

canarie



# User Guide

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## eduroam Visitor Access (eVA) for Super Users

### Features Described in this Guide:

- Creation & Management of eVA Groups
- Creation & Management of eVA Batches
- Creation & Management of SMS Events

Version 1.2 (February 2020)

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# 1. Introduction

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## 1.1 eduroam Visitor Access (eVA) 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 an eVA Super User, you may be able to create temporary visitor accounts individually or through the creation of a group, a batch import of users, or as an SMS event.<sup>1</sup>

## 1.2 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.

Once an account has been created, the visitor will receive an email and/or SMS message containing their personal login details, which automatically expire after a period of time that was pre-set when the account was created.

You and other staff at your organization will have access to an intuitive web portal which allows you to allocate individual, temporary eduroam accounts to your visitors. Once an account has been created, the visitor will receive an email 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.

In addition to this functionality, as an eVA Super User, you may<sup>1</sup> also have access to create "bulk" accounts in the following three ways:

- **Batch Accounts:** If you have a large group of known visitors to whom you want to grant eVA access, you can add them all at once by uploading a simple .CSV (Comma Separated Values) file. You must have all required contact information (first name, last name, email and/or phone number) for these visitors to do this.
- **Group Accounts:** If you have a group of visitors to whom you want to grant eVA access, but you do not have all of their contact information at your disposal, you can create their accounts using the "group" function and then add contact details to each account as you receive them. Additionally, the group function can be used to create credentials for visitors that do not have SMS capabilities on their device and therefore cannot self-provision their account. The group

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<sup>1</sup> Privileges to perform various functions are assigned to "Super Users" by your organization's eduroam Visitor Access Organization Administrator. You may therefore, only have access to perform a subset of these actions.

function generates printable handouts with credentials for a finite period of use. You can then make these handouts available at key locations on your campus.

- **SMS Events:** If you will be hosting a large group of unknown visitors, such as a workshop or conference, you can create an “SMS Event” that allows visitors to create accounts for themselves by sending a text to an advertised number. They will immediately receive a response with a personal username and password that allows them to connect.

## 1.3 eduroam Visitor Access User Profiles and Feature Sets

There are 4 different user types that will be referred to in this document:

**eVA “Organization Administrator”** - This role will be granted by CANARIE to the designated Primary Technical Contact at your organization. eVA Organization Administrators are responsible for the creation and management of user profiles for the organization, as well as other administrative functions.

**eVA “Standard User”** – These types of users are created by the eVA Organization Administrator(s) and granted the basic ability to create individual visitor accounts. They will have the ability to create individual eVA accounts for visitors, up to the maximum number and duration assigned by the eVA Organization Administrator(s).

**eVA “Super User”** – These types of users have access to a richer set of eVA features that have been granted to them by the eVA Organization Administrator. They may have the ability to create user accounts by batch or group, and/or be able to create SMS Events.

**“Visitor”** - These are individuals that are granted a temporary account or Visitor access to eduroam.

Profile Permissions	eduroam Visitor Access			
	eVA Organization Administrator	eVA Super User	eVA Standard Users	Visitor
Create and configure profiles	✓			
Create 1-day SMS Events	✓			
Create individual visitor accounts <sup>2</sup>	✓	✓	✓	
Create accounts via group function	✓	✓		
Create visitor accounts in batches	✓	✓		
Create regular SMS Events	✓	✓		

<sup>2</sup> Instructions on how to create individual visitor accounts can be found in the document titled “User Guide: eduroam Visitor Access (eVA) for Standard Users”

## 1.4 Key Principles

You should always bear in mind the following key principles when creating and distributing eVA accounts:

- Your organization is responsible for the accounts created using eduroam Visitor Access. This also applies to accounts that visitors create themselves through the SMS Events function.
- Your organization is responsible for the hosting, support, and guidance of visitors 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.

## 2. eduroam Visitor Access Portal

You can log into the eVA portal here, using your organization's credentials: <https://eva.eduroam.ca>

Once logged in, you will be presented with the eVA dashboard, where you will be able to view:

- Your maximum number of visitor accounts
- The number of accounts that you have currently allocated
- Account details
- Links to eVA support documentation

In addition, as an eVA Super User, you will have access to all of the features granted to you by your eVA Organization Administrator, which may include batch uploads, groups, and SMS Events.

