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User Accounts

Creating new user accounts

New procedure Jan 2008

- if contacted by e-mail send the following:

```
Dear NNN,

before we can open any computer accounts,
please make sure that your registrations as
a CERN user and as a CMS member are correctly
done. The CMS secretariat (cms.people@cern.ch)
can help you in doing these.

Once you have been registered, please
send to  "cms.computing@cern.ch" your

 - full last name (all parts of it)

 - all first (given) names

 - birth date (day, month)

 - CERN id, if known (whatever old)

 - old login name (if any, whatever old)

 - preferred login name
     (min 3, max 8 characters)


 best regards,
```
- login to http://cra.cern.ch
- follow CRA -> Group admin -> Person accounts
- click on "reserve a name"
- click on LOV
- type the name (or a part of it) to the field to display the information in the HR database
    ♦ check that the CERN id number and birthday agree
    ♦ click on the name to have the form filled with the corresponding data
- choose a different login ID if requested
- set the group as zh
- click on accounts -> user accounts -> new
    ♦ select mailserver (cascades ais, nice, afs, plus)
- give the password to the user or if done by mail send the following:

```
  Dear NNN,

your CERN accounts will be ready in an hour.
Your login name will be "xxxxxxx" and
the initial temporary password "yyyyyyy".

0) Now you have to go on the web page
     https://www.cern.ch/cernaccount
(or  https://sir.cern.ch)
and from there to --> " Computing Security "

to follow the compulsory computing security
training and so get the accounts validated.
```

```
1) As the following step, you have to change
   the password which -now- is common for
   AFS/lxplus, NICE/mailserver and AIS/edh.
   This change is done from the web page
     https://www.cern.ch/cernaccount

2) Then you can start using the interactive
   Linux farm by  "ssh xxxxxxx@lxplus.cern.ch"

3) The Windows services are available through
         https://winservices.cern.ch

4) The Mail services can be set from
         https://mmm.cern.ch
   There you find help how to set up your mail
   agent, SPAM filtering, and possible forwarding.

5) AIS/edh
   ( Administrative Information System /
     electronic document handling ) :
         https://edh.cern.ch
   The common password is valid for the edh entry.
   Now you can see documents written by others, but
   to authorize your own documents you need another
   password called "authorization password".
   In case you need this, you have to ask the
   CERN-IT helpdesk ( ++41227678888) or e-mail
   helpdesk@cern.ch  to set one for you.

Only the authorization password is independent
from the others.

Best regards
```

- Users will then have 2 days within which they must go to the web page http://cern.ch/cernaccount☒ and click on 'New User'.
    - ♦ They will be required to follow a short computer security awareness training course, read the CERN Computing Rules, and then confirm that they accept the rules.
    - ♦ If this is not completed within 2 days all their computer accounts will be blocked and they will have to contact the Helpdesk to unblock their accounts and get a second chance to completethe registration.

Special cases

- User already has a CERN account in a different group -> ask user reg. to change to group
- When the accounts are deleted, you must recreate the accounts like for a new user and you can use the same username
    - ♦ Remember to set the new reserved name (active) as a primary and the old reserved name (deleted) as secondary.
- User did not change the pwd before its expiration -> IT help desk

Blocking exceptions

- if contacted by e-mail send the following:

```
Dear NNN,

what expires is the exception (to not block the account),
not the account itself. As long as you are using the account
regularly (i.e. once a month or so) it won't be blocked. If you
for some reason find it blocked, please let us know asap,
```

```
then we can take action, in the present state we can't do
anything.

Best regards,
```

-- CMSUserSupport - 20 Jul 2007

This topic: Sandbox > CMSUserSupportUserAccounts
Topic revision: r8 - 2008-07-31 - KatiLassilaPerini