



OARnet

Gateway Guide

Access

Registration is required to
access Gateway

Overview	2
Navigation	3
Registration	4
View Your Users and Editors	5
Make a User an Editor	6
Remove an Editor's Edit Access	7
Delete a User	8
Reset Password	9

Need help?

Contact support@oar.net or
1-800-627-6420

Other Gateway Guides

Contact Management
(for Gateway Editors)

Stats
(for OARnet bandwidth subscribers)

05/13/09

Overview

If you are a new client, your Business Relationship Manager helps identify who at your organization is OARnet's first point-of-communication. That person will receive an email with instructions on how to register for the Gateway.

Registration

Registered individuals are called Users and have view access to the resources on Gateway and OARnet Applications.

You must register to have view access to OARnet applications. See instructions in this document.

User vs Contact

A contact functions differently than a user, a user is someone who has been authorized and registered with a user name and password to view the Gateway resources. A contact is someone who is applied to a contact role, you can be both.

Gateway Editors (edit access)

Editors are registered users who have edit access to manage your organization's contacts and users. Gateway Editors can make other users editors and remove users.

There always must be a Gateway Editor to manage contacts at all times, per **OARnet Contact Policy**. There is no limit to the number of Gateway Editors an organization can have.

Only they can modify contact and role information.

NOTE By default, the first two authorized users from your organization are automatically made Gateway Editors. This is a way to ensure there is always an editor. However, organizations can manage Gateway Editors (see instructions in this document). If the Support Center gets a request by a user to become a Gateway Editor, they will check with your organization's Administrative Contact before granting edit access.

Client Structure

If you are a parent client, you will be able to see your child clients' information. Child clients can only see their information and that of their children (this includes anything directly related to the client, such as user access, stats and contacts). Child clients can have their own editors and users.

Parent / Child client relationship is determined on an administrative case-by-case basis.

IP Address Requirements

Connectivity from an OARnet client IP address space is required to access the Gateway. If you are a client without OARnet IP connectivity, please submit your IP Ranges to the Support Center. Once your IP Ranges have been added to our system, you will be notified and then you will be able to register at gateway.oar.net.

Linked Contact & User Information

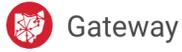
If a contact happens to also be a registered user, their personal information will be linked automatically via email address. Their personal information only needs maintained in one place. For example: if jdoe@email.org is a user and Listed Contact, and their phone number changes, you only have to change their phone number in one place.

Contacts

Individuals and their personal information such as name, title, phone & email. The contact list allows you to maintain personal information in one location. You can then apply a contact to one or multiple roles.

Contacts are not automatically Users, they must register to become a User.

Navigation & General Highlights



Main Menu

Roles Contacts **Users** Stats Support Account

Organization Name / Roles / Site Name

Client Organization Name
Parent Parent Organization Name
Site Site Name (Primary Site)
Address Street City, State Zip
Inherit
Notes

View & manage who at your organization has Gateway view & edit access

Client Side - Required Roles

Opt-out of After Hours Support

Editors can opt out of after hours support**

Contact Role	Name	Email	Title	Office	Mobile	Edit
Administrative	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input checked="" type="checkbox"/>
After Hours 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
After Hours 2	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
After Hours 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/>
Billing	Emily March	emarch@org.com	Lead Accountant	222-222-6666		<input type="checkbox"/>
Escalation 1	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/>
Escalation 2	Joe Evans	jevans@org.com	Engineer	222-222-4444	222-555-3131	<input type="checkbox"/>
Escalation 3	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/>
Executive	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input type="checkbox"/>
Last Resort	Jane Smith	jsmith@org.com	Chief Information Officer	222-222-2222	222-555-2121	<input type="checkbox"/>
Maintenance	Organization Support Center	support@org.com	Organization 24hr Support Center	222-222-3333		<input type="checkbox"/> <input checked="" type="checkbox"/>
Maintenance	Sam Cloud	scloud@org.com	Senior Engineer	222-222-5555	222-555-4141	<input type="checkbox"/> <input checked="" type="checkbox"/>
Security Operations	Security Abuse	abuse@org.com	Security & Abuse	222-222-7777		<input type="checkbox"/>

Edit buttons are visible to Editors. This is where you can change who is applied to this role.

Xs appear on roles that can be removed. On required roles, this only appears when multiple contacts are applied to roles or if they can be inherited from a parent site.

