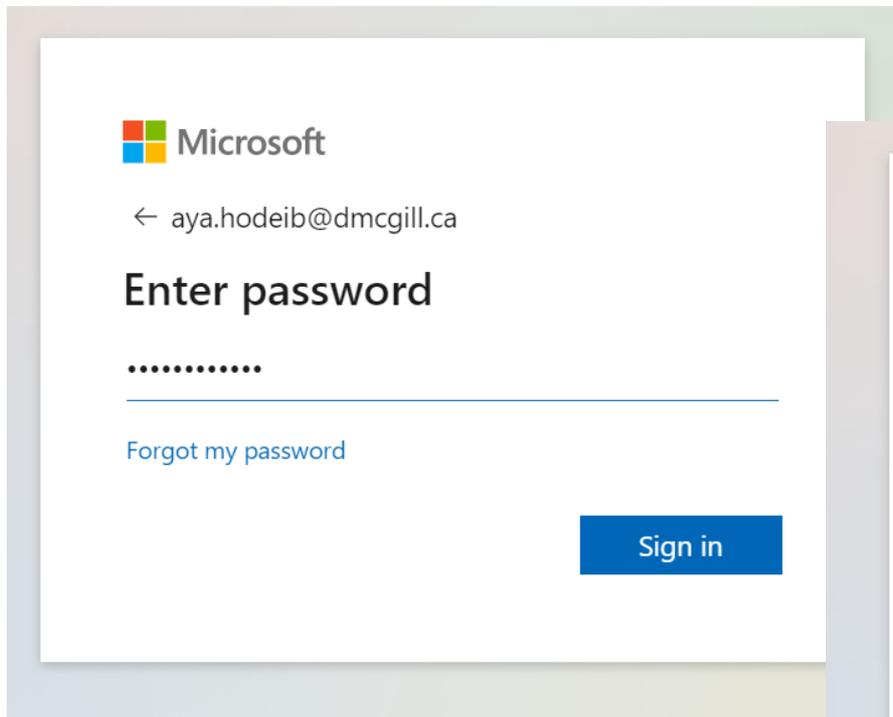
Logging In to Sailpoint IIQ

- You will be provided with a link to login
- Login using the @mcgill.ca.
- You may need to setup 2FA and connect using the VPN.



Logging In (Cont.)

- After entering the @mcgill.ca user, you will be redirected towards the login page.
- Enter the password that you setup.



 Microsoft

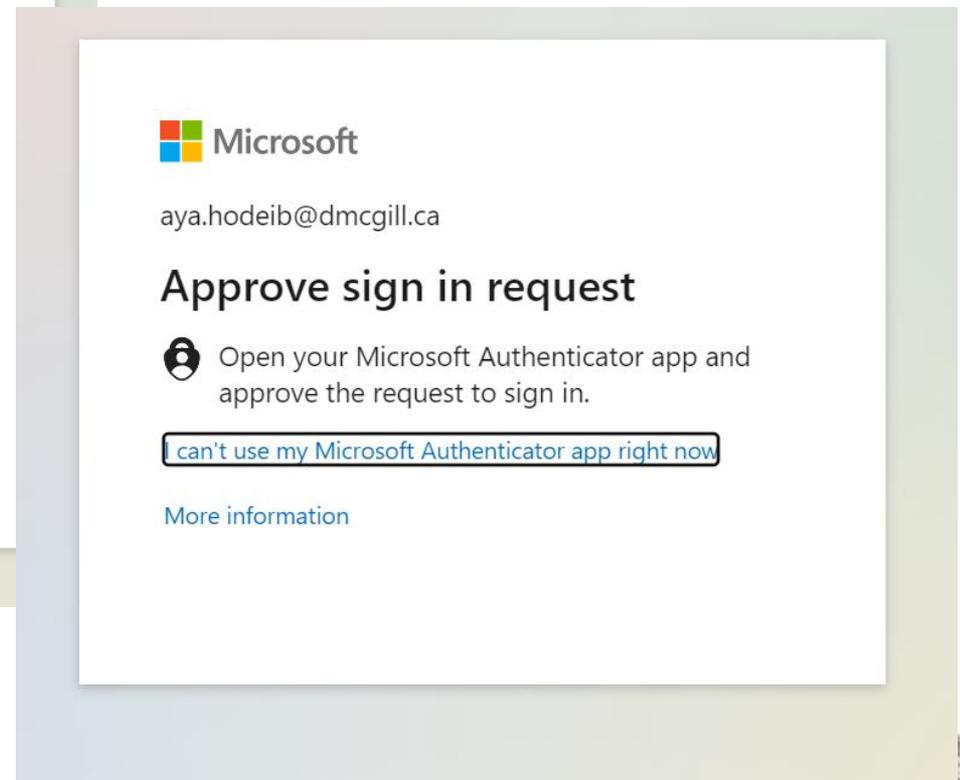
← aya.hodeib@dmcgill.ca

Enter password

.....

