IDHub Tour

RSAConference2024 | Expo Ticket

Introduction

We are pleased to offer our subscribers an RSAConference2024 Expo Ticket and Airbnb Experience credit.

Follow this guide according to the amount of time you want to invest in IDHub, and the incentives you'd like to earn by walking through up to 4 use cases in our public version of our Identity and Access Management software, IDHub.

In the use cases you will do things like request for access, approve the request, create and remove users, and audit user access. Each scenario has a video tutorial so you can easily follow along in the app while the video plays, or read the step by step instructions in the guide.

Every 24 hours the public instance will refresh and default back to the original configurations of fictional data.

Contents

Incentives

- 15 minute time investment – get an RSAConference2024 Expo ticket paid by us
- 40 minute time investment – in addition to the RSAConference2024 Expo ticket, get $150 towards any Airbnb Experience

Guidelines

15 minute time investment
- Complete use cases #1 and #2, found in this guide
- Complete both use cases within 1 day of starting
- Complete a feedback form when use cases are completed, approx 5 minutes

40 minute time investment
- Complete all 4 use cases found in this guide, approx 20 minutes
- Complete all use cases within 1 day of starting
- Complete a feedback form when use cases are completed, approx 5 minutes
- Schedule a feedback call within 1 week of completing the use cases, approx 15 minutes

Helpful Information

[Video Tutorials](#)

[Feedback Form](#)

[Schedule a Feedback Call](#)

Tour Login URL and Tenant Name

When you get to the tour login page, enter the tenant name below. Then login as a user from the below charts, indicated in the use case you are working on.

https://tour.sath.com/
Tenant name: ussenterprise

IDHub Users, Login Creds, and Functions

Depending on the use cases you choose, you'll need to login and logout as different types of users. Use this section to refer to login credentials for different kinds of users.

IDHub users can be assigned different IDHub roles, each providing the user with specific functions. Every user is considered an End-user who can be assigned additional roles for their job specific duties. Below are the different IDHub roles, along with login credentials for each respective user.

End-users

All users are End-users, who are either an employee or contractor that works for the organization and does not have any additional roles with administrator, manager or approval rights, and are able to perform the below functions:

- Request for organizational resources like applications and permissions
- Track their access requests
- Add self proxies for out of office

User type	Full name	Username login	Password	User's manager
Employee	Mary Damato	mary	nopass	Spencer Hunter
Employee	Tyler Johnson	tyler	nopass	Ali Braatz

Managers

Managers are End-users that have rights to approve requests made by their direct reports, and can perform the below functions:

- All End-user functions
- Can be assigned tasks to approve or deny access requests and revocations for their direct reports
- Can be assigned tasks to audit user access for access reviews for their direct reports

User type	Full name	Username login	Password	User's manager
Manager	Ali Braatz	ali	nopass	Samantha Love
Manager	Spencer Hunter	spencer	nopass	Samantha Love

System Administrators

A System Administrator is a user who works for the organization and has admin rights to IDHub, and able to perform the below system administration functions:

- All End-user functions
- All Manager functions
- Can manage IDHub resources and admin module

User type	Full name	Username login	Password	User's manager
System Administrator	Samantha Love	jerome	nopass	Derrick Henry
System Administrator	Derrick Henry	derrick	nopass	Derrick Henry

Manual Fulfillers

Manual fulfillers are generally IT personnel, responsible for provisioning and deprovisioning access to user accounts after the appropriate approvals and revocation tasks have been completed. Manual fulfillers can perform the below functions:

- All End-user functions
- Receive manual fulfillment tasks to provision and deprovision access as needed to users

User type	Full name	Username login	Password
Manual Fulfiller	Jenny McGregor	jenny	nopass
Manual Fulfiller	Michael McLean	michael	nopass

Approval Group Users

Approval Group Users are used for approving requests which have varying levels of approval. Depending how the approval process is set up, multiple people within the organization may need to approve the request before it is granted. These users can perform the following functions:

- All End-user functions
- All Manager functions
- Approve requests for their specific approval group

User type	Full name	Username login	Password
Approval Group 1	Spencer Hunter	spencer	nopass
Approval Group 2	Liz McNally	liz	nopass
Approval Group 3	Samantha Love	samantha	nopass

Tour Use Cases

1. Request, Approve and Fulfill an Access Request

Walk through the process of requesting access to an application, tracking the request, logging in as a manager and approving the request, and logging in as a provisioner to complete the provisioning task.

