

SailPoint

SailPoint is a tool that Norwich University uses for Enterprise Single Sign-On, Password Management and Identity Management. It is a Software as a Service (SaaS) or cloud application. It will be used to allow user to authenticate to both remote and on campus applications. SailPoint is a key part of Norwich's strategy to leverage more cloud services while minimizing reliance on the Campus network while allowing end users access to applications using only one username and password.

SailPoint is accessible from both on and off of campus. Off campus users will need to verify their log in while on campus users may not need to.

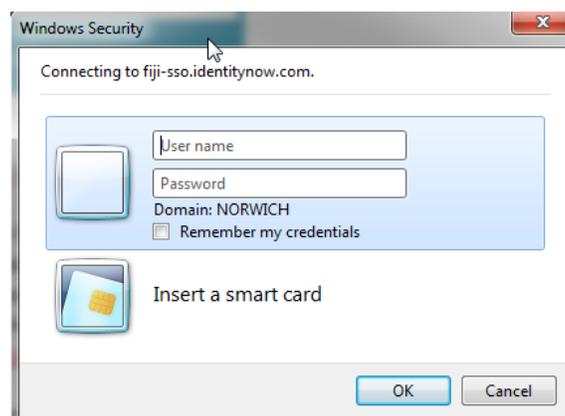
Authenticated applications with SailPoint include but are not limited to:

- Office365
- Banner Web
- WebEx
- ADP - Payroll
- Interview Exchange
- School Dude
- Org Sync
- Sans STH
- Moodle

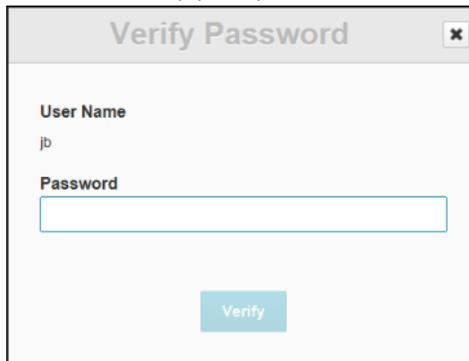
Accessing SailPoint

Your Norwich user name has not changed, and we haven't reset or changed your password. You may have received an email from SailPoint inviting you, or you can access your SailPoint Launchpad through the following link: <http://sso.norwich.edu> (you'll be redirected to Norwich's secure site <https://norwich-university.identitynow.com>).

You'll be prompted to enter your User name and Password:

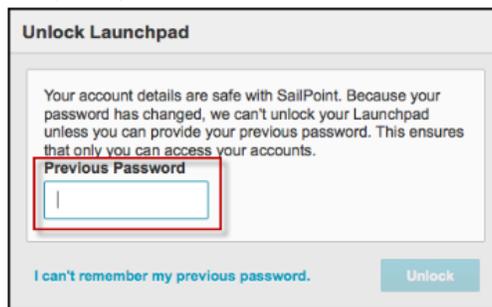


The first time you log in you'll be asked to verify your password:



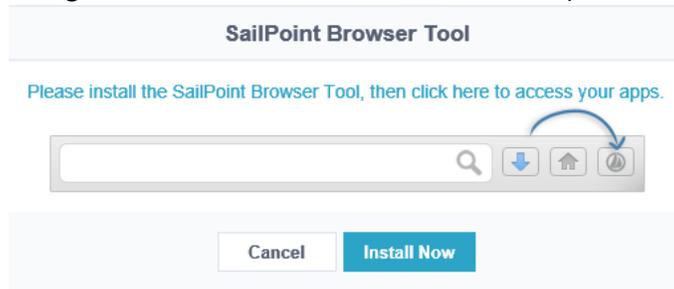
A dialog box titled "Verify Password" with a close button (X) in the top right corner. It contains two input fields: "User Name" with the value "jb" and "Password" which is empty. Below the fields is a blue "Verify" button.

You may be prompted to unlock your Launchpad with your previous password (if you can't remember your previous password follow the prompts on the screen):



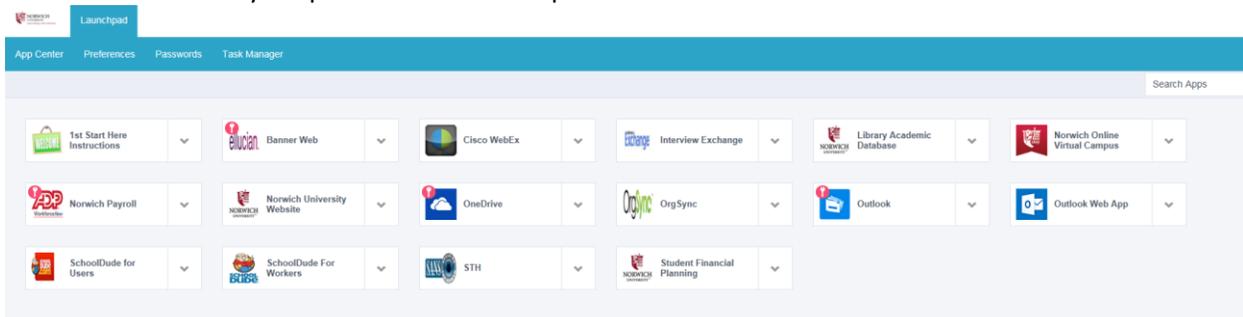
A dialog box titled "Unlock Launchpad". It contains a text block: "Your account details are safe with SailPoint. Because your password has changed, we can't unlock your Launchpad unless you can provide your previous password. This ensures that only you can access your accounts." Below this is a "Previous Password" input field, which is highlighted with a red box. At the bottom, there is a link "I can't remember my previous password." and a blue "Unlock" button.

