



eduroam visitor access manual

Create groups and SMS events

Version 2.0, May 2017



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Important

This manual tells you how the additional functions of eduroam Visitor access work: groups and SMS events. You can use these functions to enable larger groups of visitors to temporarily use the trusted, secure eduroam network.

This manual is published for use by members of organisations which have registered for eduroam Visitor access, who are acting as hosts to visitors requiring network access. It is not intended for visitors to the organisation and must not be distributed externally.



Introduction

About eduroam visitor access

As a host, you can use eduroam visitor access to create temporary eduroam accounts for visitors to your educational or research institution. These accounts will give visitors temporary access to the organisation's eduroam Wi-Fi network.

You can create accounts using the visitor access eduroam online portal. All you need is an Internet browser; there is nothing to be installed.

eduroam visitor access is provided for you by Jisc.

Who can use eduroam visitor access?

Your educational or research institution determines who may act as a host for the purpose of using eduroam visitor access and what conditions hosts need to meet when creating temporary eduroam accounts on the Wi-Fi network. You can only use eduroam visitor access if your organisation's eduroam visitor access administrator has set you up as a user.

What will you find in this manual?

This manual explains the following functions:

- **Create group of unknown visitors** (see page 5). This allows you to create temporary eduroam accounts that are not yet linked to any visitors.
- **SMS events** (see page 8). This function allows visitors to create a temporary eduroam account themselves.

Questions

If you have any further questions about using eduroam visitor access after reading the manual, please contact your organisation's help desk or service desk.

Important

These functions can have a major impact on the network and must be used responsibly. That is why they can only be made available to a small number of employees.

This manual does not cover the basic functions **Create a temporary eduroam account** and **Create several visitor accounts simultaneously**. For more information about these, read the starter manual "Creating temporary eduroam accounts in 5 steps". This also describes how to login and logout.

Three key principles

The eduroam network is used by students and employees in your organisation. Their organisation account gives them access to this secure, reliable Wi-Fi network. To keep the network secure and reliable, it is important that access is refused to unauthorised outsiders.

You play an important part in this because you give visitors access to eduroam with a temporary account. Always bear in mind the following key principles when creating accounts. They will ensure we keep eduroam secure and reliable together.

1. Visitors must have a link to the education or research at your organisation.
2. An eduroam visitor access account can only be created for the duration of the visit.
3. eduroam visitor access is a service you provide to give your guests eduroam access. However, your own organisation is responsible for the hosting, support and guidance of visitors and the smooth operation of the network.



Create a group of unknown visitors

eduroam visitor access allows you to create temporary eduroam accounts that are not yet linked to any visitors. You may wish to do this if you do not yet know the details of visitors who will be attending a specific event. You can add visitor details to these accounts later.

You can set up the accounts' validity in two ways:

1. Enter a start and end date to set the validity period for the accounts.
2. Enter a validity period. The account will then start when the visitor logs in for the first time.

Create a group

1 From the Dashboard, in My eVA, click on **My groups** (fig1)

2 Click on **Add group** (fig2)

3 Table in fig3 appears

4 Complete the information (fig4)

5 Click **send**

eduroam visitor access now creates a number of accounts. The generated accounts are shown on the screen and sent to you by email. The email includes the recently created usernames and corresponding passwords.

Important

It is important to add the visitor details to the empty accounts as soon as they are known. Always remember to do this. You use the menu buttons **My visitors** or **My groups** to do so.





