

Assigning Training to External Users

Overview

Some SSO clients have Users that are unable to connect to the corporate network due to configuration challenges they are experiencing. SANS Securing The Human (STH) assists these clients by setting up access via a hybrid account.



Hybrid Accounts

A hybrid account is an account that allows Users to login via SSO or directly to the VLE via an e-mail and provided password if they are unable to access the corporate network.

In order to facilitate a hybrid account:

1. The account must have Single Sign-On (SSO) enabled and request setup for Hybrid Users
2. The Client Administrator must understand the difference between logging into the SSO and logging in via the VLE in order to properly create the accounts for the external Users – and when a direct login should be set up for a User (See **Troubleshooting User Logins**)
3. The Client Administrator must understand the difference between SSO login and a direct login to assist their Users with the correct credentials
 - a. The external Users who do not have access to Single Sign-On should be placed into a specific **“External” Sub-Account** in order to administer them properly in the VLE
 - b. These Users will login directly to the VLE with a password initially provided by STH in their Welcome E-mail

SSO vs. VLE

An SSO login for a User is authenticated using their network ID and password on your servers. Upon login a User is then redirected to the STH training modules.

The SSO URL is specific to you as a client is:

<https://sso.securingthehuman.org/companyname>

A direct login is required for Users who cannot access your corporate network. This login is the e-mail used when they were activated as a User (in the previously specified Sub-Account) and the password provided to them in their Welcome E-mail when they were activated.

The direct login URL for the VLE is:

<https://vle.securingthehuman.org/>

NOTE: A User must be added and activated in the VLE (not the SSO) in order to access training via direct login.

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Troubleshooting User Logins

The following steps should be taken to troubleshoot why a User may be having login issues:

1. Is the User “active” in the SSO (has the user been provisioned in the system)? Or VLE?
2. Is the User logging in with the correct credentials or e-mail address?
3. Is the User having network issues?

Loading Users

VLE

If the User is added via SSO but cannot access the training because of network boundaries, they will need to be removed via the **Manage Inactive Users** page if they exist in the system.

- Remove Users through the SSO URL
- Log into the VLE (<https://vle.securingthehuman.org>) URL and re-add the User to create a new login and send a new Welcome Email with their login credentials

NOTE: If a VLE User forgets their password they can have a new password reset by using the “Forgot your password?” link (<https://www.securingthehuman.org/account/password/account/password>).

SSO

If **Auto Provisioning** is set up then only the external Users will need to be added through the **Add Users** screen.

- Auto provisioning is used to set up SSO URL Users and provides a method for those Users who do not exist in the system to be created when they initially login.

NOTE: The login credentials for SSO are managed by your servers and are usually the network login username and password.

TIP: If you need to update a User who was previously set up to take training externally and now has SSO access, you can add the UID value (which will provision the User) from the User Profiles page. The User will need to be notified of your SSO URL to log into to complete training going forward.

Batch Loading Users

External Users have to be created using the VLE URL in order for your account to successfully create the login credentials required to log directly into the STH Training on the VLE.

- To load multiple direct login Users into the STH training it is recommended to use the **Batch File** that is provided on the **Add User** page.

NOTE: The VLE Batch File Template is different for SSO URL users and VLE URL users. The VLE URL users do not require a UID field. This file must be saved as a CSV and the headers cannot be edited.

