

STUDENTNET



# Cloudwork Dashboard User Manual

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*Make the Cloud Yours!*

**Studentnet Technical Support**

**10/28/2015**

User manual for the Cloudwork Dashboard introduced in January 2015 and updated in October 2015 with the new reporting capabilities.

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## Logging In and Out

Logging into your dashboard is the first step that needs to be done to be able to administer your domain.

The URL for your dashboard will be issued to you when the setup is completed. Going to this URL will take you to your own SSO login page or if you are already logged in you will go straight to the dashboard. If you need to login then your normal login will now suffice.

If you do not have access please contact Cloudwork to be given appropriate access to the system.

Upon successfully logging in you should be presented with the following options.

The screenshot shows the 'Demonstration Facility' dashboard. At the top left is the Cloudwork logo, and at the top right, it says 'Logged in as support@studentnet.net (log out)'. Below this is a navigation menu with icons for Users, Organisational Units, Single Sign On, Groups, Shared Contacts, Sync Profiles, Services, and Reports. A 'Home' button is located below the navigation menu. The main content area consists of six summary cards:

- Users:** 256 Chargable Users, 4 Non-chargable Users, and an 'Add a User' link.
- Groups:** 9 Groups and an 'Add a Group' link.
- Shared Contacts:** A card with no data displayed.
- Google Apps Domains:** 2 Google Domains and an 'Add Domain' link.
- Org Units:** 'Manage Org Units' and 'Add an Org Unit' links.
- Sync Profiles:** 'Manage User and Group Sync' and 'Create a new sync profile' links.

Figure 1 - Dashboard Overview

## User Management

Users can be accessed through the front panel or via the side menu

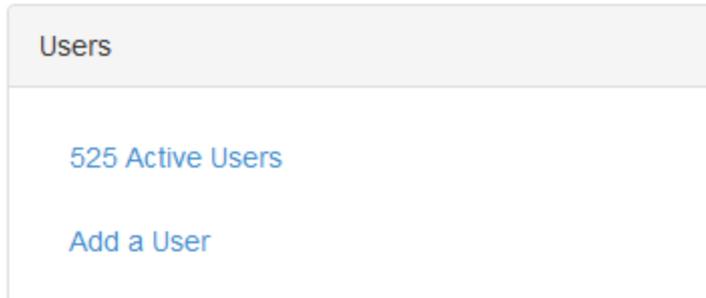


Figure 2 - User Menu

Clicking on the active users link or the Users side menu will give a listing of all of the users in the system.

### Creating a New User

You should only need to manually create users for administrative purposes to this dashboard or to create special users that are not synchronised by normal processes.

To create a new user simply click on the “Add new user” link either on the home page or on the top menu after clicking on Users in the side menu.

## Users List

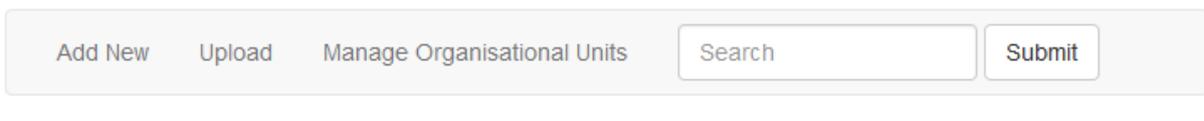


Figure 3 - User Top Menu

You will then be presented with the User Creation screen.

## New User

**Email \***

Must be a valid email address. Users will only sync with Google Apps if Cloudwork is configured to synchronise their domain

**User Name \***

The username for the user logs in with.

**First Name \***

**Last Name \***

**Organisational Unit**

**Role \***

Indicates the user's relationship with your organisation

**Status**

Active: Ordinary user. Administrator: Can access this control panel Suspended: Prevented from logging in to any service

Fields marked with \* are required

Figure 4 - New User Form

**Email** - This must be a valid email address, something like someone@example.com. If you wish this user to be available in a Google apps domain then it must have the same domain as the google apps domain you wish to synchronise with

**User Name** - This will be the user name that the user will use to log in with.

**Role** - This will indicate what role this user will have. This will be sent to service providers, some service providers will give different access levels based on what this value is. Default dropdown values are

Teacher  
Student



Alum  
Parent

Please note: Currently all users that are marked at Alum or Parent are not considered chargeable in Cloudwork.

