# Cloudwork® Product Features

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Cloudwork® Identity Protection provides an internationally standards-compliant context for safeguarding schools. It offers a suite of Identity Protection facilities that may be used separately or together, according to a school's requirements. Identity Protection is necessary across three contexts in education:

- INSTITUTIONAL Identity Protection: safeguards the reputation schools develop through community engagement, trust, known branding and academic performance.

- PERSONAL Identity Protection: safeguards the privacy of contact, address, medical and financial information for students, staff, parents and alumni.

- OPERATIONAL Identity Protection: safeguards the infrastructure controlling access to teaching resources, which supports logging, auditing and duty of care.

Cloudwork® Identity Protection maintains school reputation, privacy and infrastructure through its three modalities: **SmartID**, **EasyID** and **AuthentID**.

A set of Core Features are common to all modalities, with different facilities available for administrators and users.

## 1. Core Features

- User Maintenance
- Group and Org Unit Maintenance
- Administrator Roles
- Communication
- Reporting
- User Self-Managed Facilities

## 2. SmartID — for Secure Identity Verification

- Single Sign-On
- Security Settings
- Services

## 3. EasyID — for Effortless Identity Management

- Account and Group Provisioning

## 4. AuthentID — for Multi-Factor Authentication

# 1    Core Features

## 1.1    User Maintenance

- Single point of control via detailed Cloudwork Dashboard
- Create, edit, lock, delete user accounts
- Bulk upload user accounts
- Silently inspect user accounts
- Clear sign-on cookies
- Change password or recovery details
- Add multi-factor authentication (MFA)
- Change username, password, login themes (background, logos)
- Parent, alumni and casual user accounts also supported
- Weak and compromised password detection and rejection

## 1.2    Group and Org Unit Maintenance

- Create, edit, delete Org Units
- Assign users into Org Units
- Maintain Org Units via sync
- Create, edit, delete, and upload Groups

## 1.3    Administrator Roles

- Create, update, delete customisable administrator roles
- Delegate administrator roles to users and groups
- Privileged Identity Management (PIM) with Active Directory

## 1.4    Communication

- About page and What's New page
- Message templates - create, update, delete
- Templates for welcome emails, credentials
- Broadcast bulk message notifications
- Automated credentials sent to new accounts
- Mark users as having welcome message sent

## 1.5     Reporting

- Create, manage, delete security alerts
- User, Administrator and Provisioning reporting
- Weekly activity summary to admin mailbox
- All services charted and logged in a single facility
- Data provides forensic analysis capabilities
- Cross-service, real-time logging and charting of all activity
- Activity filterable by user, service, event type, date and time
- Fine grain recording for events:
  - authentication, authentication failed, authorisation
  - password reset started, invalid password reset, password reset complete
  - update password recovery details, password change
  - create user, update user, delete user
  - silent inspection

## 1.6    User Self-Managed Facilities

- Easy, feature-rich Cloudwork Dashboard
- Convenient service connection Hub
- Update settings (identifiers, logos, background, favicon)
- Manage own recovery details and features
- Set password complexity requirements
- Set message templates for recovering passwords
- On enrollment, set up MFA via SMS or app
- Password reset possible before and after sign-on
- Enable Remember Me
- Change login for emails and username
- Change same-site cookie settings
- Set IP and prefix whitelists
- Parent-friendly friction-free password reset
- Alumni and parents can use external non-AD accounts
- User-friendly usernames for parent accounts

# 2    SmartID — for Secure Identity Verification

## 2.1    Single Sign-On

- SSO - sign into any service, signed into all services
- Single SSO logout from all services
- Create, update, delete SSO services
- Authorisation rules to limit SSO service usage
- SSO multi-protocol support: SAML 2.0, OpenID Connect, OAuth, Shibboleth
- FIDO2 device authentication compliance
- View IdP (Identity provider) details
- Chained and federated IdP architectures are fully supported
- Windows networks, sign into all services including externally hosted cloud services
- Authentication independent of network directory (eg AD) operation and availability

## 2.2    Security Settings

- Force mobile devices to always use Cloudwork
- Add user-agent whitelist and blacklist
- Set up IP address blocking
- Geoblocking to allow or disallow countries
- Trusted url domains for log-out url security
- OAuth settings for more logout features
- Can write back email addresses to Sentral
- Brute force attack defense (staggered login)
- All password transmissions and storage fully SSL encrypted
- Operations and facilities are PCI-DSS audited
- Fully cloud-based external authentication
- Minimal tightly-constrained firewall rules

## 2.3   Services

- School-branded sign-on page across all services
- Vast range of integrated apps and services, see studentnet.net/services.php
- Cloudwork Compatible Services program available
- IdentiLab support for student digital curriculum coding projects
- Free developer sandpit and identity management resources
- International Baccalaureate supported applications

# 3   EasyID — for Effortless Identity Management

## 3.1   Account and Group Provisioning

- Automated provisioning of accounts into services from AD and school management systems (SMS) via multiple mechanisms:
  - Cloudwork services provisioning API (eg Google, Canvas)
  - Auto-provisioning and maintenance via SAML assertion (eg, Complispace, Clickview)
  - Service exercises Cloudwork provisioning API
- Automated provisioning of accounts into services from AD and SMS
- Automated maintenance of account details in services from AD and SMS
- Automated provisioning of group membership into services from AD and SMS
- Automated maintenance of group details in services from AD and SMS
- Automated daily Google Classroom & Hapara class-list maintenance
- Cloudwork account provisioning API
- CSV upload provisioning
- On the fly provisioning with compliant services
- Sync profile management of AD Organizational Units
- Data interchange multi-protocol support: SIF/A4L, Ed-Fi, LISS
- Sync from management systems such as TASS, Adobe, AD, Google Classroom
- TASS can also:
  - deal with users who no longer have web access
  - create separate account for parents or a joint account
  - handle conventional and unconventional family arrangements

# 4   AuthentID — for Multi-Factor Authentication

Multi-factor authentication (MFA) is a security measure that requires two or more proofs of identity to grant login access to users, and is today's standard for protecting networks.

- MFA is set on the Dashboard for SMS (insecure, deprecated) or new AuthentID App
- AuthentID provides simpler usage and branding options
- AuthentID is downloaded from Apple or Google Play stores
- Granular MFA management:
  - White list networks revert to Single Factor Authentication, providing localised login simplification
  - Secure Service MFA

# About Us

Studentnet was the first education-related internet organisation to join the ACMA's Australia Internet Security Initiative, joining AISI prior to any University or education related ISP.

Studentnet is a registered partner of the Australian Cyber Security Centre (ACSC) section of Australian Signal Directorate, part of the Australian Defence Department.

Studentnet's parent, Coherent Cloud, is a member of the OpenID Foundation.

Studentnet is a member of the SIF Association.

Studentnet is a licensee of the Ed-Fi Alliance.

Operations and facilities are audited by the Payment Card Industry Data Security Standard (PCI-DSS).

Studentnet provides highly connected networking through direct peering and dual stacking (IPv4/IPv6).

# Contact Us

Studentnet has been working with schools since 1996. We are dedicated to the needs of educators, students, parents, IT staff and school communities, and are committed to providing the highest possible levels of security and privacy. Please feel free to contact us to discuss this document or your school's requirements.

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