[Forgot my password](#)

[Sign in](#)



 Microsoft

aya.hodeib@dmcgill.ca

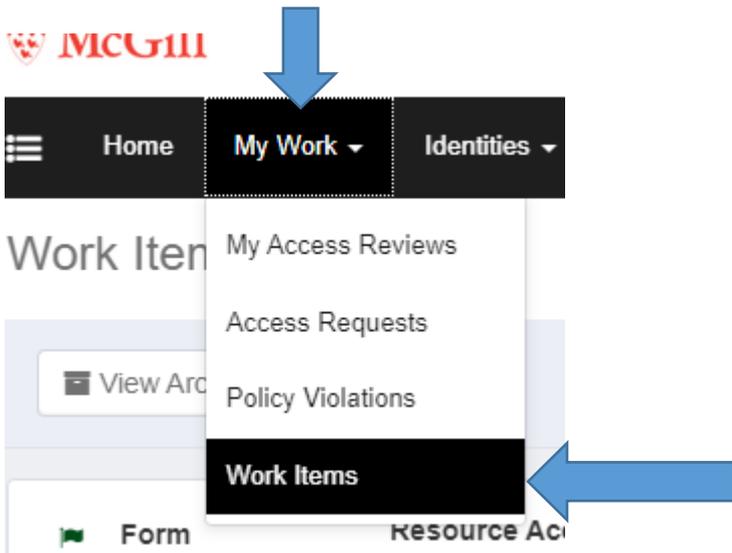
Approve sign in request

 Open your Microsoft Authenticator app and approve the request to sign in.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Go to My Work - Work Items



A screenshot of the 'Work Items' page. The page title is 'Work Items 2'. There are controls for sorting (Sort by: Work Item ID), filtering (Filter), and searching (Search Work Item ID or Description). A 'View Archive' button is on the left, and a 'Show All Items' dropdown is on the right. The list contains two items:

Form	Resource Account Expiry Date Extension for Resource Account - business.printer18c	View >
Form	Resource Account Expiry Date Extension for Resource Account - business.printer14	Info, Refresh, View >

At the bottom, there is a 'Show 10' dropdown and 'Showing 1-2 of 2' text. A blue arrow points to the 'View >' button of the first item, which is also circled in red.

Verify the resource account details

Would you like to extend Resource Account Expiry Date by one year?

