

MAGNet VPN Infrastructure Upgrade



June 28th, 2013



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October 25, 2000

Verizon Captures Massachusetts VPN Contract

By Steve Towns

Government Technology Reseller (On-Line)

Oct 25, 2000 -- BOSTON -- Massachusetts awarded a three-year contract on Tuesday to Verizon Communications to provide virtual private network services for remote state workers and businesses that sell to the commonwealth, according to Verizon.

The new VPN services -- which are expected to reach 10,000 users this year -- will deliver key elements of the commonwealth's electronic government strategy, according to Massachusetts CIO David Lewis. "We'll improve our collaboration with business partners, increase access to state resources and give our mobile workers the tools they need -- all to better serve the public."

Verizon says the VPN will provide remote access to databases for state employees who frequently work from field locations, offer site-to-site connections between agencies and businesses that need to exchange information, and link businesses such as insurance agents to appropriate government databases. Users may access the system via 56 Kbps dial-up service, ISDN or DSL.

Agencies and businesses will use their existing telecommunications services to gain access to the network. Cost for the minimum service configuration will range from \$10 to \$30 per month, Verizon says. More information is online at <http://www.verizon.com>.



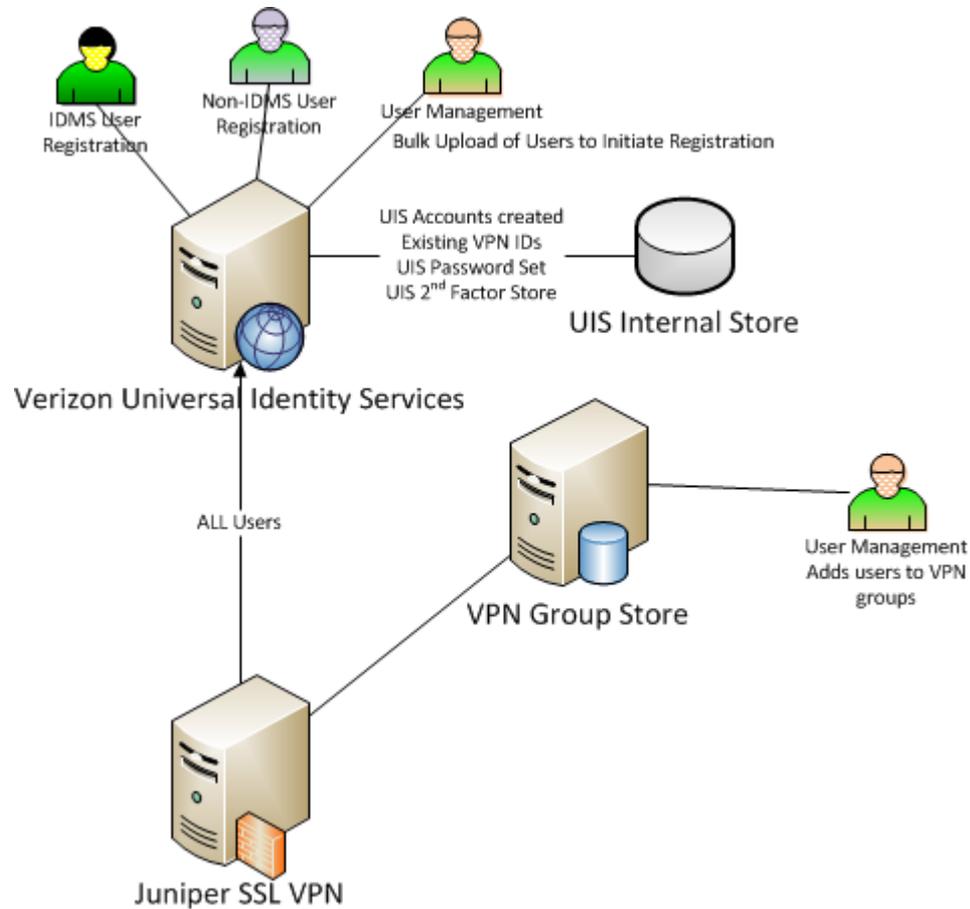
What is Changing?