Add Role Editors can add multiple contacts to certain roles.

**Emergency Services sites cannot opt-out of After Hours Support

Registration

IP Address Requirements

An OARnet IP address space is required to access OARnet Applications. If you are a client without OARnet IP address space, please submit your IP Ranges to the Support Center. Once your IP Ranges have been added to our system, you will be notified and then you will be able to register at gateway.oar.net.

NOTE By default, the first two people to register from your organization are automatically Gateway Editors. This is a way to ensure someone is an editor, however your organization can control what users are the Gateway Editors (see instructions in this document).

Register

1. Go to gateway.oar.net.
2. Click the **Register here!** link.
3. Fill in the required fields.
4. Click **Register**.
 - The registration is then sent to the OARnet Support Center. The Support Center will contact your organization's Administrative Contact to verify the requester should have access to the Gateway. If you are a new client, the Support Center will verify the requests with your Business Relationship Manager.
5. You will receive an email that indicates your registration has been accepted (please check your spam folder)
 - Follow the instructions on the email to create a password.
 - At this time you will have **seven days** to set your password. If you do not set your password within seven days your registration request will expire and you will need to register again.
6. Once your password is created, **refresh** your browser and **login at gateway.oar.net**.

If the verification was denied by Administrative Contact, the requester will receive a denial email.

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oar.net | Service Desk | Login

Enter your username and password
A service has requested you to authenticate yourself. Please enter your username and password in the form below.

Username/Email

Password

Login

Register here!

2

OARnet
An OH·TECH Consortium Member

oar.net | Service Desk | Login

Registration
Please fill the following fields to create your registration

First Name:

Last Name:

E-mail (This will become your username):

E-mail (again):

Organization:

Register

3

4

View your Users and Editors

You must be a registered user to follow these instructions.

1. Click **Users** in the main menu.

Parent / Child

If you are a parent or child their user accounts will appear in the list as well.

The screenshot shows the Gateway web interface. At the top, there is a navigation menu with 'Roles', 'Contacts', 'Users', 'Stats', 'Support', and 'Account'. The 'Users' menu item is highlighted with a callout box that says 'Click Users in the main menu to view your users.' Below the navigation is a breadcrumb trail: 'Organization Name / Roles / Site Name'. Underneath, there are fields for 'Client' and 'Organization Name'. The main content area is titled 'Registered Users' and contains a table with the following data:

First	Last	Username	Active Gateway Editor	Delete
Jane	Smith	jsmith@org.com	Yes	✕
Sam	Cloud	scloud@org.com	No	✕

Callouts provide additional information: 'This is the list of people who have access to your account' points to the table; 'A Yes in this column means the user has Edit access. These will be blue links if you're a Gateway Editor.' points to the 'Active Gateway Editor' column; and 'You will see xes in this column if you're a Gateway Editor' points to the 'Delete' column.

Make a User a Gateway Editor

To follow these instructions you must be a **Gateway Editor**.

If you are not an editor but need to be, you can ask your current Gateway Editor(s) to make you one or contact the OARnet Support Center.

The Support Center will verify with your Administrative Contact (who is listed on the Roles page) if you should have edit access.

If the Administrative Contact and Gateway Editor's have left your organization, the Support Center will check with your Business Relationship Manager.

1. Click **Users** in the main menu.
2. Click **No** to the right of the role.
3. Click the **dial** next to Yes.
4. Click **Save**.

If you have a question about Parent or Child Users and Editors, please contact us.

The screenshot shows the Gateway web interface. At the top, the 'Users' menu item is highlighted with a callout box labeled '1'. Below the navigation bar, there is a breadcrumb trail 'Organization Name / Roles / Site Name'. A table titled 'Registered Users' lists two users: Jane Smith (jsmith@org.com) and Sam Cloud (scloud@org.com). The 'Active Gateway Editor' column for Sam Cloud is highlighted in yellow with a callout box labeled '2'. A modal dialog box titled 'Editor Status / scloud@org.com' is open, asking 'Do you want this user to be a Gateway Editor?'. The 'Yes' radio button is selected and highlighted with a callout box labeled '3'. The 'Save' button is highlighted with a callout box labeled '4'. Below the dialog, the 'Registered Users' table is shown again, but now the 'Active Gateway Editor' column for Sam Cloud says 'Yes' instead of 'No'. A callout box labeled 'It will now say Yes next to the name and they will be able to make edits.' points to this change.

