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User Guide

eduroam Visitor Access (eVA) for Organization Administrators

Features Described in this Guide:

- Administrator Invitations
- Creation & Management of eVA Profiles
- Creation & Management of 1-Day SMS Events
- Functions for CERT Members

Version 1.2 (February 2020)

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1 Introduction

1.1 eduroam Visitor Access Overview

eduroam Visitor Access (eVA) can be used to create temporary eduroam accounts and assign them to your organization's visitors. This allows visitors to use the same secure and reliable Wi-Fi network as your organization's students, researchers, faculty, and staff. It also provides your organization with some baseline identity information from your visitors while they are using your network, avoiding the IT department and business process overhead of managing guest and temporary accounts.

As your organization's eVA Administrator, you can create and manage all the eVA profiles and associated permissions that will be assigned to your user base. You also have access to all other eVA features¹. eVA Organization Administrators can create and manage user profiles, whereas CERT (Computer Emergency Readiness Team) members can view, edit, and terminate all temporary eduroam accounts at your organization.

1.2 Benefits

For Visitors:

- Can use the eduroam network securely and are no longer at the mercy of less secure open guest networks or other unknown Wi-Fi networks in the vicinity of the organization
- Can be provided with secure Wi-Fi connections quickly and efficiently

For Your Organization:

- Allows guests to gain access with minimal administrative effort from your IT organization
- Will allow you to know who is on your network and retain control of all accounts
- Accounts are time-boxed and automatically expire at the end of the defined access period, without further intervention
- Could allow the decommissioning of all non-eduroam Wi-Fi networks at the organization, as all Wi-Fi needs can now be serviced via eduroam

1.3 How Does it Work?

You can create accounts using the eVA online portal: <https://eva.eduroam.ca>

There is nothing to be installed - all you need is an Internet browser.

Staff at your organization will also have access to this intuitive web portal (based on profile permissions), which allows them to allocate temporary eduroam accounts to their visitors. Once an

¹ Group, batch and regular SMS Event functions are described in the document titled "User Guide: eduroam Visitor Access (eVA) for Super Users". Individual account creation is described in the document titled "User Guide: eduroam Visitor Access (eVA) for Standard Users".

account has been created, the visitor will receive an e-mail and/or text message containing their personal login credentials. The credentials automatically expire after a period of time that was set when the account was created.

1.4 Key Principles

The secure, reliable eduroam network is used by students and staff in your institution using their organizational accounts. To keep the network secure and reliable, it is important that access is refused to unauthorized visitors.

As an eVA Organization Administrator, your role is to enable staff and employees of your organization (who are acting as hosts) to give visitors temporary access to eduroam. To ensure we keep eduroam secure and reliable, always apply the following principles when creating user accounts and profiles during eVA configuration and administration:

- Your organization is responsible for the accounts created using eduroam Visitor Access. This also applies to accounts guests create themselves through the SMS Events functions.
- Your organization is responsible for the hosting, support, and guidance of guests and the smooth operation of the network.
- The visitor(s) must be at your organization for research or education purposes.
- An account should only be created for the expected duration of the visitor(s)' visit.
- Your visitors should be encouraged to use the eVA eduroam CAT profile² to configure their devices in order to keep their session secure

2 Functions of eVA Organization Administrators

2.1 Inviting New eVA Organization Administrators

As an eVA Organization Administrator, you have the ability to create Organization Administrator accounts for others in your organization.

To create an Organization Administrator account:

1. Hover your cursor over your name in the upper-right hand corner of the portal and select "Administrator Invitations".

² The link to the CAT profile for eVA can be found in the 'eVA Instructions for Visitors' section on the CANARIE website, here: <https://www.canarie.ca/identity/support/eva-instructions-for-visitors>



2. Select “New Administrator Invitation” and enter the e-mail address of the Organization Administrator that you wish to create, as well as the level of access that you would like to grant them.

Administrator Create

3. Once you click on “Submit”, the invited Administrator will receive an e-mail with a link for them to access to the portal.

It is important to note that anyone that you assign as an Organization Administrator will have the ability to invite and remove other Organization Administrators. We encourage you to be selective in assigning this role to new individuals.