#1 Video Tutorial

Request access to the application Notion

- Login as an End-user
- Go to Search Catalog from left hand panel and search for the application [Notion]
- Add Notion to your cart
- Complete and submit the request for Notion
- Go to Track Requests from left hand panel and view the request
- Within the request, locate the manager that needs to approve and take note of the manager's name

Detailed Instructions
- Login as an End-User
- From dashboard, click on Request Access button
- Click on Applications tab
- View list of applications in catalog
- Observe pink icon informing which applications user already has access to
- Select a catalog item by clicking on '+' on the catalog item
- Observe the count in Cart Icon has increased
- Click on Cart Icon to view cart
- Click on Proceed button
- Observe user request page
- Click on Continue button
- Fill application form and click Done button (form may have pre-populated user information)
- Click Continue button
- Enter justification description for request
- Click Submit button
- Observe popup message in upper right informing request submitted successfully

Approve the request

- Login as approval Manager noted above
- Go to Tasks from left hand panel
- Complete the approval task

Detailed Instructions
- Login as a Manager noted above (first name=login password=nopass)
- From dashboard, click on Tasks button
- Observe open tasks which require approval

- Open task by clicking the hyperlink on the description
- Observe available actions for task by clicking on Ellipsis (3 dots) button on bottom of page
- Select Reject
- Observe the textbox which appears for entering rejection reason
- Close textbox by clicking on 'x'
- Click on Approve button
- Enter approval reason
- Click on Approve button
- Observe popup message in upper right informing task action performed successfully
- Observe the task is no longer present on Tasks page

Fulfill the request

- Login as manual fulfiller
- Go to Tasks from left hand panel
- Claim and complete the fulfillment task

Detailed Instructions
- Login as a Manual Fulfiller
- From dashboard, click on Tasks button
- Observe open tasks which require approval
- Open task by clicking the hyperlink on the description
- Observe available actions for task by clicking on Ellipsis (3 dots) button on bottom of page
- Select Escalate
- Observe the textbox which appears for entering the escalation reason
- Close textbox by clicking on 'x'
- Click on Claim button
- Enter claim reason
- Click on Claim button
- Observe popup message in upper right informing task action performed successfully
- Now that task has been claimed, task must be completed for approval
- Click on Complete button
- Enter completion reason
- Click on Complete button
- Observe popup message in upper right informing task action performed successfully
- Observe the task is no longer present on Tasks page

Validate user has access to Notion

- Login as original requesting end-user again
- Go to Track Requests from left hand panel
- Track the request to see that it has been approved
- Go to My Profile by clicking on user profile pic
- See access to Notion in Provisioned Applications

Detailed Instructions
- Login as original requesting end-user again

- From dashboard, click on Track Request button
- Open requested application/entitlement/role by clicking the hyperlink on the description
- Observe Request Workflow section informing current request status
- Go to My Profile by clicking on user profile pic
- Click on section Provisioned Applications
- Scroll to see Notion is within that section showing user now has access

2. Initiate an Access Review and Complete the Audit

Walk through the process of initiating an access review and performing the audit, to certify user access for a specific department.

[#2 Video Tutorial](#)

- Login as system admin samantha
- Go to Certifications by clicking on Review Certifications
- Search for or find the Certification [Marketing Department Access Review]
- Run the Certification [Marketing Department Access Review] by clicking on [Run Now]
- Go to Tasks from left hand panel
- Open one of the certification tasks
- Review the task and complete it by certifying the user's access

3. Request to create a new user, approve and complete the task, validate the new user was onboarded, and request a new application for this new user

Walk through the process of requesting to create a new user in IDHub, approve and complete the request tasks, validate the new user was successfully onboarded into IDHub, and request for an application on behalf of the new user.

[#3 Video Tutorial](#)

Request to create a new user

- Login as access manager
- Go to Request Access
- Go to Search Catalog from left hand panel and search for or find the Service Create New User
- Add Service Create New User to your cart
- Complete the new user form by adding user information
- Submit the request to add new user

Detailed Instructions
- Login as access manager
- From dashboard, click on Request Access button
- Click on Services tab

- View list of Services in catalog
- Select the Service Create a New User by clicking on '+' on the catalog item
- Observe the count on Cart Icon has increased
- Click on the Cart Icon to view cart
- Click on Proceed button
- Click Continue button
- Within Basic Information section:
  - Enter a valid [First Name] and [Last Name]
  - Enter the [Display Name] (this should be the same as the [First Name])
  - Enter the [Login ID] (this should be the same as the [First Name], in all lower case letters)
- Within Contact Information section:
  - Enter a valid [Email Address] (this should be a valid email address, which you have access to)
  - Enter any combination for [Phone], [Home Address], and [Office Address]
- Within HR Information section:
  - Select any Manager from Manager dropdown
  - Enter the users [Job Title]
    - If you want role based access enter job title=[Marketing Coordinator] and department=[Marketing]
  - Select Employee from Type of User dropdown
  - Enter a start date in [Effective Date] field
- Click Done button
- Click Continue button
- Enter reason for request
- Click Submit button
- Observe popup message in upper right showing request has been submitted successfully