First	Last	Username	Active Gateway Editor	Delete
Jane	Smith	jsmith@org.com	Yes	✕
Sam	Cloud	scloud@org.com	Yes	✕

Remove an editor's edit access (remains a user with view access)

To follow these instructions you must be a **Gateway Editor**.

The user will be able to login and view the resources still, but they will not be able to make contact changes.

1. Click **Users** in the main menu.
2. Click **Yes** to the right of the role.
3. Click the **dial** next to **No**.
4. Click **Save**.

If you have a question about Parent or Child Users and Editors, please contact us.

Gateway

Roles Contacts **Users** Stats Support Account

Organization Name / Roles / Site Name

Client Organization Name

Registered Users

First	Last	Username	Active Gateway Editor	Delete
Jane	Smith	jsmith@org.com	Yes	✕
Sam	Cloud	scloud@org.com	Yes	✕

Editor Status / scloud@org.com

This user is not currently a Gateway Editor. Editors can edit roles, contacts, and users.

Do you want this user to be a Gateway Editor?

Yes No

Cancel Save

Registered Users

First	Last	Username	Active Gateway Editor	Delete
Jane	Smith	jsmith@org.com	Yes	✕
Sam	Cloud	scloud@org.com	No	✕

It will now say No next to their name. They can login but not make contact changes.

Delete a User (will remove their access from all OARnet Applications)

To follow these instructions you must be a **Gateway Editor**.

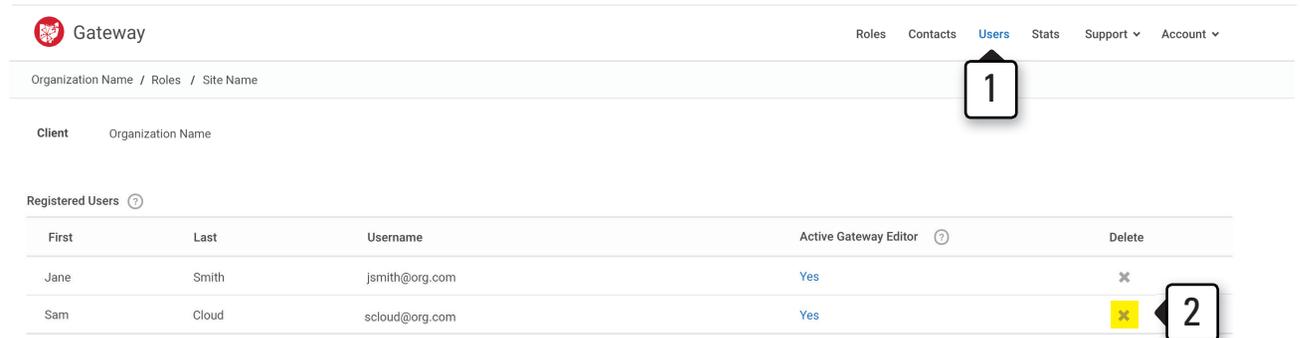
Only Gateway Editors (or OARnet staff) can remove users from the Gateway and OARnet Applications.

This will delete the user from the system and they will no longer be able to login to *any OARnet application*.

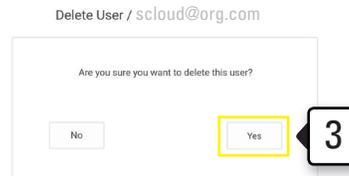
If they are applied to a Contact Role, it will remove that contact as well (as linked by email account). Please see the OARnet Contact Policy and reassign contacts to roles as needed.

1. Click **Users** in the main menu.
2. Click **the delete icon (x)** next to the name of the user you want to remove.
3. Click **Yes**.

If you have a question about Parent or Child Users and Editors, please contact us.



The screenshot shows the Gateway interface. At the top, there is a navigation menu with 'Users' highlighted. Below the menu, there is a breadcrumb trail: 'Organization Name / Roles / Site Name'. A callout box with the number '1' points to the 'Users' menu item. Below the breadcrumb, there is a section for 'Registered Users' with a table. The table has columns for 'First', 'Last', 'Username', 'Active Gateway Editor', and 'Delete'. Two users are listed: Jane Smith (jsmith@org.com) and Sam Cloud (scloud@org.com). The 'Delete' column for Sam Cloud has a yellow 'x' icon highlighted with a callout box containing the number '2'.