The screenshot shows the eduroam Visitor Access Portal dashboard. At the top, there is a dark blue header with the eduroam logo on the left, and language options (EN, FR) and a user profile (Test Eva-User01) on the right. Below the header is a navigation bar with links for Home, My Visitors, My Batch Uploads, My Groups, and SMS Events. The main content area is titled "Home - Dashboard" and is divided into four sections:

- MY VISITORS:** Contains buttons for "My Visitors" and "Create Visitor". Below the buttons, it states: "You can have up to 100 visitors at the same time. Those visitors can use the eduroam Wi-Fi network for a maximum period of 90 day(s). Currently, 0 out of 100 visitor accounts (active or future) have been created."
- SUPPORT DOCUMENTATION:** Contains a "Manuals and Support:" section with links to "Access support documentation on CANARIE website" and "Visitor Instructions" with a link to "Access eVA instructions on CANARIE website".
- MY DETAILS:** A table showing user information:

Name	Test Eva-User01
Email Address	TestEva01@canarie.ca
Organization	CANARIE
SAML Role	staff

- EVA ACCOUNTS CREATED:** Shows "Number of eVA accounts created this month: 0" and "Number of eVA accounts created previous month: 0".

## 3. Creation of eVA Groups


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### 3.1 When Should a Group be Created?

You can create an eVA Group when you are hosting a group of visitors, whose contact information you may not have. You can create multiple accounts at once (up to your account creation limit) and then populate the individual visitors' contact details as they become available.<sup>3</sup>

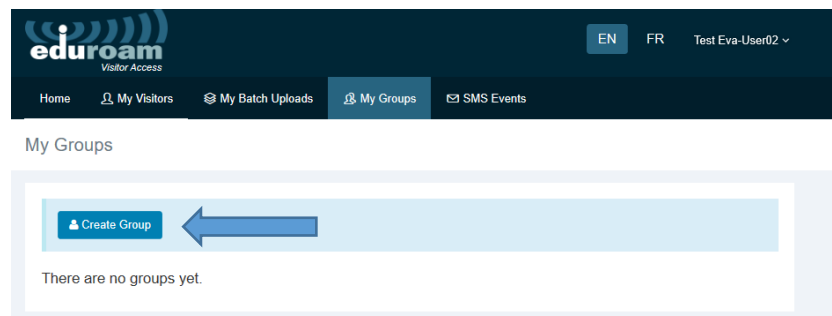
You can select to create group accounts for a defined access period or for a number of days from the first login.

Group accounts that have an access period for a certain number of days from the first login may be a good option for users that have devices that do not support SMS and therefore are unable to self-provision their account.

 The group function generates printable handouts with credentials for a finite period of use. You can then make these handouts available at key locations on your campus.

### 3.2 Steps to Create and Manage an eVA Group

**STEP 1:** Click on the “My Groups” link along the top navigation of the eVA Portal, and then on the “Create Group” button.



**STEP 2:** Fill out the fields in the “Create Group” form (see descriptions below).

<b>Name Group</b>	Group name (for your own information)
<b>Number of Visitors</b>	Number of visitors (Note: the same restriction on the maximum number of accounts applies to the creation of individual visitor accounts)

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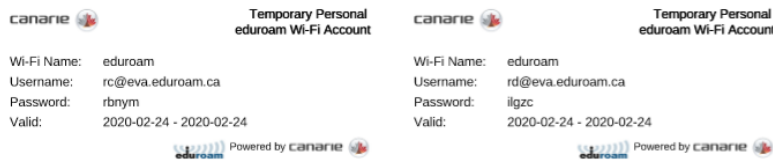
<sup>3</sup> If all visitor information is known at the time of account creation, a more efficient way of creating these accounts and populating visitor information would be through the use of a “batch” function. See Section 4.

<b>Access Type</b>	You can select the type of range for which you would like the accounts to be valid, either a) Valid for a certain date range, or b) Valid for a certain number of days from the first login.
<b>From (00:00) PT</b>	“From” date when the keyword becomes active and visitors can create their accounts. The start time is always midnight (00:00) Pacific time (PT)
<b>Until (23:59) PT</b>	“To” date after which the keyword can no longer be used. The end time is always one minute before midnight (23:59) Pacific time (PT). After this time, no accounts can be created anymore and created accounts expire.
<b>Comment</b>	These comments/notes are only visible to you, not to the visitor.
<b>Communication Language</b>	Select language (English or French)



Please note that validity can only be set in days (not hours or minutes).

Click on “Submit” to save your group and group settings. The group and associated accounts will then be created and you will receive an email with the account and password details, in addition to a PDF with details of the individual accounts. See example below:



**STEP 3:** Once the group is created, you will be presented with the group accounts list and links to edit or delete the individual accounts that have been created in this group.