fig1

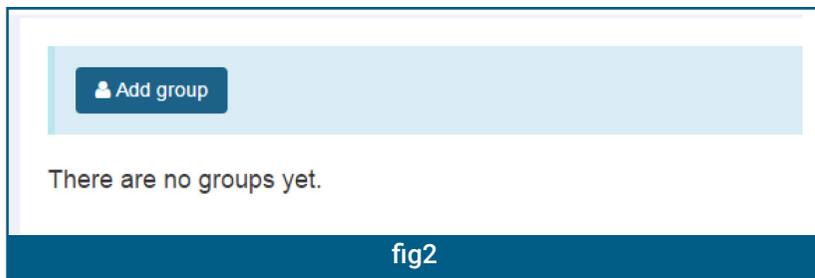


fig2

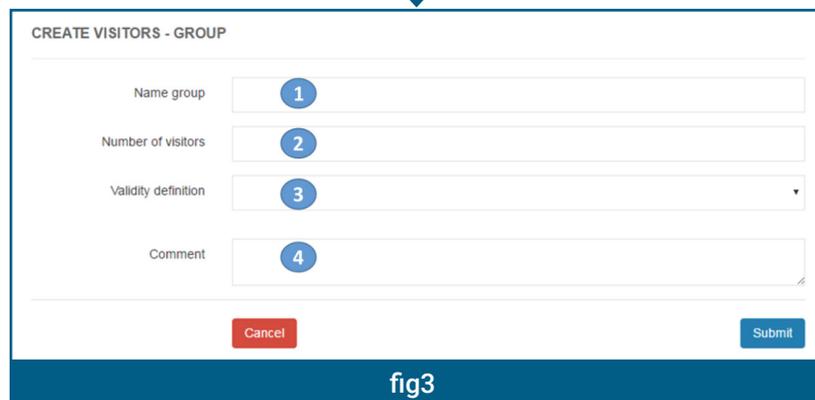


fig3

- 1. Group name For example: "Visitors to Organisation Event 2018"

- 2. Number of visitors The same restriction on the maximum number of accounts applies as for the creation of individual visitor accounts.

- 3. Validity Choose 1 of the following options:

1. Valid for a certain date range

Enter the start and end date under From and To. The accounts will then be valid from 00:00 on the start date until 23:59 on the end date.

Important: you cannot set hours or minutes, only full days.

2. Valid for a certain number of days from the first login

Enter the **Number of days valid**.

The validity period of the first day expires at 23:59. (Let's assume you enter 1 here and a visitor logs on for the first time at 11:15 on 4 January. The user's account will then be valid until 23:59 on 4 January. If you enter 2 here, the account will be valid until 5 January at 23:59, etc.)

Important: under this option, the remaining number of accounts you can create does not reduce. E.g. if you are entitled to create a maximum of 90 accounts and you choose 10 here, the number available will remain at 90. Please use cautiously. Only create the number of accounts you think you will actually need.

- 4. Comments Notes on the visit or visitor: use this for the reason for the visit etc. These notes are only visible to you, not to the visitor.

fig4

View, edit or delete a group

From the Dashboard, in My eVA, click on **My groups**.



The screenshot shows a card titled "MYGROUP" with a search, edit, and delete icon set in the top right. Below the title, there is a table of information:

Number of linked visitors:	3
Validity definition:	Define validity for a specific date range.
From (00:00):	17 May 2017
Till (23:59):	24 May 2017
Updated at:	16 May 2017 11:50

At the bottom of the card, there is a green bar with the text "fig5".

- Click on  to see which temporary accounts are included in the group
- Click on  to edit the group details
- Click on  to delete the group



Create SMS events

For large events, you can allow your visitors to create accounts for themselves. You create a keyword that visitors can send to the eVA phone number in a text message. Remember to start phone numbers with +44 for international visitors. The visitor will immediately receive a text message with the account details for a temporary eduroam account.

Prevent abuse

The SMS events function allows large groups of visitors to gain access to eduroam simultaneously without any administrative burden for your organisation. However, because it is unknown who exactly is being given access, the risk of unauthorised use increases.

Measures in eduroam visitor access

Since SMS served accounts are self-service there is no record of the identity of the visitor who is being issued with the eduroam visitor access account. eduroam administrators therefore have no visibility of who is authenticated under the eVA account - any abuse of network access privilege is therefore not readily traceable. The risk of unauthorised use can be reduced by restricting the period of a user account (maximum five days). This restriction is extremely important.

Visitors are permitted five attempts to correctly send the account request keyword by SMS from the same mobile phone number. The mobile number is then locked out from the create account system. This prevents brute force

attacks or other denial-of-service attacks trying to guess the keyword.

What do you need to do to prevent unauthorised use?

Your organisation can also help prevent abuse. This way your organisation helps to ensure that eduroam remains a successful, reliable, secure network and we can continue to offer the SMS events function.