You may be asked if you'd like to install the Browser Tool. This tool will enable you to access your Launchpad quicker by clicking on the SailPoint Browser Extension Icon (see below for installing):



A dialog box titled "SailPoint Browser Tool". It contains the text "Please install the SailPoint Browser Tool, then click here to access your apps." Below the text is a search bar with a magnifying glass icon and three icons: a download arrow, a home icon, and a SailPoint icon. A blue arrow points from the text to the SailPoint icon. At the bottom, there are two buttons: "Cancel" and "Install Now".

You should now see your personalized Launchpad:

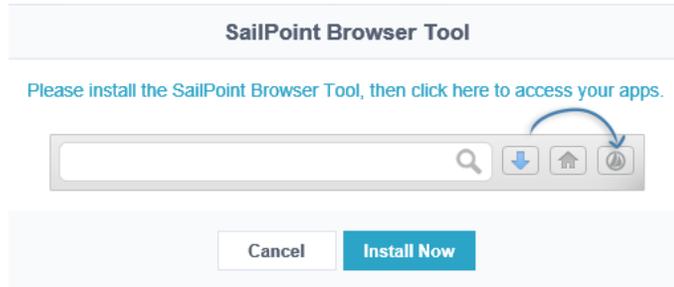


The personalized Launchpad interface. At the top, there is a navigation bar with "App Center", "Preferences", "Passwords", and "Task Manager". Below this is a "Search Apps" field. The main area displays a grid of application tiles, each with an icon and a dropdown arrow. The tiles include: "1st Start Here Instructions", "Banner Web", "Cisco WebEx", "Interview Exchange", "Library Academic Database", "Norwich Online Virtual Campus", "Norwich Payroll", "Norwich University Website", "OneDrive", "OrgSync", "Outlook", "Outlook Web App", "SchoolDade for Users", "SchoolDade For Workers", "STH", and "Student Financial Planning".

Once you've verified your log in information, access SailPoint will require you to enter your credentials through the above pictured "Windows Security" prompt. You may still be asked to verify your password.

Installing the Browser Tool

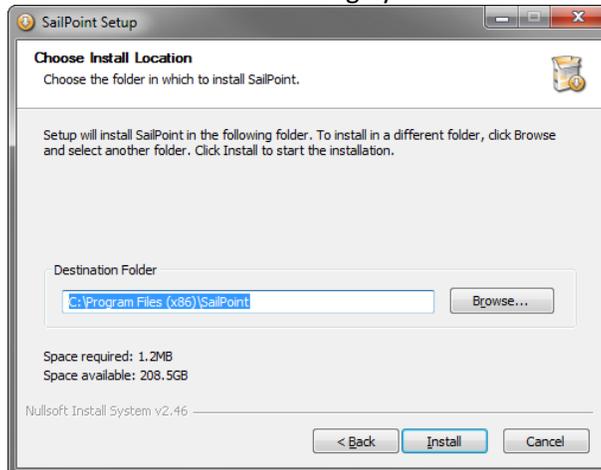
1. Click Install Now:



2. When prompted select Save and then Run.
3. The SailPoint Setup Wizard will display:

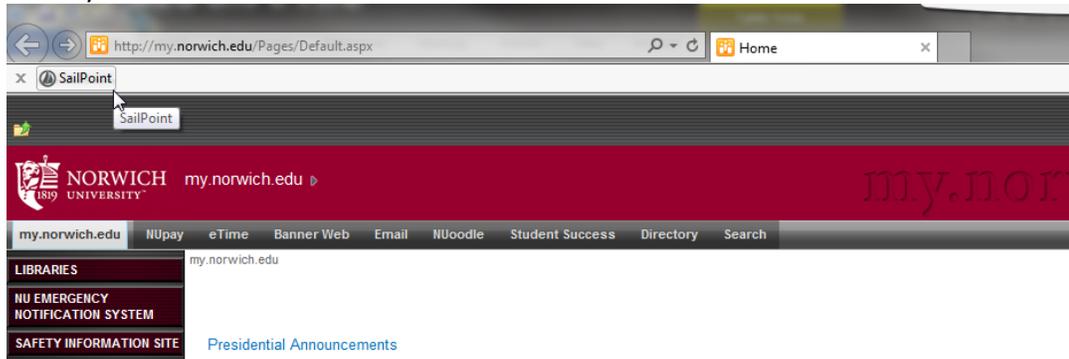


4. Click next to begin the installation. Do not change your Destination Folder. Click Install.



5. You will be prompted to close your Internet browser. (If you are currently in Banner INB your session will end when you close Internet Explorer). Close your browser, select OK and complete your installation.