**Status** - By default there are three possible statuses

Active: Ordinary user.

Administrator: Can access this control panel .

Suspended: Prevented from logging in to any service

After filling in these details you will be prompted to give the user a password. Once you do that the new user will be ready.

## Editing Users

Editing users in this interface is not recommended if you have synchronisation running. Any changes made on the directory will be reflected automatically. This will remain the place to make changes to manual users or special users that are not automatically synchronised. The options on the form remain the same as the Create user form which is described in detail above.

There are, however other options that are available to use, some of these will depend on the options that are available to your institution.

support@studentnet.net

Change Password

Silent Inspection

Recovery Info

Delete User

Figure 5 - Edit User menu

### Change Password

This will allow you to change the password of a user. If the user is being synchronised then this will force the password change back to the directory. If this user is not being synchronised it will only be reflected for this system.

### Silent Inspection

Silent inspection will allow an administrator to set a temporary password that will also work for that user's account. This will work for one login or 1 hour (configurable) whichever comes first. This is designed to let an administrator to login as a user without having to change a user's password.

This feature is not on by default and needs to be specifically requested to be activated.



## Recovery Info

This is the information that the user has listed for their password recovery. You can view and edit what they entered so they can recover a lost password without need of administrative intervention.

This option will only be enabled if Password recovery is enabled for your domain.

## Delete User

This will delete the user from the Cloudwork system. It will also delete the user from any service provider that Cloudwork is provisioning accounts in (eg Google Apps), if it is supported. It will not delete the user from the directory.

If this user is synchronising with a directory then it will remain deleted. If you wish to prevent someone from logging in through the Identity provider then it is better to set the status of the user to Suspended.

You will be presented with a confirmation screen before the delete is actioned. Use this function with care.

Currently the ability to undelete users is under development.

## Bulk User Add

Under the user menu is ability to add a bulk list of users. This is generally for users that will not exist in the directory such as parents.

To use this facility it will require a csv of the users in a format so that the system can use it.

Your CSV file should contain the following headings:

Email, User Name, First Name, Last Name, Password, Role

For example

```
Email, User Name, First Name, Last Name, Password, Role
principal@example.edu.au,principal,School,Principal,pri2009,teacher
joeblogs@example.edu.au,joeblogs,joe,blogs,joe2009,teacher
a.student@example.edu.au,SN1234,Alfred,Student,as2010,student
```

The following email accounts will be created:

```
principal@example.edu.au with a password of pri2009
joeblogs@example.edu.au with a password of joe2009
a.student@example.edu.au with a password of as2010, and a SSO username of SN12345678
```

Valid roles must be chosen from the following list:

- Student
- Alum



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- Teacher
- Parent

## Bulk User Add – Encrypted Passwords

As a new feature you can now do a bulk user upload with the password being already encrypted. Currently supported encryption formats are BCrypt, SHA1 and MySQL Passwords.

To enable the Encrypted Password feature simply adjust the headings to be

Email, User Name, First Name, Last Name, Encrypted Password, Role

This will tell the upload facility that the password is already encrypted and it does not need to do any further encryption.

## Organisational Units

Organisational Units (OU's) are used to keep distinct groups inside the same institution into separate containers so they can be more easily administered. This can be illustrated by an example structure in the image below.

