

ACS Employee User Guide
ACS Site Access through the
ACS UX Group Firewall

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Overview

The ACS UX Group Firewall serves as a secure gateway to Web sites developed by ACS' UX Group, including the demo sites for BenefitsWeb V3, BenefitsWeb V4, and the Integrated Portal. The Firewall protects ACS' assets by ensuring that only current ACS employees and authorized external (non-ACS) users, such as clients or prospective clients, can access these sites.

This is a guide for ACS employees that explains how to facilitate and manage access to the Firewall for external users.

ACS Employee Registration

Only current, registered ACS employees can grant external users Firewall access. To register:

1. Go to <http://www.uxgroup.com/firewall>
2. Click **Request Password** link
3. Enter your ACS email address (an ACS-inc.com, ACS-hro.com and/or buckconsultants.com email address)
4. You will be sent an email with the current month's Firewall password

Note:

- ACS employees who register will be automatically approved
- After registering for the first time, ACS employees will receive an email containing the monthly password
- Subsequently, registered ACS employees will automatically receive the new password emailed to them at the end of every month, so long as their ACS email address is active.

First-Time External User Registration & Approval

When you want to grant an external user access to an ACS site, provide the external user with the site's URL along with brief instructions to guide the external user through the process. (A sample email with instructions is included in the Appendix.)

Below is the request/registration and approval process for external users who have not previously registered for ACS site access through the Firewall:

1. The external user:
 - a. Navigates to the URL and is automatically redirected to the Firewall
 - b. Clicks **New User** link
 - c. Registers by entering required information about self and ACS contact

Note: External users who register will not receive the current monthly Firewall password until they have been approved by their ACS contact. Thus, an external user can be "registered" without being granted access to ACS Web sites.

2. You (as the external user's ACS contact):
 - a. Receive an email notifying you of the external user's request for access
 - b. Navigate to the Grant/Revoke Access page by clicking on the link in the email. (The Grant/Revoke Access page lists registered external users who have designated you as their contact.)

Note: The link to the Grant/Revoke Access page changes at midnight (ET) every day. If you do not click on the link before it expires, you will need to visit the Firewall (<http://ww.uxgroup.com/firewall>), click **ACS Approvers**, and request the current link to be emailed to you.

- c. Grant or deny user access by clicking the **Grant Access** or **Deny Access** button in the Access Action column.
 - i. Until you grant or deny access to a newly-registered external user, that user's status will be "pending"
 - ii. After granting or denying access, a single button will replace the two buttons (Grant Access and Deny Access) in the Access Action column.
 - This button "toggles" between 2 states:
 - "Grant Access" – displays when the external user does not have access. Clicking on the button will grant access and trigger an email to be sent to the external user with the current month's Firewall password.
 - "Revoke Access" – displays when the external user has been granted access. Clicking on the button will revoke access and trigger an email informing the external user that his/her access has "either expired or been withdrawn."
3. When you grant access to the external user, the external user:
 - a. Receives an email with the monthly password to the Firewall
 - b. Navigates to the URL for the prototype and is automatically redirected to the Firewall
 - c. Enters and submits the monthly Firewall password
 - d. Is redirected to the URL for the prototype
4. If you do not grant access to the external user, the external user will not receive an email.

Ongoing Administration of External Users' Access

After an external user has registered, his/her name will be listed on your Grant/Revoke Access page indefinitely. (If you want to remove a user's name from the list, contact the Administrator by clicking on the link at the bottom of the page.)

The Firewall password changes every month at approximately midnight (ET) on the last day of the month. At that time, all registered ACS employees automatically receive the new password by email. By default, external users are granted access on a month-by-month basis and do not receive the new monthly password until their ACS contact has renewed their access (see below).

You can perform the following administrative functions on the Grant/Revoke Access page:

1. You can change a registered external user's access at any time by requesting/following the daily link to the Grant/Revoke Access page and clicking on the **Grant Access/Revoke Access** button.
2. You can also grant access to external users by entering their email addresses on the Grant/Revoke Access page:
 - a. Click **Add User**
 - b. Enter one or more external users' email addresses; if adding multiple email addresses, separate them with semicolons
3. You can renew external users' access month by month:
 - a. At approximately midnight (ET) on the last day of the month:
 - i. The status of all external users will be changed to "revoked access."
 - ii. The ACS contact person will receive a reminder to review his/her external users and a link to the Grant/Revoke Access page
 - b. You (as an ACS contact):
 - i. Navigate to the Grant/Revoke Access page by clicking on the link in the email (this link expires at midnight [ET] every day, so if you not click on the link before it expires, you will need to request a current link at <http://www.uxgroup.com/firewall>)
 - ii. Grant access to external users on your list, as appropriate. (When you grant an external user access, an email will be sent to the user that includes the new password.)
4. To override the expiration of external users' access every month, click on the **Enable** button in the Override column. (This button is only available when the external user has a "granted access" status.)

Note:

- When a registered user with a "revoked access" status requests the password, he/she will be informed that his/her status has been revoked and will be instructed to call you if this is an error
- When a registered user with a "granted access" status requests the password, the current password will automatically be emailed to him/her

Appendix

ACS Contact Email to External Users (Sample Content):

Dear XXX,

Following is a link to the _____ Prototype.

In order to access the prototype, you will need a Firewall password and a Prototype User ID and password. Note that the Firewall password changes every month.

To obtain a Firewall password:

1. Click on the URL for the prototype (_____). The Firewall page will open.
2. Click on the **New User** link
3. Enter your contact information and my name and email address (XXXX, yyyy@acs-inc.com)
4. After you are approved, you will receive an email with the monthly Firewall password

To log into the prototype:

1. Click on the URL for the prototype (_____)
2. Enter the Firewall password
3. The login page for the prototype will open

If you have any questions, please contact me.

Best wishes,