6. Restart your browser and select SailPoint:

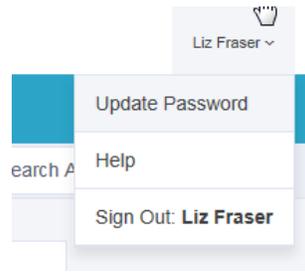


Changing your password

Currently if you want to change your Norwich password you must press Ctrl+Alt+Delete and select Change a Password.

With SailPoint changing your password is easier and can be done from a Non-Norwich issued computer.

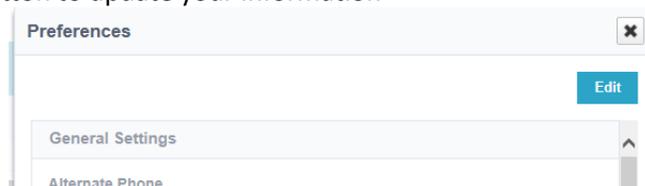
1. Click your User name in the top right corner of your Launchpad
2. Select Update Password



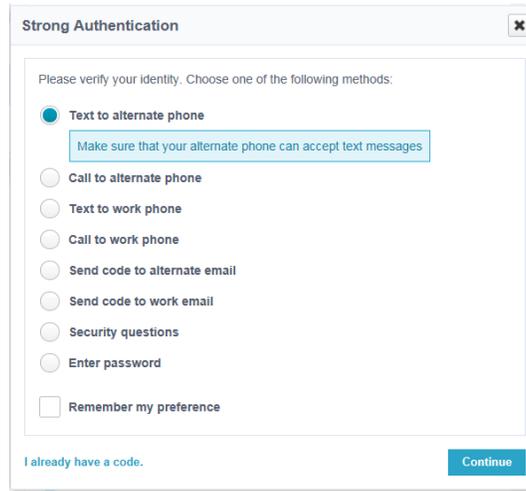
3. You'll be prompted to enter your new password twice (once to confirm it). Passwords must be at least 10 characters long and contain at least three of the 4 following criteria:
 - An uppercase letter
 - A number
 - A character
 - A lowercase letter
4. Select update. You have now changed your Norwich password (Active Directory, Network, Computer, etc).

Adding Strong Authentication and Password Recovery

1. Select Preferences from the top left of your Launchpad
2. Click the Edit button to update your information

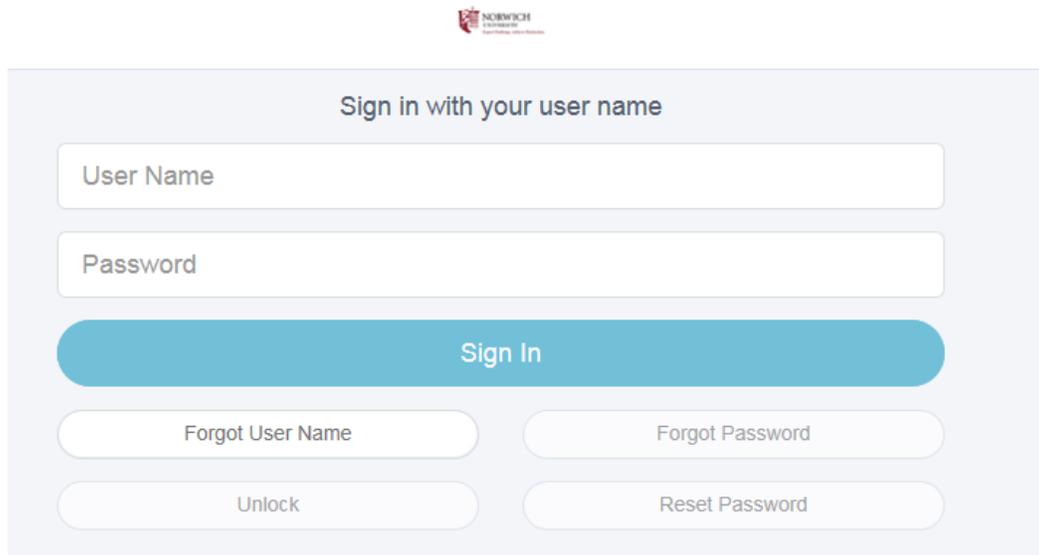


3. Update your information to add Strong Authentication to your account. Ensure that you have access to the email or phone number that you select.



4. You can now update your security questions for password recovery as well as determine your Strong Authentication method to be used in the future.
5. Be sure to save any changes that you make.

If you sign out of your account after clicking on your name, you'll be prompted with a new screen:



From this screen you can choose to reset your password, retrieve a forgotten password or forgotten user name.

Using a browser other than Internet Explorer

If you prefer to use Firefox or are a Mac user there are additional browser settings that need to be configured. Those can be found at: <https://community.sailpoint.com/docs/DOC-2339>