Claim and approve the task for creating new user

- Stay logged in as access manager
- Go to Tasks from left hand panel
- Claim and complete the task to create the new user

Detailed Instructions
- Login as Access Manager
- From dashboard, click on Task Button
- Observe open tasks which require approval
- Open the task for creating the new user by clicking the hyperlink on the description
- Observe available actions for task by clicking on Ellipsis (3 dots) button on bottom of page
- Click on Claim button
- Enter claim reason
- Click on Claim button
- Observe popup message in upper right informing task action performed successfully
- Click on Approve button
- Enter approval reason
- Click on Approve button
- Observe popup message in upper right informing task action performed successfully

- Observe the task is no longer present on Tasks page

Validate user has been created and request for an application for this user

- Stay logged in as access manager
- Go to Search Catalog from left hand panel
- Search for the user you created in the Users tab
- If user is present, then creation was a success

Detailed Instructions
- From dashboard, click on Request Access button
- Click on Users tab
- Type new user in Search Box and click Search button
- Open the new user by clicking the hyperlink on the newly onboarded users name
- Observe newly onboarded users summary is an Active User
- Close user summary by clicking on 'x'

Request for an application on behalf of the new user

- Stay logged in as access manager
- Go to Search Catalog from the left hand panel
- Search for the application Grammarly
- Add Grammarly to your cart and proceed
- Remove Access Manager from request by clicking on the 'x' next to Access Manager's name
- Click on '+' to add the new user
- Type new user's name, select user, click Done and submit the request
- Go to Track Requests and see the request is awaiting fulfillment

Detailed Instructions
- From dashboard, click on Request Access button
- Click on Applications tab
- View list of applications in catalog
- Select a catalog item by clicking on '+' on the catalog item
- Observe the count in Cart Icon has increased
- Click on Cart Icon to view cart
- Click on Proceed button
- Observe user request page
- Remove End-User from application request by clicking on the 'x' next to End-Users name
- Click on '+' to add newly onboarded user to application
- Type newly onboarded users name, select newly onboarded user, and click Done button
- Click Continue button
- Observe panel with newly onboarded users information, which has been pre-populated
- Click Done button
- Click Continue button
- Enter justification for request
- Click Submit button
- Observe popup message in upper right informing request submitted successfully

4. Request to remove newly added user, approve and complete the task, and validate his removal

Walk through the process of removing the new user you just created, approve and complete the request tasks, and validate the removal of the user from IDHub.

#4 Video Tutorial

Request to remove the user you created in the above scenario

- Login as access manager
- Go to Search Catalog from left hand panel
- Search for the Service Remove User
- Add the Service Remove User to your cart and proceed
- Remove Access Manager from request by clicking on the 'x' next to Access Manager's name
- Click on '+' to add the user you need to remove
- Type users name, select user, click Done and submit the request to remove this user

Detailed Instructions
- Login as an access manager
- From dashboard, click on Request Access button
- Click on Services tab
- View list of Services available
- Select catalog item Remove User by clicking on '+' on the catalog item
- Observe the count in Cart Icon has increased
- Click on Cart Icon to view cart
- Click on Proceed button
- Observe remove user request page
- Remove Access Manager from request by clicking on the 'x' next to Access Manager's name
- Click on '+' to add the user you need to remove
- Type users name, select user, and click Done button
- Click Continue button
- Observe Remove User panel to ensure you are removing the correct user
- Click Done button
- Click Continue button
- Enter justification for request
- Click Submit button
- Observe popup message in upper right informing request submitted successfully

Claim and approve the task for removing the user you created

- Stay logged in as access manager
- Go to Tasks from left hand panel
- Claim and complete the removal task

Detailed Instructions

- From Dashboard, navigate to Tasks section
- Observe open tasks which require approval
- Open remove user request task by clicking the hyperlink on the description
- Observe information to ensure you are removing the user which you on-boarded in previous scenario
- Observe available actions for task by clicking on Ellipsis (3 dots) button on bottom of page
- Select Escalate
- Observe the textbox which appears for entering the escalation reason
- Close textbox by clicking on 'x'
- Click Claim button
- Enter claim reason
- Click Claim button
- Observe popup message in upper right informing task action performed successfully
- Click Approve button
- Enter approval reason
- Click Approve button
- Observe popup message in upper right informing task action performed successfully
- Observe the task is no longer present on Tasks page

Validate user has been removed

- Stay logged in as access manager
- Go to Search Catalog from left hand panel
- Search for the user you removed from the Users tab
- If user is not present, then removal was a success

Detailed Instructions
- From dashboard, click on Request Access button
- Click on Users tab
- Type newly removed users first name into search bar and click on Search button
- Observe newly removed user is not found

End of Use Case scenarios.