

# Login and Accounts

## Login and Accounts

This section contains How Tos about the types of account and how to register or login.

## Institutional Login

### Institutional Login

Your Institutional (or Federated) Login details are the set of credentials provided by your home organisation, for example, your college, university, or local authority. Numerous Janet websites supported federated login, including this website (Jisc Community), JISCMAIL, and JVCSS Booking Service.

Advantages:

- Don't have to remember the log in details for each and every service;
- We don't store a password for you on any of our federated websites, making them more secure;
- Often, institutions use your network password for your federated password, so just log onto us with the same password you'd log on with every day.

### Information for Jisc Staff

All Jisc staff will already have federated login credentials; these are the details provided by Janet you use every morning to log into your network and laptop/PC.

For Jisc staff, your federated credentials look like:

- Username: FirstName+SurnameInitial e.g. johns
- Password: your usual network password

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## Session Expiration for Federated Users

## Session Expiration for Federated Users

There are cases when you are logged out automatically from the Janet Community website - your session expires *if you have used an Institutional Login*. This is for security reasons, since you will have a session open both between our Service Provider and your institution's Identity Provider, and also a local session on our website; we need to ensure that when you are logged out of one you will be logged out of the other.

There are a number of timeouts set. You will be logged out automatically when:

- you close your browser
- you are inactive for a period of 4 hours
- you are logged in continuously for a period of 8 hours, regardless of activity

This only applied to users who have used an Institutional Login and are logged in through the UK Federation.

You can also explicitly choose to logout using the padlock in the top right of your screen (when logged in).

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## Jisc Community Account

### Jisc Community Account

This section of the Library provides information on the login and registration areas on the Jisc Community website.

Use the links below to navigate and find out more.

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## Login

### Login

#### How to Login

Most users should normally log into the Jisc Community website using their Institutional Login.

You can do this by clicking on the Blue 'Login' button on the bar at the top of every page. You will then see an "Institutional Login" button. Type the name of your institution into the box, and select from the list as you start typing. Note that if your organisation is not listed in the list then you will need to log in through non-federated login, "with your Jisc credentials".

When you select your organisation, you will be taken to login pages at your own organisation – your credentials, in this case, will not be managed by Jisc. Ask your organisation if you are unsure what they are.

If you have a non-federated account you can log in to the Jisc Community site by clicking on the "login with your Janet credentials" link on the black bar at the top. You will need to use the email address and password you set during registration.

## Having problems?

If you are unable to log in please follow the following steps:

- check you are using the correct login area: users with an Institutional Login (Federated Account) should use the blue 'Institutional Login' box; other users should login with their Email and password credentials.
- check your username/email and password are correct
- check which browser version you are using and if you are not using the latest version (Internet Explorer 10, Firefox 18, Chrome 24, Safari 5) then consider upgrading to the most recent version

If you are still unable to log in then please email [community@jisc.ac.uk](mailto:community@jisc.ac.uk) <sup>[1]</sup> and tell us which operating system and version, and which browser and version you are using.

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# Institutional (Federated) Login

## Institutional (Federated) Login

A Federated Account with the Jisc Community allows a user to have superior privileges compared to a non-Federated Account. Federated users have complete control over their own content; in addition to creating posts, the user is also able to publish and delete them without the need for external moderation.

Federated users are not able to edit, publish, or delete any other user's content.

We give higher levels of permissions across the site because of the trust placed in the UK federation. See the UK federation's website for more information about the UK federation and Federated Accounts.

It is strongly encouraged that users with Federated credentials register for a Federated account, or subsequently upgrade by linking their Basic Account to their Federated Account.

Not only are Federated users trusted with more freedom when using the Jisc Community site but also they do not need to use a separate set of credentials to authenticate. Contact [service@ukfederation.org.uk](mailto:service@ukfederation.org.uk) <sup>[2]</sup> for help in obtaining a Federated Account.