You will only be able to view the Organization Administrators that you invite, not those invited by other eVA Administrators at your organization. Please contact tickets@canarie.ca if you wish to obtain a full list of your organization’s eVA Administrators.

 If the invited Organization Administrator does not receive the e-mail, please ensure that it has not been marked as ‘Junk’ or quarantined as ‘Spam’.

 Further details regarding the ‘Organization CERT’ function are available in Section 3 of this guide.

2.2 Removing an eVA Organization Administrator

You can remove an eVA Organization Administrator that you have invited by selecting “Administrator Invitations” in the upper-right hand corner of the portal and then clicking on the delete icon ().

Since you are only able to view the Organization Administrators that you have invited, the Primary Technical Contact for your organization must contact CANARIE by e-mail at tickets@canarie.ca to request a full list of your organization's eVA Administrators and/or to request to have an Organization Administrator that does not appear their list removed.

2.3 Creating and Managing User Profiles

In order for your organization's staff to act as hosts who can create temporary eduroam visitor accounts, a profile that defines their user permissions must first be created in eVA. As an eVA Organization Administrator, user profiles are quick and easy for you to create, but it is important to think carefully about their design and access permissions. This will prevent unintentional or deliberate unauthorized use of eduroam Visitor Access.



Without profiles, users can log on to eduroam Visitor Access, but they cannot use it to create visitor accounts. Note that this also applies to Organization Administrator accounts, so make sure to create a profile for yourself if you want the ability to create guest accounts and SMS Events.

2.3.1 Profile Types

eduroam Visitor Access has three profile types:

1. Individual Profiles

These profiles are valid for one person only and are based on the user's e-mail address.

2. Group Profiles

These types of profiles are valid for several users and are based on the e-mail addresses of users that have been placed in a group. Every group has its own configuration. If several users have the same configuration, we recommend giving them a group profile rather than create several individual personal profiles.

3. Role Profiles

These profiles are valid for groups of users with the same role. This type of role is based on the 'eduPersonScopedAffiliation' attribute and can be either an "Employee" or "Staff". The organization's federated identity management system provides this attribute when the user logs on to eduroam Visitor Access.

The value of this attribute is determined by the organization's identity management system (such as LDAP or Active Directory).

 The values of “Employee” and “Staff” are supported in eduroam Visitor Access for the eduPersonScopedAffiliation attribute. More information about the eduPersonScopedAffiliation attribute can be found [here](#).

 If a user matches a role-based profile but also has a personal profile, the rights of the personal profile will apply. You can create a role-based profile with a global configuration for a large group of users and also create a personal profile for an individual with a different configuration (with more rights, for example).

2.3.2 Rights Within a Profile

When you create a profile, you can choose to give the user(s) of that profile one or more of the following rights:

- ✓ Users with this profile may add visitors
- ✓ Users with this profile may upload batches of visitors (*creation of visitor accounts through the upload of a .csv file*)
- ✓ Users with this profile may create groups (*creation of groups of eVA Visitors that are not linked to an individual*)
- ✓ Users with this profile may create SMS Events (*creation of time-boxed events where visitors can gain access to the eduroam Wi-Fi network using an SMS keyword*)

It is important to assign the “Users with this profile may create groups” and the “Users with this profile may create SMS Events” rights to a very limited group of users. These functions allow the user to create temporary eduroam accounts without knowing who will be using them. Improper use of these functions can have a significant negative impact on your organization’s networks and that of other eduroam providers.

2.3.3 How to Create a Profile

Log on to eduroam Visitor Access at <https://eva.eduroam.ca>. From the main menu, click on *Admin > Profiles* and select “Create profile”. The following screen appears:

Create Profile

Assign the privilege to create groups and SMS event to a very limited group of users. These functions allow the user to create temporary eduoam accounts without knowing who will be using them. Improper use of these functions can compromise the security of your organization's Wi-Fi network.

Individual Profile Group Profile Role Profile

Profile Name *

SAML E-mail Address *

Maximum Number of eVA Accounts that Can be Created *

Maximum Access Period that Can be Granted (in days) *

Users with this profile may add visitors.

