

FREJA SELF-SERVICE PORTAL

PROVISIONING AND USER ENROLLMENT TOOL

Freja Self-Service Portal is a **provisioning and user enrollment tool**. It is an add-on to the Freja Authentication Appliance and simplifies the process of issuing authenticators (OTP tokens and Google Authenticator) to end users and ensuring that the right credential is registered to the right person.

Background

One of the greatest challenges and cost drivers associated with setting up an authentication solution is the process of making certain the right person gets the right security device. This is not merely an exercise in logistics; it is the very basis of trust in any connected network. Implementing strong authentication is worthless unless a secure process for identity verification, user registration and credential issuance is available.

The process above is frequently referred to as Provisioning. Very often it entails bringing individuals in to HQ, having them present proof of their identity (unless the registrar happens to know them personally), handing them a security device and finally, personalizing this device with the unique secret keys that are used by IT systems to authenticate the security device owner.

Provisioning can be a costly, time-consuming and often manual process; often dwarfing the cost of the authentication solution itself. The concept of automating the provisioning process is a stepping stone towards implementing an efficient authentication solution.

Benefits

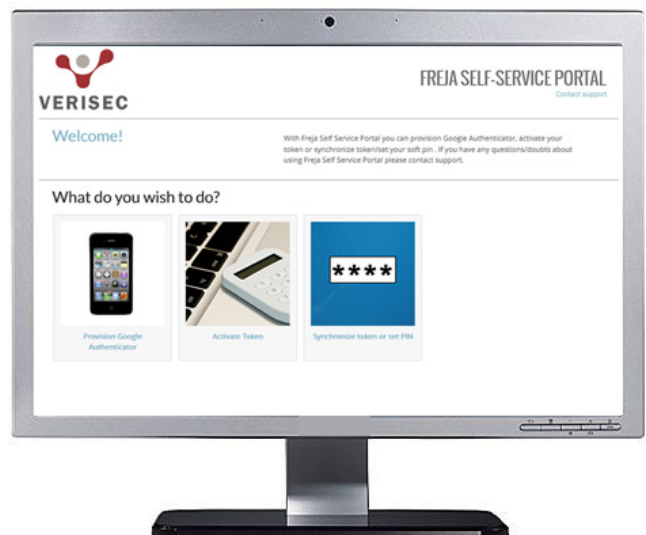
The Freja Self-Service Portal offers such efficiencies. Generic hardware and software tokens can be deployed to the end users who can enroll through the portal and associate any token to themselves. This normally requires providing identity verification, often the AD domain username and password, possibly in combination with an existing stronger authentication mechanism.

Through the portal users are able to activate hardware tokens as well as Google Authenticator for smartphones and tablets; and they are able to reset PIN codes which are often used in combination with an OTP to achieve 2FA (two factor authentication).

Open standards based

Traditionally there have been a number of vendors who base their solutions on proprietary code rather than open standards. Tokens are expensive and may need to be exchanged on a regular basis at a high cost and because the solution is proprietary, once the customer has bought it, there are no alternative vendors to source products from.

Open standards offer the customer a greater variety of choice and competitive pricing. Customers who already have a solution in place today and want to increase usage or wish to reduce cost (or both) should be looking at Freja.



Four Easy Steps

In Freja Self-Service Portal provisioning is handled in four very simple steps:

- **Select:** The user selects his or her device type (hardware token, Google Authenticator etc.)
- **Register:** The provides proof of identity, either a domain user name and password or a combination of these with a further identity credential (eg. existing 2FA solution that is being migrated away from)
- **Activate:** For hardware devices the user will activate the token by entering the serial number on the back of the device in the Self-Service portal. For Google Authenticator the user will use the camera on the smartphone to scan a QR code presented on the Self Service Portal.
- **Verify:** Finally the user will be able to verify that the steps above have successfully provisioned a security device and associated it with him or her.

The Freja Self-Service Portal maintains a communications channel with the organisation's AD or LDAP in order to update records on which token has been associated with a particular user and to handle PIN resets.

Customizable

The portal can be customized and branded to a particular organization's look and feel. Explanatory texts are all customizable in order to fit our customers' corporate language and thereby minimize the risk of users not understanding the process. The portal can also be linked to internal customer helpdesk and support teams.

Pricing and Contact Information

The portal is an add-on feature to Freja and comes separately licensed. For more information on pricing and the Freja Self-Service Portal, please contact sales@verisec.com, +46 (0)8 723 09 00 or 0800 917 8815 (UK phone toll-free).