Identity Name

Resource Account - business.printer18c

Display Name

Business Printer

Alias

business.printer18

Custom Alias

business.printer18c

First Name

Business

Last Name

Printer

Primary Email Address

Email addresses

business.printer18@mail.dmcgill.ca

business.printer18c@mail.dmcgill.ca

bprint9@dmcgill.mail.onmicrosoft.com

Sponsor 1

Sharon Sebright

Sponsor 2

Eric Kinsley

Sponsor 3

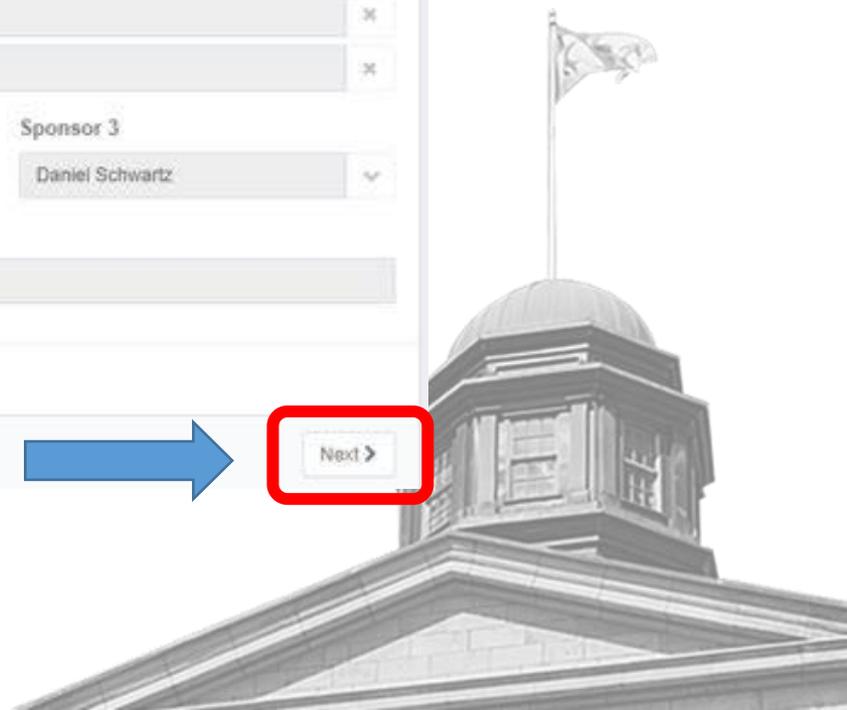
Daniel Schwartz

Current Expiry Date

2022-11-20



Next >



Confirm the new expiry date

Resource Account Expiry Date Extension Confirmation

New Expiry Date

2023-11-20



← Previous

Confirm Expiry Date Extension

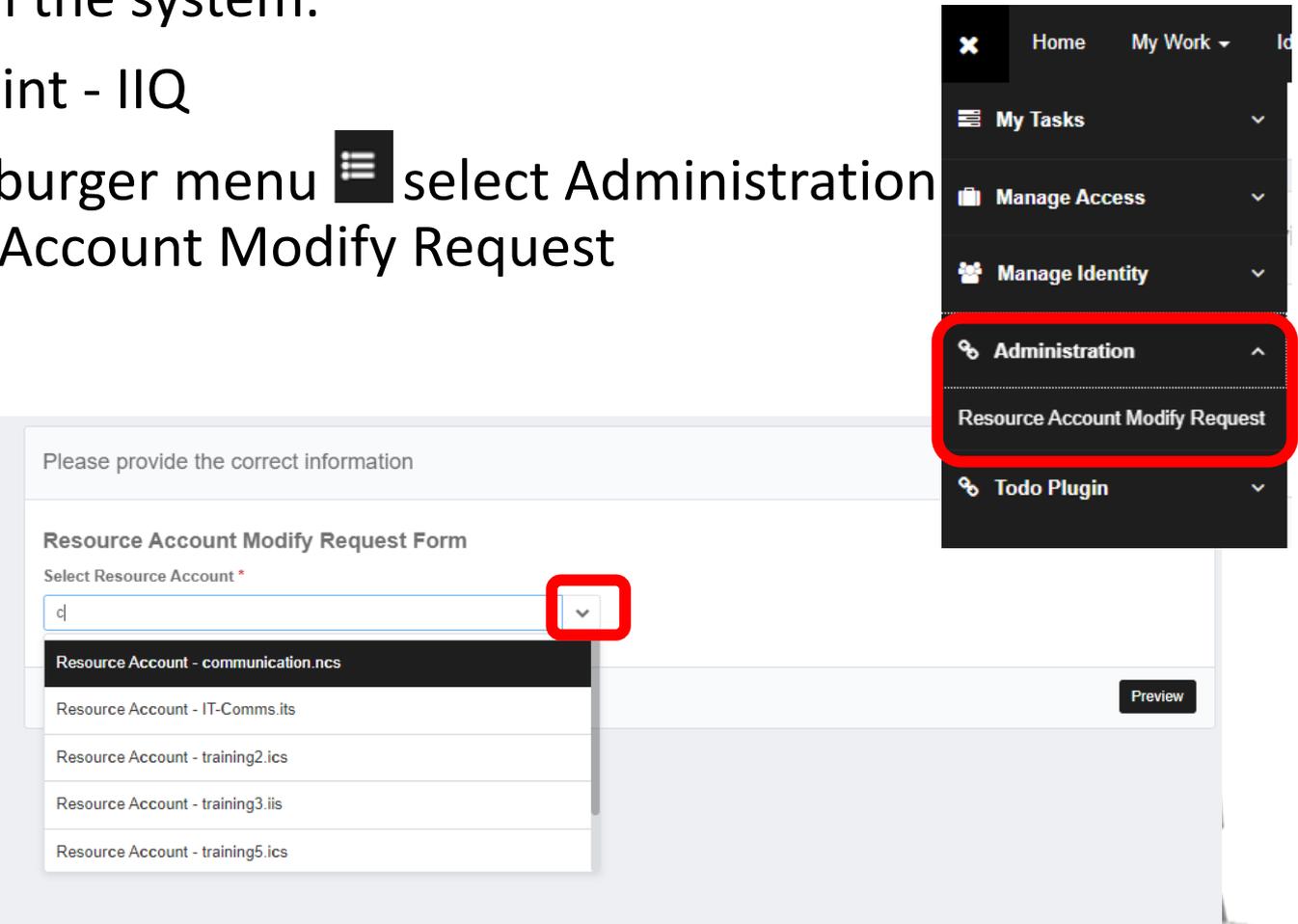


Administration – Resource account modify request

Changing sponsors on an account

- As a sponsor if changes are needed you can now make them yourself through the system.
- Login on Sailpoint - IIQ
- Using the Hamburger menu  select Administration then Resource Account Modify Request

Starting to type on the search bar should bring up accounts that you are considered sponsor on. Or by using the arrow you can scroll to the account.



The screenshot displays the Sailpoint IIQ Administration interface. On the right side, a dark navigation menu is visible with the following items: Home, My Work, My Tasks, Manage Access, Manage Identity, Administration (highlighted with a red box), Resource Account Modify Request (highlighted with a red box), and Todo Plugin. The main content area shows a form titled "Resource Account Modify Request Form" with a search bar containing the letter "d". A dropdown arrow on the search bar is highlighted with a red box, and a list of resource accounts is displayed below it:

Select Resource Account *
Resource Account - communication.ncs
Resource Account - IT-Comms.its
Resource Account - training2.ics
Resource Account - training3.iis
Resource Account - training5.ics

A "Preview" button is located to the right of the dropdown list.

Modification form

Typing should bring up corresponding staff members that can be chosen.

Or to remove a member use the None entry.

You can also see most of the details for the account if you need to verify something.

Please provide the correct information

Resource Account Modify Request Form

Resource Name - First Part *

Caps-Arts

Resource Name - Second Part *

ES

First Contact *

Victoria Nguyen

Second Contact

Dan O' Connell

(McGill First.Last Assigned)

(McGill First.Last Assigned)

Third Contact

|

 Sharon Sebright
sharon.sebright@dmcgill.ca

Faculty of Education

Display Name

Caps-Arts ES

Note *

tk1

(Ticket number for access creation)

Account Expiry Date *

02/08/2024

Resource Account Type *

Email - @dmcgill.ca

Alias

caps.arts

Exit

Preview

Other changes to resource accounts by sponsors.

- For any other changes that would be needed on a resource account.
- A request can be made from <https://mcgill.service-now.com/itportal> - on Make a request in the section Logins & account access.

Logins & account access



Includes McGill Username,
McGill ID, and access to
administrative systems

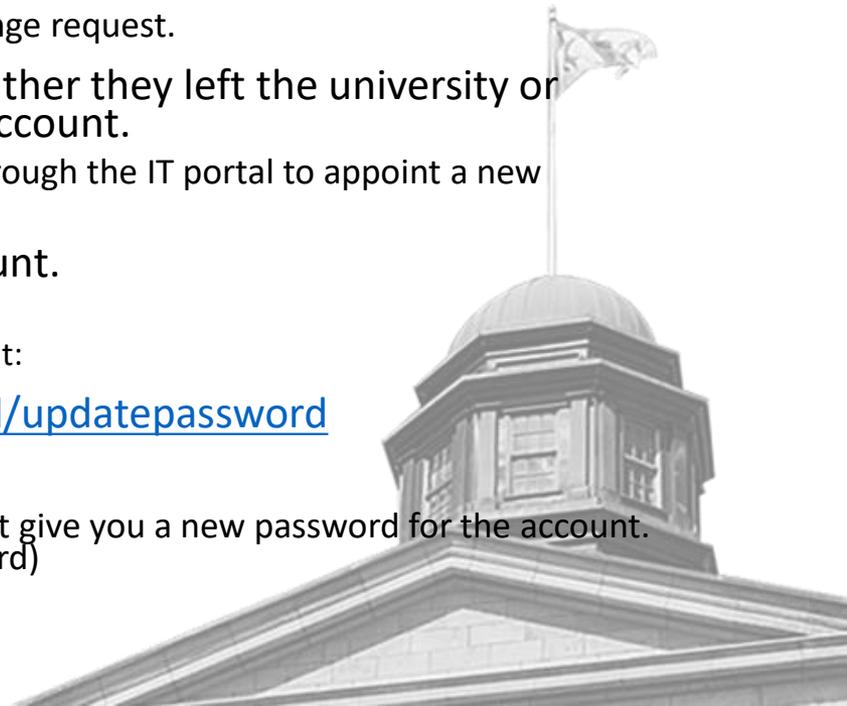
Resource account change

- Filling in the form you need to specify what change is needed like close account, access permission change for shared mailboxes or display name change.