Always bear the following in mind:

- Do not abuse this function just to avoid having to issue new keywords to your institution's daily visitors. You should therefore not plan several SMS events of one or more days consecutively that use the same keyword. This is viewed as an abuse of the function. If this happens, that keyword is immediately deactivated
- Only create SMS events for the duration of the event. The 5-day maximum is long enough for most events such as open days or conferences. eduroam visitor access is set up to prevent longer events being possible
- You have to enter a maximum number of visitors. Choose a realistic maximum: do not set the maximum to 150 if you are only expecting 50 visitors

- Be cautious when distributing the SMS keyword. If a keyword is distributed on a large scale, there is a high chance of unauthorised use

- **DO** make sure to distribute the keyword (in combination with the date and phone number) as follows: print the keyword on visitor badges, provide it on a "business card", include it in one of the presenters' slides, post it on the intranet for employees, embed it in a narrowcast system, show it on screens or cards near a desk / reception area where your visitors will walk past

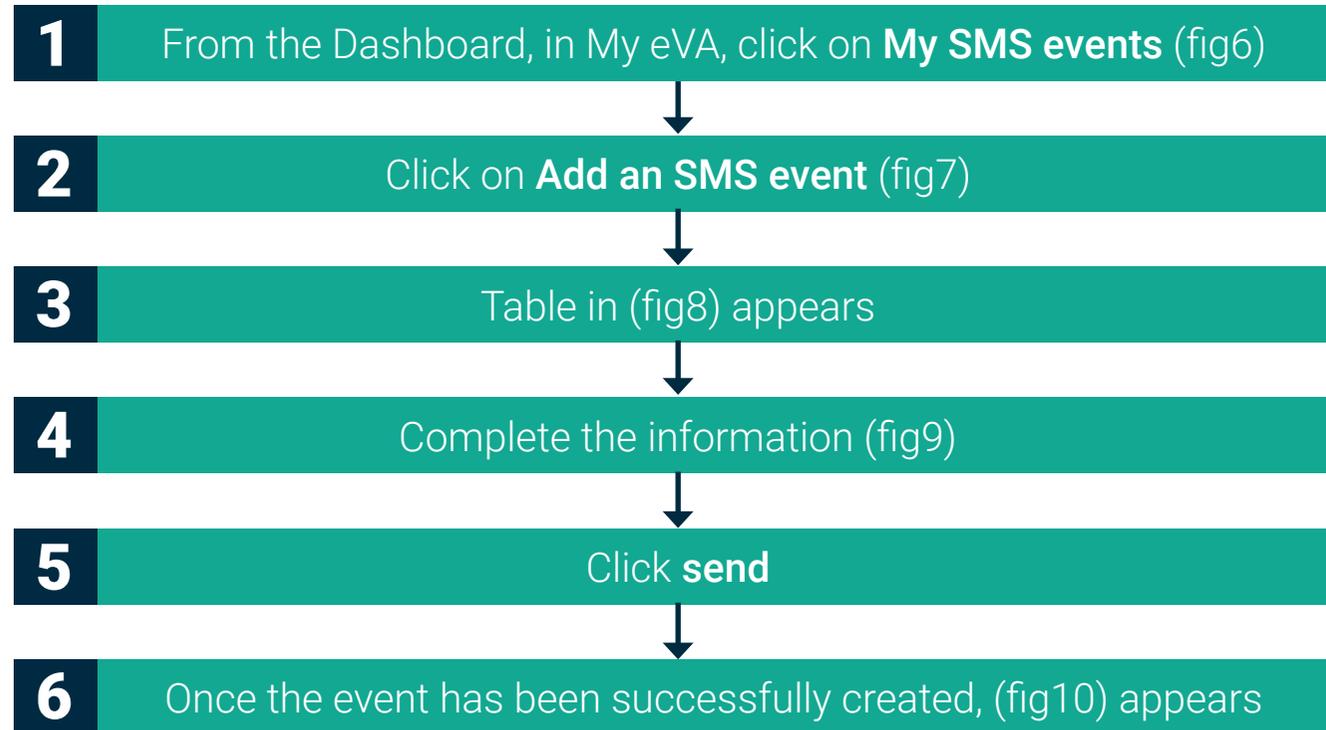
- **DO NOT** distribute a keyword as follows: on social media such as Twitter, in newsletters, on websites or in other (physical or virtual) places where the keyword can be seen by people not entitled to eduroam access

- Your organisation is responsible for the accounts created using eduroam visitor access. This also applies to accounts visitors create themselves through the SMS events function

To be absolutely clear:

eduroam visitor access allows visitors to gain Wi-Fi access with minimal administrative effort from your institution. This will free up resources normally used for manually creating visitor accounts. eduroam visitor access is also very attractive and easy for users. These two advantages can only be delivered if eduroam visitor access is not abused.