Any permissions associated with a Federated Account will be automatically downgraded to those of a non-Federated Account if the link between a Jisc Community Account and a Federated Account is broken. At this point, we can no longer rely on the user's identity to have been verified and will no longer allow them as much freedom when using the site.

Jisc does not store any part of your Federated credentials. The only information about your Federated Account used by the Jisc Community website is your persistent-id, which is released by your Identity Provider and contains no personally identifiable information such as email addresses. It is, however, unique for every user, and therefore can be used to identify you on the Jisc Community website.

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## Non-federated Login

### Non-federated Login

A Non-federated Jisc Community account allows a user to create posts and delete their own unpublished posts. Their posts require moderation by users with higher privileges before they are visible to the Jisc Community.

A non-federated user is not allowed to publish their posts themselves or delete their posts once they have been published.

Any account created without using your Institutional Login to authenticate through the UK Federation is by default a Basic Account. This is a security measure to prevent misuse of the site: registering and logging in through the UK federation enables an extra level of trust to which we attribute extra privileges.

To authenticate with the Jisc Community site a non-Federated user needs to log in with their email address and password set during the registration process.

There are two ways to elevate your privileges to the same level as a Federated user of the site.

- 1. Link a Federated account to your Community account.**

This will prove the user's identity and the account privileges will be automatically upgraded. A user is able to do this by navigating to their account area and visiting the 'My Account' page, where they will find the option to link their account to a Federated account. Once the user has authenticated with their Institutional Login, the account permissions will be automatically updated. The user will need to log in with this federated account from this point forwards.

- 2. Email [community@jisc.ac.uk](mailto:community@jisc.ac.uk) <sup>[3]</sup> and request specifically to have your permissions upgraded.**

This would normally be accompanied with an explanation of who you are, and why you require extra privileges normally only afforded to federated users.

If the link between a Jisc Community account and Federated account is broken then it is assumed that the user's Federated credentials are no longer valid and we can no longer trust their identity. The user's account privileges will be downgraded automatically. A federated user can do this by navigating to their Account area and choosing to unlink their Janet Community Account from their Federated Account.

It is strongly encouraged that users with Federated credentials register for a Federated account, or subsequently upgrade by linking their Basic Account to their Federated Account. Not only are Federated users trusted with more freedom when using the Jisc Community site but also they do not need to use a separate set of credentials to authenticate. See Jisc Community Account: Advanced for more information, or contact [service@ukfederation.org.uk](mailto:service@ukfederation.org.uk) <sup>[2]</sup> for help in obtaining a Federated account.

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# Register

## Register

### How to Register

When registering for a Jisc Community Account you will first need to let us know which institution you are a member of.

If your institution supports Federated Login through the UK Federation, you will be given the option to use these credentials to login. We strongly recommend you use your Institution's federated login if it is available to you – What is Institutional (Federated) Login?

### Federated Login

You will then be taken to your organisation's site to authenticate and be redirected back to the Jisc Community Account Registration page after logging in successfully.

### Non-federated Login

If your institution does not support federated login, or if you would prefer not to use federated login (not recommended), you will be asked to choose a password. Your email address will normally serve as your username.

### The Registration Form

It is important that the personal information you provide is correct.

It is essential that you provide your real email address as this is used to send you notifications

of your Jisc Community Account activity and interactions with other members. You may not be able to complete your account registration without a valid email address.

Your full name is used to identify you throughout the site and your contribution to the Jisc Community will be taken more seriously if you use your real name, however you are not required to do so.

We also ask for account recovery information – this is used to contact you in the event of forgotten login details, to reset your password, or if you have a federated account and you choose to ‘unlink’ your federated account from your Community account.

You can subsequently edit any of the information you enter during registration by going to your Account area and editing your profile.

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**Source URL:** <https://community.jisc.ac.uk/library/janet-website-how/login-and-accounts>

### **Links**

[1] <mailto:community@ja.net?subject=Login%20Problems>

[2] <mailto:service@ukfederation.org.uk?subject=Obtain%20a%20UK%20Federation%20Account>

[3] <mailto:community@jisc.ac.uk>