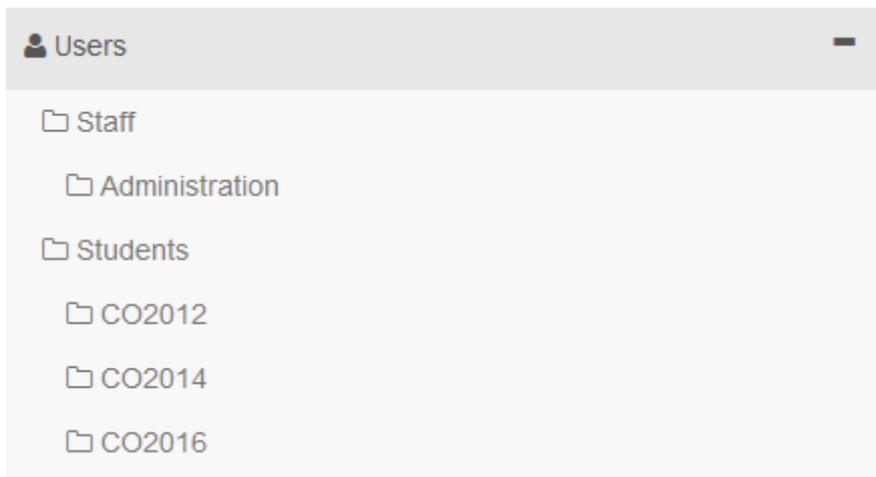


Figure 6 - Organisational Unit Side Menu

You can create OU's to for manually created users to live in. Most OU's will be created by the automated synchronisation process.

Clicking on any OU in the side menu will give you a list of the users that are contained inside that OU.

### Creating a new Organisational Unit

To create a new OU simply click on the Organisational Unit link on the sidebar. This will give you a new link in the top menu to Add New.

Once in the "add new" screen it will look something like the below.

## New Organisational Unit

**Name \***

**Parent**

**Description**

Fields marked with \* are required

Submit

Figure 7 - New Organisational Unit Form

**Name** - This is the name of the OU that will be displayed.

**Parent** - This will determine which OU this new OU will live within. For example in [Figure 6](#) above the Administration OU's Parent is the Staff OU.

**Description** - This is a description for reference of the user to be able to know what the OU is being used for.

## Google Apps Domains

This menu item allows you to view and edit your Google Apps Domains.

### Adding a Google Apps Domain

The add screen will require some details about your Google Apps domain. Once this is completed there is an additional step that needs to be done for it to correctly be able to communicate with your Google Apps Domain. This is a manual Step required by Google to complete that we need to do at the server side end. You can request we do this for you or you can follow the instructions in [Appendix A](#).

## New Domain

Domain Name \*

Administrator Account \*

The Google Apps account Cloudwork will use to maintain users and groups in this domain. This needs to be a full email address

Maintain Users

Enable Cloudwork to create new users in, or push name and email address changes to, Google Apps.

Maintain Passwords

Enable Cloudwork to pass password changes to Google Apps

Maintain Groups

Enable Cloudwork to create and maintain groups in Google Apps

Maintain Shared Contacts

Enable Cloudwork to create and maintain shared contacts in Google Apps

Fields marked with \* are required

Submit

Figure 8 - Google Apps Domain Add

**Domain Name** - This is the Google Apps domain

**Administrator Account** - This needs to be a Super Administrator account no password details are required, just the full email address of the account name.



## Groups

Groups can represent Security or Distribution Groups that exists in your directory or School Management System. They can also be manually created groups. They can serve as email groups or attributes for use by service providers or any number of other purposes.

### Adding Groups

Groups can be added in the normal process of synchronising users in Sync Profiles or they can be added manually inside the dashboard.

Adding a new group Manually will show the following form.

## New object

<b>Group Name</b>	<input type="text"/>
<b>Friendly Name</b>	<input type="text"/>
<b>Description</b>	<input type="text"/>
<b>Email Permission</b>	<input type="text" value="Anyone can send to group"/>

Fields marked with \* are required

Submit

**Group Name** - This is the full name of the group. If this is intended to be an email distribution group this needs to be a full email address.

**Friendly Name** - This is the name that will be displayed when using the group.

**Description** - This is a description that will only be visible to this dashboard for reference of administrators

**Email Permission** - This is the permissions that apply to email groups as to who can send email to them. The options available are listed below.

