

 Commercial, State and Local (CSL) group COV Account Center FAQ	Document #:	VITA-MDS-COVAC
	Revision:	1.0
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USER GUIDE INFORMATION

Reference Guide Name	COV Account Center Frequently Asked Questions		
Reference Guide Owner	Messaging and Directory Services		
Purpose	To provide users information about COV Account Center		
Supersedes	N/A		
Applicable To	All Commonwealth of Virginia and VITA/IT Partnership Employees		
Is this document associated with a specific customer?	Yes	Customer Name	VITA

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OVERVIEW

The COV Account Center powered by Microsoft Forefront Identity Manager (FIM) enables agency users access to self-service features including distribution list management, security group management, desktop self-service password management and user profile changes.

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FREQUENTLY ASKED QUESTIONS

WHAT IS COV ACCOUNT CENTER?

COV Account Center provides you with powerful self-service tools and enhanced automation through a SharePoint-based portal. You can easily perform tasks such as group management, profile management and password reset.

WHAT ARE THE ADVANTAGES OF COV ACCOUNT CENTER?

- You may manage your security groups or distribution lists from the COV Account Center portal and, in the future, using Outlook
- Self-service password reset (from Windows login)
- Request membership in a distribution list
- Request membership in a security group

WHAT FUNCTIONALITY IS AVAILABLE IN COV ACCOUNT CENTER?

- Join or leave distribution lists or security groups
- Add or remove members from the groups you own
- Self-service password reset from your desktop or laptop

WHAT IS A DISTRIBUTION LIST?

- A distribution list (DL, also called distribution group) provides a single e-mail alias to represent numerous recipients. Communications directed to the DL alias go to each member in the group.

A DL can:

- Contain users, contacts and other distribution groups
- Be used for e-mail distribution (not security-enabled)
- Not be used to provide permissions for tools, applications or objects

WHAT IS A SECURITY GROUP?

- A security group (SG) is a group which can:
 - Be security-enabled
 - Be listed in discretionary access control lists used to define permissions on resources and objects
 - Be used as an e-mail entity

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- Have permissions assigned once to the group, instead of several times to each individual user

Note: Each account added to a group receives the rights and permissions defined for that group

WHAT IS THE MAXIMUM NUMBER OF CO-OWNERS ALLOWED FOR A DL OR SG?

- There is no specific limit to the number of co-owners for a DL or SG.

WHAT IS THE MAXIMUM NUMBER OF MEMBERS ALLOWED FOR A DL OR SG?

- There is no specific limit to the number members.

CAN THE DISPLAY OWNER OR OWNER FIELD BE LEFT EMPTY?

- COV Account Center requires a display owner and at least one owner. If you are leaving the group as display owner or the sole owner you'll need to assign another user to be the display owner and owner.

IF I AM AN OWNER OF A DL OR SG, AM I AUTOMATICALLY A MEMBER?

- By default, when you create a DL or SG in the COV Account Center portal, you will be added as a member. You can choose to remove yourself. Other owners can be added manually but will not be automatically added as members.

AFTER THE COV ACCOUNT CENTER INSTALL USERS WILL BE PROMPTED AUTOMATICALLY TO REGISTER FOR PASSWORD RESET. WHAT WILL THAT LOOK LIKE?



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CAN THE USER MINIMIZE THE PASSWORD REGISTRATION PROMPT AND WORK AROUND IT?

- Yes; but until a user registers, the prompt will come up with every reboot.

HOW IS THE OWNER/AITR NOTIFIED OF A PENDING REQUEST FOR ACCESS TO A GROUP OR DL?

- An e-mail is sent to the approver. The approver has three days before the request times out and approval is not granted.

DOES THIS PROCESS BYPASS INTERNAL SUPERVISOR/MANAGER APPROVAL? AGENCIES TODAY MAY NOT ACCEPT A REQUEST FOR ACCESS TO A RESOURCE UNLESS IT IS APPROVED BY THEIR ADMINISTRATIVE MANAGER (WHO MAY NOT BE THE RESOURCE OWNER). THIS PROCESS WILL ALLOW THE END-USER TO REQUEST ACCESS TO A RESOURCE DIRECTLY TO THE OWNER OF THE RESOURCE. IS THERE ANY OTHER WAY AROUND THIS? IF NOT, CAN A MANAGER REQUEST ACCESS ON BEHALF OF SOMEONE ELSE?

- Approval flow can be changed to accommodate this, but the manager name would have to be populated in the user accounts in Active Directory. This modification may require a work request. If the manager is not the owner of the data he/she cannot request access on behalf of someone else.

DOES THE REGISTRATION SCREEN TELL THE USER WHO TO CALL IF THEY HAVE QUESTIONS (VCCC)?

- If there is a failure, it will tell them to contact their help desk.

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IS THERE A WAY TO TURN OFF OR HIDE THE OTHER OPTIONS OUTSIDE THE PASSWORD RESET COMPONENT OF THIS TO ALLOW THE AGENCY TO FOCUS ON THE POSITIVE PASSWORD RESET PIECE WITHOUT INTRODUCING TOO MUCH CONFUSION ON THE RESOURCE REQUESTS?

- Yes, but this would require extensive modifications to the tool and may require a work request.

HOW DO I INTERPRET THE GROUP NAMING CONVENTION?

- AC – Access Control
- AP – Application Specific Role
- EX – Exchange Role
- SP –SharePoint Role