Details visitors - group

The group has been created. x

Group Test Group created at 25 February 2020 12:36 (PT).

The following users have been created:

- h@eva.eduroam.ca - wjfp
- i@eva.eduroam.ca - aheiu
- j@eva.eduroam.ca - dvzve
- k@eva.eduroam.ca - bksiq
- l@eva.eduroam.ca - ltcqna

[Edit Group](#)

H@EVA.EDUROAM.CA ✎ 🔒

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Access Period: 25 February 2020 until 26 February 2020


From this screen you have 3 actions that can be performed:


**Action 1 – Edit Group:** This allows you to change any of the initial information that you entered regarding the group, such as the validity period. You will not be able to change the number of accounts after initial creation through this action.

**Action 2 – Edit Account:** This allows you to configure an individual visitor’s account. You can add contact information about the visitor, as well as customize the validity period of the account and configure the medium by which the visitor will receive the account information.

**Action 3 – Delete Account:** This allows you to delete an individual visitor account. You will be prompted to confirm deletion prior to the action being executed.

 Please note: Once you exit this screen, you can always get back to it by clicking on the  icon in the “My groups” section.

 If there is a data format error in the .csv file OR if the number of accounts included in the group exceeds your maximum limit, the batch will not be created and an error message will be displayed.

 It is important to add a visitor’s contact details to empty fields as soon as they are known. Whenever possible, always remember to do this.

## 4. Creation of eVA Batch Accounts

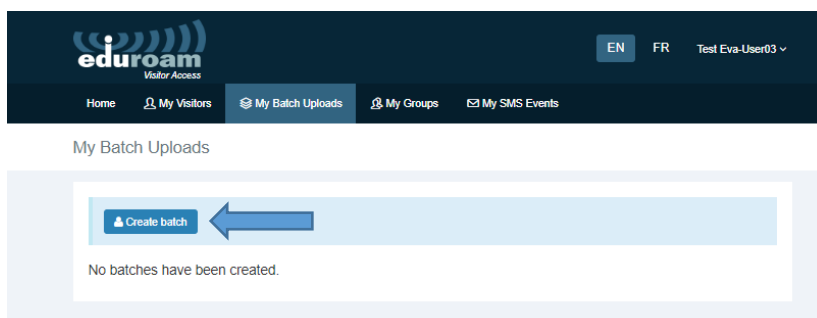
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### 4.1 When Should you Create a Batch?

An eVA batch should be created when you are hosting a large group of known visitors, whose names and contact information you already have.

### 4.2 Steps to Create and Manage an eVA Batch

**STEP 1:** Click on the “My Batch Uploads” link along the top navigation of the eVA portal, and then on the “Create Batch” button.






**STEP 2:** Click on the link to the template to open the comma separated values file.

**STEP 3:** Complete the provided Excel template with the visitor account holder information (First Name, Initial, Last Name, Email, Phone).


A	B	C	D	E	F
Jim		Jackson	<a href="mailto:test1@eduroam.ca">test1@eduroam.ca</a>	6131112222	en
Sam	John	Guy	<a href="mailto:test2@eduroam.ca">test2@eduroam.ca</a>	6133334444	fr
Jill	Mae	Thompson	<a href="mailto:test3@eduroam.ca">test3@eduroam.ca</a>	6135556666	en



 Please note: A middle name/initial is not required (Column B), however this column must be left blank if not entered. A bilingual (English/French) notification will be sent to the visitor, however the first language displayed in the message will be the one indicated in Column F.

**STEP 4:** Fill out the fields (see descriptions below) in the “Create Batch” form and click on “Submit”. Once you click “Submit”, the accounts will be automatically created and each visitor will be provided their account access information by the contact method(s) you selected.

<b>Name</b>	Batch name (for your information)
<b>File</b>	This is the field in which you will upload your completed .CSV file (Excel)
<b>Batch notes</b>	These comments/notes are only visible to you, not to the visitor.
<b>From (00:00) PT</b>	“From” date when the keyword becomes active and visitors can create their accounts. The start time is always midnight (00:00) Pacific Time (PT).

<b>Until (23:59) PT</b>	“To” date after which the keyword can no longer be used. The end time is always one minute before midnight (23:59) Pacific Time (PT). After this time, no accounts can be created and created accounts expire.
<b>Notification by E-mail</b>	Select this checkbox if you want the visitor to be provided their account access via email.
<b>Notification by Text Message</b>	Select this checkbox if you want the visitors to be provided their account access via SMS.

 Please note that validity can only be set in days (not hours or minutes).


 You can always go back and edit or delete your created batch or individual visitor accounts by clicking on the “My Batch Uploads” and then clicking on the  icon.