- Anyone can send to group
- Anyone within the domain can send to the group
- Only group members can post
- Only Teachers can post

### Bulk Group Upload

The other option for creating groups manually is through the bulk upload facility



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You can create a CSV file with the user account information using spreadsheet programs like Microsoft Excel or OpenOffice Calc. Your CSV file should contain the following headings:

Group Email Address, Member Email Address

For example

Group Email Address, Member Email Address  
class-1@example.edu.au, a.student@example.edu.au  
class-2@example.edu.au, joeblogs@example.edu.au  
class-2@example.edu.au, a.student@example.edu.au

The following groups will be created or added to:

class-1

a.student@example.edu.au

class-2

a.student@example.edu.au

joeblogs@example.edu.au

Valid roles must be chosen from the following list:

- Student
- Alum
- Teacher
- Parent

## Sync Profiles

Sync profiles are the profiles used to connect to a directory and automatically synchronise users. They are setup to collect both users and groups automatically every 3 minutes to collect anything that has changed in the period since the last time it synchronised.

To setup a sync profile it is recommended you consult with Cloudwork to make sure you will be adding the correct information.

## Base Settings

Base settings will determines what server we are connecting to and what authentication we are using to do the synchronisation with.

### Base Settings

<b>Description *</b>	<input type="text" value="2016 Students"/>
	A short description to identify this sync profile
<b>Sync Type</b>	<input type="text" value="Accounts"/>
	Choose whether this sync profile should sync user accounts, groups, or both
<b>Role *</b>	<input type="text" value="Student"/>
	Users created with this sync profile will have the selected role
<b>Ldap Server *</b>	<input type="text" value="ldaps://schooltest.studentnet.edu.au"/>
	IP address or host name of the directory server to collect information from. Please note that password reset will ONLY work over LDAPS://
<b>Ldap User *</b>	<input type="text" value="CN=St Ldap,CN=Users,DC=schooltest,DC=studentnet,DC=edu,DC=au"/>
	Username to bind to when collecting information from the server. This should be a distinguished name.
<b>Ldap Password *</b>	<input type="text" value="password1"/>
	Password to use when collecting information from the server

Figure 9 - Sync Profile Base Settings

**Description** - This is only for the administrator's reference.



**Sync Type** - Determines what objects are being synchronised. Options available are

- Accounts
- Groups
- Both

It is recommended that Sync Profiles are setup to do either accounts or groups only. Using the “Both” option is a more advanced option.

**Role** - This will be the default user type that anyone inside this profile will be imported with.

Available options are:

- Student
- Alum
- Teacher
- Parent

**LDAP Server** - This is the address of the LDAP server it can be in the form of an IP address or a domain name. To use a non standard port simply put the port on the end of the domain/IP eg to connect to the server on port 1234 you would enter ldaps://schooltest.studentnet.edu.au:1234

If you do not put ldaps:// at the start we will assume ldaps:// for the protocol.

If you wish to use ldap:// you must include that in the domain/IP that you put into this field. While we support it we do not recommend it.

NB for Password Reset to work LDAPS MUST be in use.

**LDAP User** - This is the user that has permission to be able to connect to the server. It is recommended that this be a user specifically designed for this connection. This is in the form of the distinguished name of the user, and will look something like the below example.

CN=St Ldap,CN=Users,DC=schooltest,DC=studentnet,DC=edu,DC=au

This user will need read access to the domain that it will be connecting to, and if Password Reset is enabled it will need the “Reset Password” permission on the domain also.

**LDAP Password** - This is the password of the previously entered user.

## User Settings

User settings are required if the sync is set to pick up Accounts, this will give us the container that we are looking for users to synchronise. And the attributes that we will be looking at to be correctly set users up.

Most of the attribute fields will be pre filled in with defaults for Active Directory. Unless you have a differing configuration then it recommended to leave them as they are. In which case the only setting required will be the Search Container.

## User Settings

Information needed to collect users and group members.