The screenshot shows a confirmation dialog box titled 'Delete User / scloud@org.com'. The dialog asks 'Are you sure you want to delete this user?' and has two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a yellow box and a callout box containing the number '3'.



The screenshot shows the 'Registered Users' table after the deletion of Sam Cloud. Only Jane Smith (jsmith@org.com) is listed. A callout box with the text 'The user will be gone. They cannot login to any OARnet Application.' points to the 'Delete' column for Jane Smith.

Password Reset

Only registered users can use the “reset password” function. If you have not registered, please see the registration instructions.

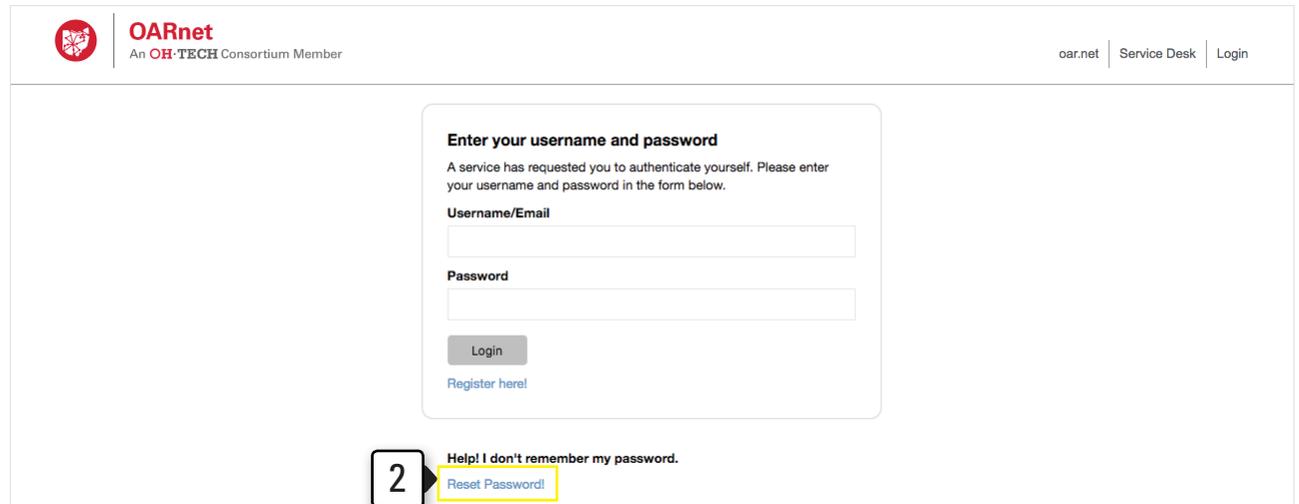
Register

1. Go to gateway.oar.net.
2. Click the **Reset Password!**.
3. Type in your email address you used at registration.
4. Click **Reset**.
5. You will receive an email with instructions to reset your password. **Please also check your spam folder.**
6. The password reset expires after **seven days**. If you do not reset your password within that time you will need to send a new request.
7. Refresh your browser then login at gateway.oar.net.

Please check your spam folder during this process.

When you reset your password you may need to hard-refresh your browser or clear your cache & cookies. Refrain from using autofill.

You may also try using a private browsing window.



The screenshot shows the OARnet login page. At the top left is the OARnet logo and the text "An OH·TECH Consortium Member". At the top right are links for "oar.net", "Service Desk", and "Login". The main content area features a login form titled "Enter your username and password" with instructions: "A service has requested you to authenticate yourself. Please enter your username and password in the form below." The form includes fields for "Username/Email" and "Password", a "Login" button, and a "Register here!" link. Below the form, a callout box with the number "2" points to a link that says "Help! I don't remember my password." with a "Reset Password!" button highlighted in yellow.



The screenshot shows the OARnet password reset page. At the top left is the OARnet logo and the text "An OH·TECH Consortium Member". At the top right are links for "oar.net", "Service Desk", and "Login". The main content area features a form titled "Password Reset" with an "Email:" label and an input field. Below the input field is a "Reset" button. Callout boxes with numbers "3" and "4" point to the input field and the "Reset" button, respectively.