



cockpit
IT Service Manager

Strong identification

FAQ document

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Introduction

I. Document objective

- Secure communications and exchanges (phone calls, etc.).
- Access the strong identification codes.
- Manage the functionality options.

II. Principles

- Each user has a unique identification code, daily renewed.
- When the user contacts the IT department, particularly by telephone, the operator asks the identification code to his interlocutor in order to avoid any attempt at identity theft.
- The user gives his identification code to confirm his identity.

Configuration

I. Parameters

Menu: Administration > Connections > Security policy

Process:

Check the "String identification" option to activate the identification codes for operators and end-users.
The activation impacts all portal users.

II. Code renewal

A. Job schedule

Menu: Administration > Tools > Background jobs

Process:

User codes are renewed daily by the "Strong identification code generation" batch.
By default the batch is active.

B. Batch logs

Menu: Administration > Tools > Job logs

Process:

Search "Strong identification code generation" batch by selecting the "General" module and a time slot.
When a batch is properly completed, its status is "SUCCESS".
The generated code count is displayed in the log details.

Utilization

I. Ask and check the code of a requester

Objective: Find and check the identification codes of the requesters from the portal.

Menus:

- All menus where the user information sheet can be displayed (example: ticket lists > Click on the user name)
- Ticket module: Tickets > End users
- Directory: Top navigation bar > Directory > Operators / End-users

Process:

- The user identification code appears in the "Strong Identification" field. This is the code that the user must provide to prove his identity.
- If the user does not have access to this code (because not connected to the portal for example), it is possible to send it to him by clicking on "Send". The sending can be done by email or SMS.

Note: SMS option is only available if the SMS gateway is enabled and the user has a mobile phone number filled in his details.

II. For the requester, find the identification code

Objective: Find your own identification code on the portal.

Menus :

- An end-user can find his identification code ("Strong identification" field) on the Service Desk, in the "Settings" tab of his account management.
- An operator can find his identification code ("Strong identification" field) in the Portal, in the "Authentication" tab of his account management.

Document end