- **Juniper High Availability MAG 6611s replaced End of Life Sonic Wall**
- **New VPN Mobile Client**
- **Good Bye Digital Certificates, Good Bye Hard Tokens ! Hello OTP!**
- **New ITD Administrative Portal & New User Profile Management Portal**
- **New Ethernet Internet Access & New More Cost Effective Site to Site Design**
- **New UIS help desk for soft token and password issues**
- **Introducing *Local* Program Office Support**



What Remains the Same?

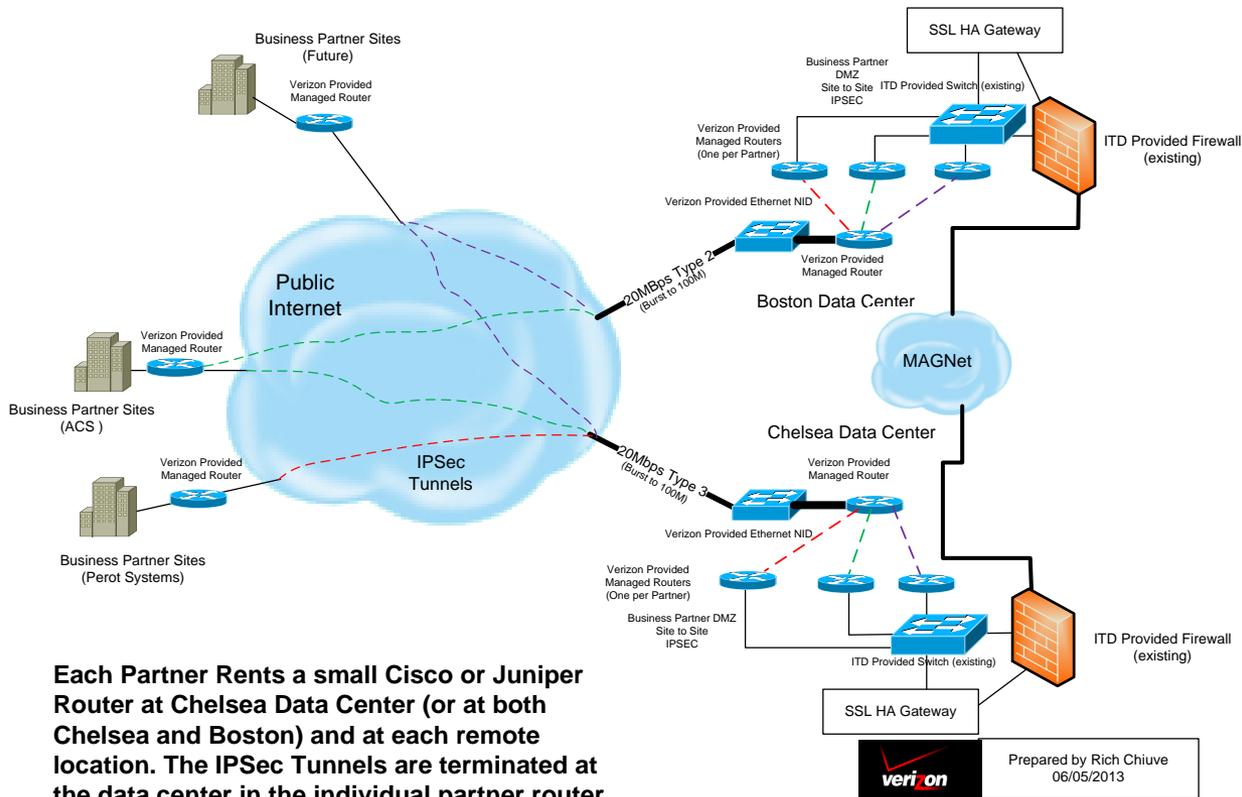
- **Client Based SSL Service**
- **Infrastructure Designed to Provide High Availability**
- **Ability to Access MAGNet from any Internet Accessible Device in a Secure Manner**
- **Remote Access Help Desk Support**
- **Gateway Groups, Configurations- will remain “As Is” during the migration**
- **ITD support role**