<b>Search Container *</b>	<input type="text" value="OU=2014,OU=Students,DC=schooltest,DC=studentnet,DC=edu,DC=au"/>
	The qualified name for the container to look for users. eg, OU=students,OU=users,DC=yourdomain,DC=com
<b>Mail Field *</b>	<input type="text" value="mail"/>
	User attribute containing primary email address
<b>Username Field *</b>	<input type="text" value="samaccountname"/>
	User attribute containing the username.
<b>Password Field *</b>	<input type="text" value="hashedpassword"/>
	User attribute containing the password hash
<b>GUID Field *</b>	<input type="text" value="objectguid"/>
	User attribute containing a unique and immutable identifier
<b>First Name Field *</b>	<input type="text" value="givenname"/>
	User attribute containing the user's given name
<b>Last Name Field *</b>	<input type="text" value="sn"/>
	User attribute containing the user's surname

Figure 10 - Sync Profiles User Settings

**Search Container** - This is the base OU that we will search in for user accounts. This is always presented in the form of a distinguished name. All OU's below this will also be searched.

If this is being setup for a Group Sync then this field needs to be added so we know where to collect the user that belong to that Group.

**Mail Field** - This is the Attribute that contains the email address of the user. Default: mail



**Username Field** - This is the username attribute that a user will use to log in to most systems with. Default: sAMAccountName

**Password Field** - This is the hashed password field that is saved via ADI. Default: hashedpassword

**GUID Field** - This is the immutable ID of the user. Default: objectGUID

**First Name Field** - This is the field containing the first (given) name of the user. Default: givenname

**Last Name Field** - This is the field containing the last name (surname) of the user. Default: sn

## Group Settings

These are the settings that will allow the synchronisation of group out of the directory.

### Group Settings

Settings for synchronising groups.

<b>Search Container</b>	<input type="text" value="OU=2014,OU=Students,DC=schooltest,DC=studentnet,DC=edu,DC=au"/>
	The qualified name for the container to search for groups. eg, OU=groups,OU=users,DC=yourdomain,DC=com
<b>Friendly Name Field</b>	<input type="text" value="cn"/>
<b>Group Email Field</b>	<input type="text" value="samaccountname"/>
<b>Default Group Type</b>	<input type="text" value="Anyone can send to group"/>

Figure 11 - Sync Profiles Group Settings

**Search Container** - This is the base OU that we will search in for groups. This is always presented in the form of a distinguished name. All OU's below this will also be searched.

**Friendly Name Field** - This is the friendly name of the group that users will see when it is presented to them. Default: cn

While this default is appropriate for things like email groups, if you are using groups for permissions in service providers like ClickView or Complispace then it is recommended to change this to "dn"

**Group Email Field** - This will be the full email address of the group. If the field is not in the form of an email address it will have the default domain attached to it. So if it is set to samaccountname then it will be end up being samaccountname@domain.edu.au.

If all of the groups that require synchronisation have their own mail attribute then you can set this to mail.

NB if this attribute is blank on the group in the directory then it will not be synchronised.

**Default Group Type** - This is the default group settings that will apply to email groups when they are created. Options that are available are.



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- Anyone can send to group
- Anyone within the domain can send to the group
- Only group members can post
- Only Teachers can post

## Advanced Settings

Advanced settings revolve around the setup of email domains and other such issues that arise from mail attributes that may not have enough information.

It is recommended that you consult with Cloudwork about making adjustments to these settings.

## Advanced Settings

These settings are only required if your users or groups do not have complete or correct email addresses.



**Domain** schooltest.studentnet.edu.au

The email domain for groups. If Force Mail Domain is selected, user accounts created or updated by replace the email domain with this domain

Force Mail Domain

Figure 12 - Sync Profiles Advanced Settings

**Domain** - This will be the default domain of any email addresses that need to be created for either users or groups. This will be used if the group does not have a proper email address in it's set "Group Email Field"

**Force Mail Domain** - This option will force all users to have the set domain as their email domain. This is mainly used if the mail attribute of user does not contain a valid email address.