FAQ's

- Sponsors can only be full time staff members.
- Notifications will repeat every 7 days until the account is renewed or expired.
- You cannot manage who has access to the account from this system.
- What to do if not renewing the account?
 - You can ignore the notification and the account will expire on the date specified.
- What to do if the work item is not there anymore?
 - If it is not past the account's expiry date and there was another sponsor, on the account, it is possible that they renewed the account.
 - Sponsors can verify the details on the account from the Administration Menu, Resource modification form. Or Call IT Support at 514-398-3398 to check the information.
- What to do if a different date from the default 1 year is needed.
 - See the previous instruction slide on filling out a change request.
- If there is not an active sponsor on an account, either they left the university or retired and forgot to change sponsorship on an account.
 - A manager in the department can make a request through the IT portal to appoint a new sponsor.
- If you need a password reset for a resource account.
 - If you know the existing password you can use
 - the Microsoft Password Reset Page, which is found at:
<https://adfs.mcgill.ca/adfs/portal/updatepassword>
 - Or call IT Service Desk at 514-398-3398 for an agent give you a new password for the account. (Only sponsors will be authorized to reset a password)



Resource Account Migrations Initiative

Communication of this initiative has either been sent or will be coming soon to sponsors of resources accounts

- **Goal:**

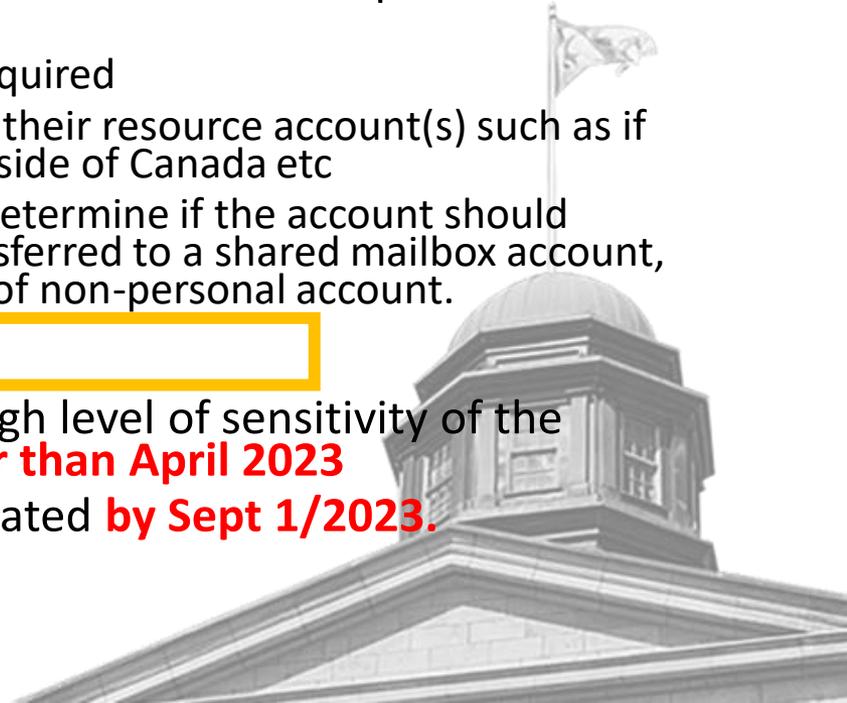
- The **Resource Account Migration Initiatives'** primary goal is to:
 - further strengthen McGill's information security posture especially since many of these resource accounts are accessed using shared passwords, and cannot be secured with two-factor authentication, they pose a risk to McGill's data, systems and community.

- **Action:**

- As per our email communications, all resource account sponsors are/will be asked to:
 - Identify if resource accounts is still required
 - Provide information of their usage of their resource account(s) such as if contains PHI/PII data, is accessed outside of Canada etc
 - Collaborate with IT Services to determine if the account should remain active, deactivated, transferred to a shared mailbox account, or transitioned to another type of non-personal account.

- **Target migration dates:**

- High priority resource accounts (i.e. high level of sensitivity of the data) to be migrated or retired **no later than April 2023**
- All other resource accounts to be migrated **by Sept 1/2023.**



Questions?