Create SMS events



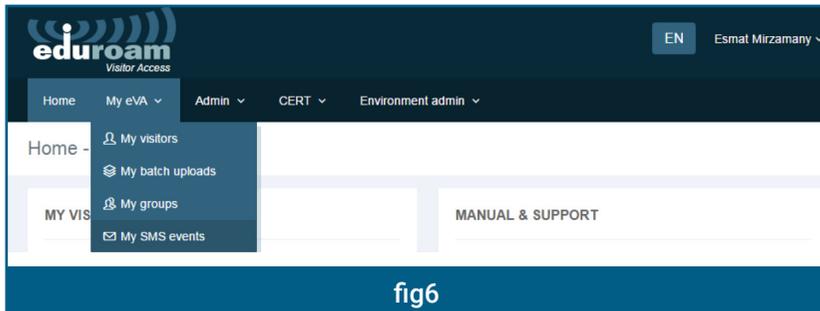


fig6



fig7

The screenshot shows the 'Event' creation form. It has the following fields:

- Name**: Field 1
- Keyword**: Field 2
- Max visitors**: Field 3
- From (00:00)**: Field 4
- Till (23:59)**: Field 5
- Comment**: Field 6

At the bottom of the form, there are 'Cancel' and 'Submit' buttons.

fig8

The screenshot shows a detailed view of the form fields with explanatory text:

- 1. Name**: Event name for your information.
- 2. Keyword**: Enter a short, unique keyword related to the event. For example: **organisationevent2015**.
- 3. Maximum number of visitors**: Choose 1 of the following options:
- 4. From**: The maximum number of visitors who can obtain access to eduroam with this keyword.
- 5. To**: Date when the keyword becomes active and visitors can create their accounts. The start time is always midnight (00:00).

Below the fields is a dark blue bar with the text: **Important: you cannot set hours or minutes, only full days**

- 6. Comments**: Section for notes about the event. These notes are only visible to you, not to the visitor.

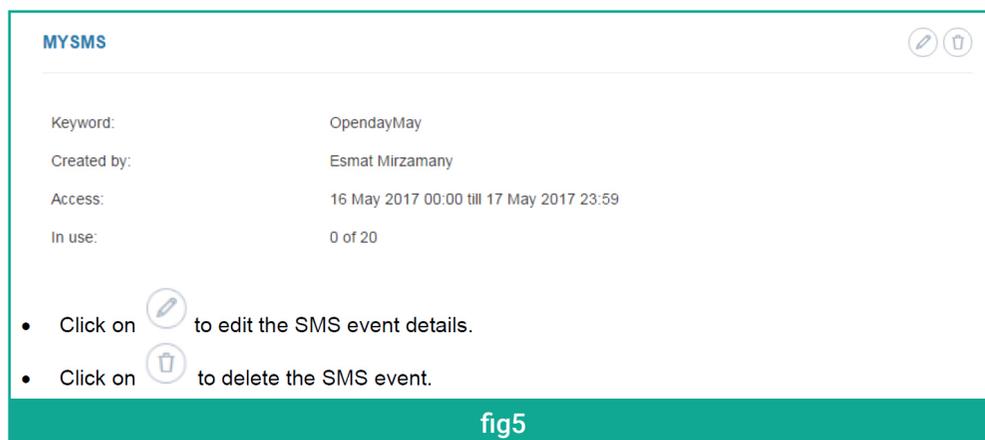
fig9



fig10

Edit or delete SMS event

From the Dashboard, in My eVA, click on **My SMS events**.



MYSMS

Keyword: OpedayMay

Created by: Esmat Mirzamany

Access: 16 May 2017 00:00 till 17 May 2017 23:59

In use: 0 of 20

- Click on  to edit the SMS event details.
- Click on  to delete the SMS event.

fig5

- Click on  to edit the SMS event details
- Click on  to delete the SMS event



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