Eg for a domain all users at school (schooltest.studentnet.edu.au) have the mail attribute in the format username@school.local. While this is in the format of an email address it will not work as an email address. In this case if "Force Mail Domain" is checked then it will import that email address as username@schooltest.studentnet.edu.au instead.

Care needs to be taken when using this flag.

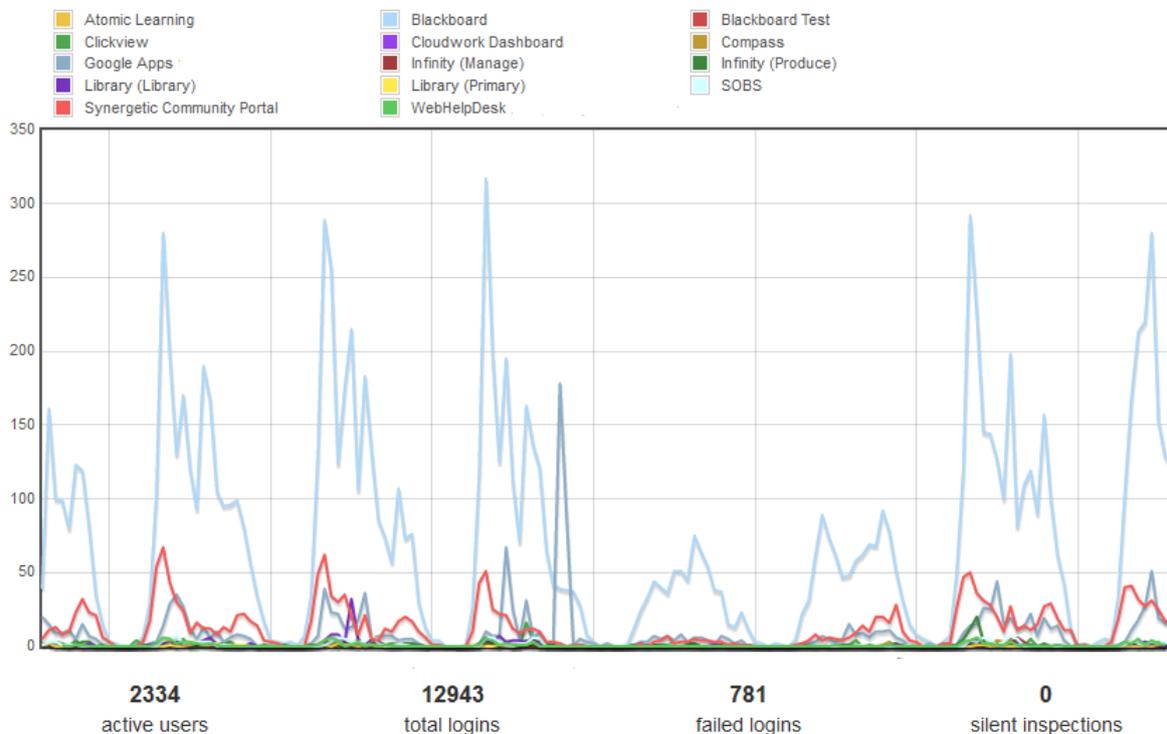
## Reports

Reports

Reports are designed to give you as an administrator an overview as to what systems are being most frequently used and what activity has been going on in the system.