Site to Site VPN- New Design and Infrastructure

Proposed Design for MAGNet VPN Site to Site IPsec Partner Connections



Juniper High Availability SSL VPN



Jayson McIvor and Vadim Starikov
Megapath



➤ **User Accessibility**

- **Current:** Two URL structure for end users (Boston and Chelsea)
- **Planned:** *Single dynamic URL which bases CPE traffic on load*
- **Benefit:** ***Simplified access and business continuity***

➤ **User Authentication**

- **Current:** User Management via Certificates and small Token base for 3rd party
- **Planned:** *High multi-phase authentication via UIS*
- **Benefit:** ***Stronger and More Flexible User authentication***

➤ **SSL VPN Platform Environment**

- **Current:** Complex Solution – F5 Load Balancers, Switches, LDAP servers
- **Planned:** *Simplified Solution – HA Design to scale to 10k users. No dedicated switches or LDAP servers.*
- **Benefit:** ***Robust Platform, Easily scalable***



Improved Technology Functions

➤ Juniper SSL Appliance

- Integrated with Verizon Business User Identity Service (UIS) using SAML
- Dynamic access to resources (web, files, client/server) based on user group profiles.
- Installer Service for agent deployment to restricted users
- End user machine level checking and remediation support
- Display End User Licensing Agreement (EULA) and Message of the Day (MOTD) notification support
- Improved troubleshooting tools for client and server



➤ **Core / Browser Based Access**

- Dynamic Portal (based on Access Policy) provide access to
 - Pre-defined web-application bookmarks
 - Network File Shares (Web-based network file explorer)
 - Telnet/SSH (Web-based terminal session emulation)
 - Terminal Services (Windows Terminal Services and Citrix)
- Launching Mechanism for client based agents (below)

➤ **JunOS Pulse**

- Network Layer Tunnel via Virtual Adapter
- Session-based IP Assignment
- TCP and UDP-based Client/Server Application Access
- Supports Server-initiated Applications such as VoIP, X-Windows, NetMeeting
- Provisioned via stand-alone installer service or installed via Web Access (requires admin rights)



➤ **JunOS Pulse Mobile (downloaded from Mobile App Store)**

- TCP-based Mobile Client/Server Application access
- Windows Mobile Support:
- Apple iOS Support
- Android Support

➤ **Web Access Support**

- Mobile-friendly SSL VPN Login Pages:
 - Pre-defined HTML pages customized for mobile devices, including Apple iPhones and iPad, Google Android, and Windows Mobile devices.
- Supports Web & File Browsing

Verizon Universal Identity Service Overview

Market Driven By Fear



- FTC estimates identity theft leads to \$50 billion in unnecessary costs to businesses each year; 10 mil US consumers affected each year¹
- Gallup poll: 66% consumers more concerned with ID theft vs. terrorism²
- Verizon Data Breach Investigations: 900 million compromised records

Enterprises Move to the Cloud



- Services are leaving the company
- People are working outside the company
- Companies granting access to everyone (partners, associates, government, customers)

Regulations are Changing



- DEA and HIPAA
- ePrescribing of controlled substances requires strong assurance ID
- Financial services requesting stronger ID assurance
- PCI
- Required Digital Signatures

National Identity Assurance



- More governments are investigating national identities for their citizens
- Privacy and security are top concerns

How can identity and authentication be simple, less risky, and cost efficient?