Users with this profile may upload batches of visitors.

Users with this profile may create groups.

Users with this profile may create SMS Events.

Choose one of the following options:

- **Individual Profile** - personal profile based on the user's e-mail address
- **Group Profile** - group profile based on e-mail addresses of users in the group
- **Role Profile** - role-based profile based on the user's eduPersonScopedAffiliation attribute

E-mail Profile Fields Descriptions

Profile Name	Name of the profile you are creating (i.e. "Organizational staff members")
SAML E-mail Address(es)	• For an "Individual Profile" - enter the user's e-mail address
	• For a "Group Profile" - enter several user e-mail addresses
SAML eduPersonAffiliation Role	This field is only displayed for "Role" profiles. Select either "Employee "or "Staff" from the drop-down list
Maximum Number of eVA Accounts that can be Created	The maximum number of visitors that the users in the profile can create (have active at a given time)
Maximum Access Period that Can be Granted (in days)	The maximum period (number of days) that the users in the profile can assign to a visitor account
Profile Permissions	Tick one or several options (as described in Section 2.3.2)

2.3.4 How to Edit or Delete a Profile

To view your previously created profiles, from the main menu, click on *Admin > Profiles*.

- Click on  to edit the profile details.
- Click on  to delete the profile.
- Click on  to edit or delete the e-mail addresses. This icon is only visible for group profiles.

 If you delete a profile, the rights of the host user(s) in this profile expire, however any temporary eduroam visitor accounts that the users had previously created will remain active until the end of the validity period.

2.4 Creation of 1-Day SMS Events

The 1-day SMS Event functionality allows your organization to give users a temporary self-service eduroam account on a daily basis, using an SMS keyword. Each SMS keyword is valid for one (1) day of access.

These 1-day SMS keywords are viewable and modifiable in the menu option *Admin > 1-day SMS*.

1-Day SMS Keywords

When visitors text the daily keyword to the eVA phone number, they'll receive eduroam for the current day. Only eVA Organization Administrators can view/modify these keywords. Use the "1-Day SMS Narrowcast" to automatically display or share these keyword on your campus.

[View Expired SMS Keywords](#)

Valid On	Keyword	Limit	Current Usage	
11 February 2020	47canarie	2000	0	 
12 February 2020	89canarie	2000	0	 

You have the following options:

- Click on  to change the details of a 1-day SMS keyword. You can only change the maximum number of visitors that can access eduroam simultaneously using this keyword (the keyword itself cannot be changed).
- Click on  to delete a 1-day SMS keyword.
- Click on the daily keyword to view the SMS narrowcast/poster for that date

2.4.1 Creating a Poster to Promote 1-Day SMS Events

You can view a poster/html page for a 1-day SMS through the “1-day SMS Narrowcast” function in the “Admin” menu.

This poster updates automatically and is printable or can be displayed in strategic locations around your campus or as an HTML page on tablets or other screen displays.

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NEED WI-FI?



- 1 SMS**
Text (SMS) the indicated keyword with your mobile to the phone number.
- 2 Receive**
You will immediately receive a return SMS containing your personal Wi-Fi username and password.
- 3 Wi-Fi!**
Select the eduroam Wi-Fi network on your device and enter your username and password. You are now online!
- 4 Secure**
Important! Install eduroam security settings on your device(s). Scan the QR code above with your phone/tablet

Text (SMS) Keyword:
47canarie

To Mobile Number:
13437003743

Only Valid On:
11 Feb 2020

POWERED BY **canarie** 

 The 1-day SMS Event keywords and poster are only available to eVA Organization Administrators, but the ability to create regular SMS Events can be assigned to other users in the organization (option available when a ‘Profile’ is created). The instructions on how to create regular SMS Events is included in the ‘User Guide: eduroam Visitor Access (eVA) for Super Users’.

2.4.2 Preventing Abuse of SMS Events

The SMS Events function allows large groups of visitors to gain access to eduroam simultaneously without any administrative burden for your organization. However, given that the identity of those who are given access is unknown, the risk of unauthorized use is increased.