## Summary

This is the graphical representation of the activity that has been happening over the past 7 days. You can see trends of when people are logging in and when. Synchronisation stats are included to show you what has been updated for each Sync Profile. An example of this page is below:



## Sync Profile Stats

Cloudwork Account sync stats for the last 7 days

<b>Student Users</b>	Users Added	0
	Users Updated	113
<b>Parent Users</b>	Users Added	5
	Users Updated	57
<b>Utils Users</b>	Users Added	0
	Users Updated	1

## Users

- 3 Administrators
- 0 Alumni
- 3392 Parents
- 1796 Students
- 669 Teachers



## User Activity Report

This report you can customise to show the information that you are interested in the format is below:

Event	IP Address	Date
demonstration (Demonstration Admin) logged in to Cloudwork Dashboard	203.41.108.97	Oct 15 14:39
demonstration (Demonstration Admin) logged in to Cloudwork Dashboard	101.161.51.27	Oct 15 14:10
demonstration (Demonstration Admin) logged in to Cloudwork Dashboard	203.41.108.97	Oct 15 14:10
demonstration (Demonstration Admin) authenticated via database	203.41.108.97	Oct 15 14:10
demonstration (Demonstration Admin) logged in to Google Apps for demo.studentnet.edu.au	203.41.108.97	Oct 15 14:10
demonstration (Demonstration Admin) logged in to Google Apps for demo.studentnet.edu.au	101.161.51.27	Oct 15 14:10
demonstration (Demonstration Admin) authenticated via database	101.161.51.27	Oct 15 14:10
demonstration (Demonstration Admin) failed to log in with bad password	101.161.51.27	Oct 15 14:09

The Report includes:

Event – This outlines what the user did, either Authentication (Logging in for the first time), Authorisation (Logging into a service) or Authentication Failed (Bad username and/or Password)

IP Address – The IP that the user logged in from.

The date and time is also shown.

You can filter this search with the following options:

**From:**

**To:**

**For User:**

**For SSO Service:**

**For Event:**



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**From and To:** These are the date fields that allow you to choose a date range for your events to

show for. Clicking on the  brings up a calendar to allow you to pick a date, clicking on the  will allow you to choose a time. You can also adjust the values in the box directly.

**For User:** This will narrow the search down to a single user. As you begin to type it will show you options that match what you are currently typing.

**For SSO Service:** This is a dropdown which will allow you to choose the Service that you are interested in.

**For Event:** Allows you to choose what the user did, either Authentication (Logging in for the first time), Authorisation (Logging into a service) or Authentication Failed (Bad username and/or Password)

## Admin Activity Report

This option shows a report on activity inside this administration console. It looks as per the below

Event	IP Address	Date
studentnetsupport (Studentnet Support) silently inspected newstudent (New Student)	203.41.108.137	Oct 26 09:51
studentnetsupport (Studentnet Support) created new user newstudent (New Student)	203.41.108.137	Oct 26 09:50
studentnetsupport (Studentnet Support) edited user tester (Test Presto)	203.41.108.76	Oct 22 15:05
studentnetsupport (Studentnet Support) changed the password for tester (Test Testo)	203.41.108.76	Oct 22 15:01

The Report includes:

Event – This outlines what the user did, from creating users, editing users, deleting users, changing passwords, or silent inspection etc.

IP Address – The IP that the user logged in from.

The date and time is also shown.

Options for filtering the report as below:

**From:**  **To:**  **For User:** **For Event:** 

- All Events
- Create User
- Update User
- Delete User
- Change Password
- Silent Inspection

**From and To:** These are the date fields that allow you to choose a date range for your events to show for. Clicking on the  brings up a calendar to allow you to pick a date, clicking on the  will allow you to choose a time. You can also adjust the values in the box directly.

**For User:** This will narrow the search down to a single user. As you begin to type it will show you options that match what you are currently typing.

**For Event:** This allows you to choose an administration event, the options are show above.



## Appendix A - Google Apps API Access

<https://www.googleapis.com/auth/admin.directory.group>,<https://www.googleapis.com/auth/admin.directory.orgunit>,<https://www.googleapis.com/auth/admin.directory.user>,<https://www.googleapis.com/auth/admin.reports.audit.readonly>,<https://www.googleapis.com/auth/admin.reports.usage.readonly>,<https://www.googleapis.com/auth/drive>,<https://www.googleapis.com/auth/spreadsheets>,<https://www.googleapis.com/auth/apps.groups.settings>,<https://spreadsheets.google.com/feeds/>,<http://www.google.com/m8/feeds/>