¹ www.gallup.com/poll/123713/two-in-three-americans-worry-about-identity-theft.aspx

² www.ftc.gov/bcp/edu/microsites/idtheft/downloads/FTC_DDD_One-pager.pdf

People/Patients

	Service	Username	Authentication Mechanism
1	Gmail/MSFT Mail	Email address	Password
2	Bank Account	Account number	Password (Shared Secret)
3	401K	Account number	Password (Shared Secret)
4	Brokerage	Account number	Password (Shared Secret)
5	Cell phone	Email address	Password (Shared Secret)
6	Home insurance	Account number	Password (Shared Secret)
7	Home Cable and Phone	Email address	Password (Shared Secret)
8	Hotwire	Email address	Password (Shared Secret)
9	Travelocity	Email address	Password (Shared Secret)
10	LinkedIn	Email address	Password (Shared Secret)
11	Facebook	Email address	Password (Shared Secret)
12	Twitter	Email address	Password (Shared Secret)
13	Marriot Rewards	Account number	Password (Shared Secret)
14	United Airlines	Account number	Password (Shared Secret)
15	Apple or online Music	Email	Password (Shared Secret)
16	Industry Certification	Email address	Password
17	Kuerig Coffee	Email address	Password (Shared Secret)
18	Best Buy	Email address	Password (Shared Secret)
19	eBay	Email address	Password (Shared Secret)
20	Paypal	Email address	Password (Shared Secret)
21	Continental	Account number	Password (Shared Secret)
22	AIM/IM	Email address	Password (Shared Secret)
23	eZpass	Account number	Password (Shared Secret)
24	Work Portal	User ID	Password (Token)
25	Work email	User ID	Password (Token)
26	Work Partner Portal	User ID	Password (Token)
27	Industry Association	User ID	Password



- Too many passwords
- Too much complexity
- Too much risk
- Simply too hard
- Identity fraud

Provider Applications and Gateways



- Highly complex
- Expensive
- Too much risk
- Not enough flexibility
- No scalability

Success Requires Addressing Both Sides



The Evolution of Identity Management

Identity Management Growth Path

Simple Usernames and Passwords

- Provides no identity assurance or control and can be easily hacked

Hardware Tokens

- Provides better assurance, but is expensive and not flexible or user friendly

Identity-as-a-Service and Bring Your Own Device

- Provides an efficient and cost effective approach to enforce security policies



UIS Portfolio of Services

ID Proofing:

- Enterprise Antecedent
- 3rd Party Antecedent
- Trusted Agent
- Dispatched Notary
- Self Service Notary
- Self Asserted Attributes
- Verified Attributes

Registration/Enrollment:

- Self-service
- CSV File Bulk Upload
- External Authentication
- Completely customizable

Digital Signature Services

Identity Broker:

- Complete Sun OpenAM
- Risk Engine
- Mobile Services Gateway
- SAML 1.x-2.0
- LDAP
- Active Directory®

Profile Manager:

- Web management interface
- Read/Write – customizable
- Upgrade Identity Proofing
- Register new form factors

Mobile Application & ID Message Center

Form Factors:

- User Identifier
- Password
- PIN
- Email OTP
- SMS OTP
- IVR OTP/ack
- SW OATH
- HW OATH
- SAFE Roaming (ZFR)
- IP Malice
- IP Geolocation
- And Growing



Universal Identity Services (UIS)

Purpose-built for Government Agencies



Built to Federal Standards to Meet FISMA Moderate Requirements

including meeting all 18 security control families and each individual security control



Platform is Housed in Hardened Data Centers

that exceed physical and environmental controls of FISMA high, and protected 24X7 by armed guards in hardened enclaves that are under continuous surveillance



Same Standards as Verizon's Most Sensitive Government Customers

and is monitored using the strictest Government processes and procedures



Follows Best-Practice Risk Management Methodologies

that identify sensitive information and users with elevated access privileges



Protected by Verizon's Government Network Operations and Security Operations Center

that is FISMA high, providing security management, real time security event correlation and in-depth analysis of the UIS environment



UIS is ICAM-certified under the Kantara Trust Framework as an identity provider for LOA 1, 2 and 3 credentials

FAST FACTS ABOUT ICAM

ICAM (Identity, Credential and Access Management) was established by the Federal CIO

Chaired by GSA and DoD, ICAMs task is to align the IAM activities of Government agencies