Since SMS-served accounts are self-service, there is no record of the identity of the visitor who is given access to an eduroam Visitor Access account and if a keyword is distributed on a large scale, there is increased risk of unauthorized use.

To reduce the risk of unauthorized use, please follow these recommendations for SMS Events:

- DO distribute the keyword (in combination with the date and phone number) using one or more of the following methods:
 - print the keyword on visitor badges
 - provide it on a business card
 - include it in one of the presenters' slides
 - post it on the intranet for employees
 - embed it in a narrowcast system
 - show it on screens or cards near a desk / reception area that your visitors will walk past
- DO NOT distribute the keyword using any of these methods:
 - on social media posts, e.g. a Tweet
 - in newsletters
 - on public websites or in other (physical or virtual) places where the keyword can be seen by people not entitled to eduroam access

2.5 “All Visitors” Overview

eVA Organization Administrators can view all visitor accounts for their own organization; however, editing and deleting visitor accounts can only be done by CERT members or by the users that created the visitor accounts.

In the main menu, click on *Admin > All visitors* to view an overview of all visitor accounts (including “Future”, “Active”, “Ended” and “Expired” accounts).

3 Functions of CERT Members

CERT members can view, edit and terminate all the visitor accounts for their own organization.

3.1 Viewing, Editing and Deleting Visitor Accounts

In the main menu, click on *CERT > All Visitors*

CERT - All Visitors

Visitor ID	Name	E-mail	Mobile Number	From (00:00) PT	Until (23:59) PT	Last Online	Status	Updated on (PT)	Creator	
i	Group.Test			2020-02-11	2020-02-13		Active	2020-02-11 08:16:42	Erik Bitmanis	
h	Group.Test			2020-02-11	2020-02-13		Active	2020-02-11 08:16:42	Erik Bitmanis	
g	Group.Test			2020-02-11	2020-02-13		Active	2020-02-11 08:16:42	Erik Bitmanis	

You have the following options:

- Search for accounts
- Edit account (click on the link in the “Visitor ID” column)
- Click on  to delete an account

3.2 Viewing, Editing and Deleting Visitor Accounts

CERT users can also edit user profiles and in the event of incidents or other disasters, they can adjust the profile parameters to prevent unauthorized use.

In the main menu, click on *CERT > All Profiles*

CERT - All Profiles

Profile Name	Organization	SAML E-mail Address or Role	Maximum Number of eVA Accounts that Can be Created	Maximum Access Period that Can be Granted (in days)	Updated on (PT)	Edit
Staff	CANARIE	staff	100	90	2019-04-25 19:51:10	
Test eva 2 and 3	CANARIE	Group: testeva02-a@canarie.ca testeva03-a@canarie.ca	10	365	2020-02-11 07:23:57	

Showing 1 to 2 of 2 entries

Previous 1 Next

You have the following options:

- Search for profiles
- Edit profiles (click on the link in the “Profile Name” column)
- Click on  to delete a profile

4 Recommended eVA User Profiles and Permission Sets

As an eVA Organization Administrator, you have discretion in setting the user profiles for your organization. In order to ease the process of creating and managing group accounts and SMS Events³, you may wish to provide these richer permission sets to a limited number of “Super Users”, while allowing regular staff and employees the ability to create a small number of individual accounts for a constrained timeframe.

An example profile configuration could be as follows:

³ Not including 1-day SMS which can only be created/managed by eVA Organization Administrators

Profile Permissions	eduroam Visitor Access	
	Super Users	Employees/Staff
Create individual eVA visitor accounts	✓	✓
Create eVA visitor accounts via group function	✓	
Create eVA visitor accounts in batches	✓	
Create SMS events ²	✓	

 Assign the privilege to create groups and SMS event to a very limited group of users. These functions allow the user to create temporary eduroam accounts without knowing who will be using them. Improper use of these functions can compromise the security of your organization's Wi-Fi network.

5 Support for eVA Organization Administrators

You are the point of contact for all support of eVA users at your organization. However, should you require additional support or have any questions, you can contact CANARIE by e-mail at tickets@canarie.ca.