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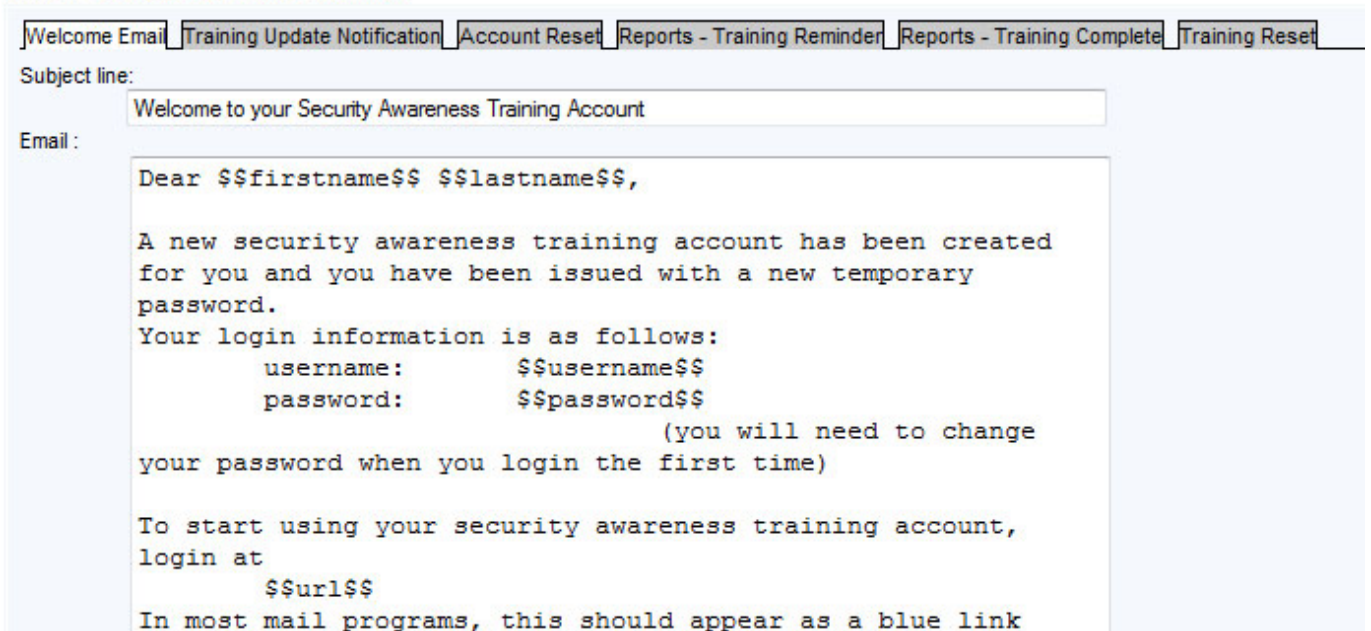
Email Customization

Setting up your external Users in a specific Sub-Account allows you to edit their User emails to contain a username and password by adding the tags as specified below.

- Ensure that all VLE Users (direct login) have been added to the specified Direct Login Sub-Account
- Update the appropriate notifications on the **Customize Emails** page for your **“External” Sub-Accounts**
 - Update the **Welcome Email** (and **Account Reset** Email) for your Direct Login Sub-Account
 - Add the **\$\$username\$\$** and **\$\$password\$\$** tags as shown below to include the login credentials in the email sent to Users when they are created

NOTE: These changes should be made to the emails for these Sub-Account **ONLY**. SSO Users are provided their credentials by your internal network and do not have an STH username and password created for them. Ensure you have not added the username and password tags to emails for your SSO Users as it will create confusion.

STEP 2: Customize Emails:



Welcome Email Training Update Notification Account Reset Reports - Training Reminder Reports - Training Complete Training Reset

Subject line:
Welcome to your Security Awareness Training Account

Email:
Dear \$\$firstname\$\$ \$\$lastname\$\$,

A new security awareness training account has been created for you and you have been issued with a new temporary password.

Your login information is as follows:
username: \$\$username\$\$
password: \$\$password\$\$
(you will need to change your password when you login the first time)

To start using your security awareness training account, login at
\$\$url\$\$
In most mail programs, this should appear as a blue link

Conclusion

It is possible to have both SSO URL users and VLE URL Users provided that they are created using the proper URL.

- The two methods of authentication are **mutually exclusive** and cannot be swapped around so care will need to be taken when deciding which Users are going to access the system directly (VLE) and which ones are going to access via their SSO network username and password.

If you require additional assistance, please do not hesitate to contact the SANS Securing The Human Support Team at support@securingthehuman.org. Our Support Team will be happy to assist you with your hybrid configuration.