Is a key enabler for the National Strategy for Trusted Identities in Cyberspace (NSTIC)

Supports E-Government activities by leveraging industry based credentials

Seeks to enable trust in online transactions through common IAM policies and approaches

Aligns Federal agencies around common IAM practices

Reduces the IAM burden for individual agencies by fostering a common approach

Demonstration of User Self Registration



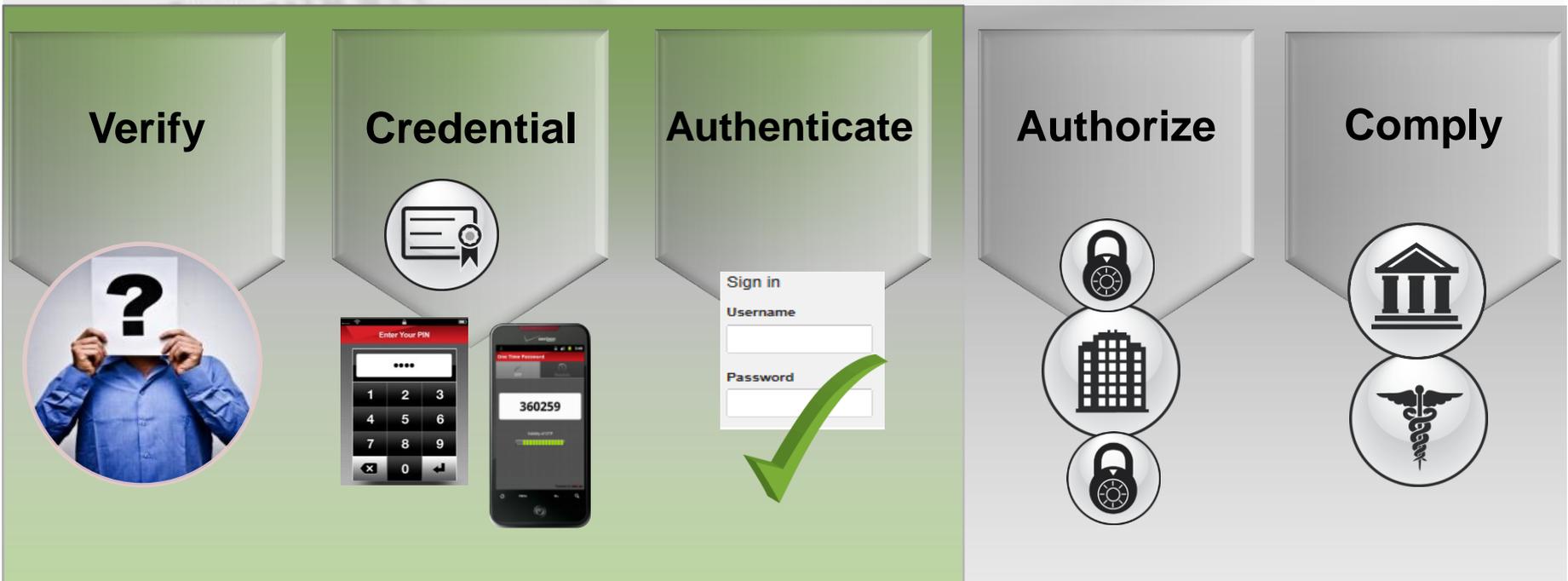
End-User E-Mail and Registration Workflow





Verizon Universal Identity Services Overview

Reduce risks and address compliance by ensuring that only the right people have access to the right resources.





Problem: How do we ensure users are who they say they are?

Solution: High assurance identity verification

Verify



Product

- Universal Identity Services

Capabilities

- Enterprises can bulk upload
- Online Identity verification
- NIST Level of Assurance 1-3
- Options for in person vetting



Verizon Universal Identity Services ITD Bulk Upload Enrollment E-Mail

CoMA CSV generated spreadsheet used for bulk uploading candidate users to UIS.