## 5. Creation of an SMS Event


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### 5.1 When Should you Create an SMS Event?

An SMS event could be created if your organization is hosting a large number of unknown visitors. This feature allows your visitors to create on-demand eVA accounts for themselves through the use of a pre-defined keyword that they can send to the eVA phone number (1-833-338-7626) in a text message.

 Remember to always start phone numbers with +1 for international visitors. The visitor will immediately receive a text message with the account details for a temporary eduroam account.

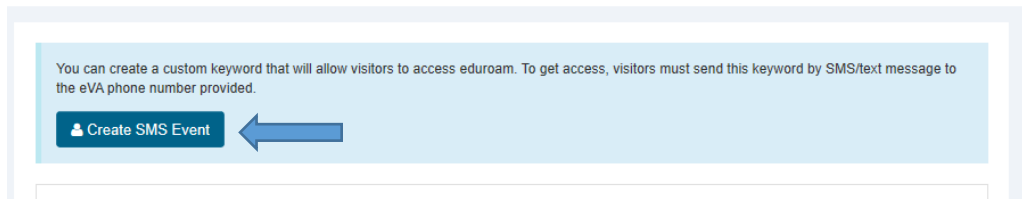
 All SMS events created for your organization are viewable by every user that has the SMS creation functionality assigned in their profile; however, only the creator of the SMS can edit or modify it.

 The SMS event feature allows large groups of visitors to gain access to eduroam simultaneously without any administrative burden for your organization. However, because it is unknown who exactly is being given access, the risk of unauthorized use is increased. Please see section 5.3 on how you can help prevent abuse of this feature.

### 5.2 Steps to Creating and Managing an SMS Event



**STEP 1:** Click on the “SMS Events” link along the top navigation of the eVA portal and then on the “Create SMS Event” button.


SMS Events




**STEP 2:** Fill out the fields (see descriptions below) in the “Create SMS Event” form and click on “Submit”.

<b>Event Name</b>	Event name (for your information)
<b>Keyword</b>	Enter a short, unique keyword related to the event. For example: organisationevent2015
<b>Maximum Number of eVA Accounts Allowed</b>	The maximum number of visitors who can obtain access to eduroam with this keyword.
<b>From (00:00) PT</b>	Date from when the keyword becomes active and visitors can create their accounts. The start time is always midnight (00:00) Pacific Time (PT).
<b>Until (23:59) PT</b>	Date after which the keyword can no longer be used. The end time is always one minute before midnight (23:59) Pacific Time (PT). After this time, no accounts can be created and created accounts expire.
<b>Comment</b>	These comments/notes about the SMS Event are only visible to you, not to the visitor.

 You can always go back and edit or delete your created batch or individual visitor accounts by clicking on “SMS Events”, and then clicking on the  icon.

 Please note that validity can only be set in days (not hours or minutes).

 The validity period for visitor accounts are based on the Pacific Time Zone (UTC -7 or UTC-8 depending on the time of year). Accounts are valid from 12:00 am PT on the start date of validity until 11:59 pm PT on the end date of validity.

**STEP 3:** Create and post the SMS Poster.

You can generate a html page/poster for an SMS event by clicking on the linked keyword.

## SMS Events

You can create a custom keyword that will allow visitors to access eduroam. To get access, visitors must send this keyword by SMS/text message to the eVA phone number provided.

[Create SMS Event](#)

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**TEST SMS EVENT** ✎ 🔒

Keyword:  testing123

Created By: Test Eva-User01

Access Period (PT): 25 February 2020 00:00 until 26 February 2020 23:59

Number of eVA SMS Accounts Used: 0 of 5



The landing page features a central QR code with the eduroam logo. To the right, three white boxes with blue borders contain the following information: 'Text (SMS) Keyword: testing123', 'To Mobile Number: 18333387626', and 'Only Valid On: 25 Feb - 26 Feb 2020'. At the bottom, a blue bar contains the Canarie logo and the text 'POWERED BY canarie'. Below the QR code, four numbered steps are listed in white boxes with blue borders: 1. SMS (Text the keyword), 2. Receive (Receive return SMS), 3. Wi-Fi! (Select eduroam network), and 4. Secure (Install security settings).

## 5.3 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 are given access is unknown, the risk of unauthorized use is increased.

Since SMS Event accounts are self-service, there is no record of the identity of the visitor who is given access to an eduroam Visitor Access account. 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
  - display 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

## 6. Support

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The support for eduroam Visitor Access is provided by your organization's IT department. Please contact them for any support needs.