Example Bulk Upload Below

The screenshot shows a Microsoft Excel spreadsheet with the following columns: enterprise_id, name_first_name, middle_last_name, credentials, npi_num, upin_num, license_num, license_state, dea_license, primary_address_line_1, address_address_city, state, zip, district, country, fax, email, and phone. The first row contains the values: 1, First Name, Last Name, and email@domain.com. Below the spreadsheet, there are several large grey arrows pointing downwards towards a red note box.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
1	enterprise_id	name_first_name	middle_last_name	credentials	npi_num	upin_num	license_num	license_state	dea_license	primary_address_line_1	address_address_city	state	zip	district	country	fax	email	phone					
2	1	First Name	Last Name												US		email@domain.com						
3																							
4																							
5																							

Please Note

- Existing users will continue to maintain their current VPN Username
- E-Mail address, First Name and Last Name are mandatory fields
- Enterprise Security Policy States that every VPN account must be unique



Verizon Universal Identity Services End-User Enrollment E-Mail

Post Bulk Upload, End Users will receive an enrollment E-mail containing a URL link that will take them through the UIS registration process

Example E-mail Below

UIS_INT: Your UIS account is ready for activation

test@icsl.net
to me

Jun 7 (13 days ago)

Mass.gov

Your Universal Identity Services (UIS) account is ready for activation to be used for Commonwealth of Massachusetts.

Please click [here](#) to complete the registration process to activate your account.

Please contact your support if you have any questions.

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Verizon Universal Identity Services End-User Registration – Contact Information

The Contact Information setup screen will allow users to create their initial contract information.

Example Contact Info Setup Below



Verizon Universal Identity Services End-User Registration – Password & Pin

Users must create a compliant password, based on password rules, and create a PIN used for profile management and to enable certain Mobile App functions.

Example User Password and Pin setup Below

Mass.gov

Universal ID

User Profile Set Up

Universal ID | [Learn More](#)

CONTACT INFO USER PIN SECURITY Q/A VERIFICATION FINISH

Step 2: Create your Password

Password: * [View Password Rules](#)

Confirm Password: *

4-digit PIN: *

[PREVIOUS](#) [NEXT](#)

Related Links

- [About Universal ID](#)
- [About Verizon Support](#)

Help Document

[Learn More](#)
Read through this document to see how to update your profile and the features offered by this tool.

FAQ

[Learn More](#)
Frequently asked questions about Universal ID and Profile Manager.

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Verizon Universal Identity Services End-User Registration – KB Security Questions

The Knowledge Based Security questions are required for Forgot Password or Helpdesk functions when users call.

Example Security Questions Setup Below

The screenshot shows the 'User Profile Set Up' page on the Mass.Gov website. The page is titled 'User Profile Set Up' and includes a navigation bar with the following steps: CONTACT INFO, USER PIN, SECURITY Q/A (currently selected), VERIFICATION, and FINISH. The current step is 'Step 3: Choose your security questions', with a sub-instruction: 'To gain access to your user profile if you forget your credentials, you'll need to answer three security questions.' The form contains three identical question sets. Each set consists of a dropdown menu labeled 'Please select a question' and a text input field for the answer. The questions are labeled 'Question 1 *', 'Question 2 *', and 'Question 3 *'. At the bottom of the form are 'PREVIOUS' and 'NEXT' buttons. On the right side of the page, there are sections for 'Related Links' (About Universal ID, About Verizon Support) and 'Help Document' (Learn More, Read through this document to see how to update your profile and the features offered by this tool). At the bottom right, there is an 'FAQ' section (Learn More, Frequently asked questions about Universal ID and Profile Manager) and a 'Powered by Verizon' logo.



Verizon Universal Identity Services End-User Registration – Verification

This screen allows the user to verify the contact information entered so far and prepares for the next step to bind the users profile to a credential

Example Verification of User Profile Below

The screenshot shows the 'User Profile Set Up' page for Verizon Universal ID. The page is titled 'Step 4: Verify your contacts' and includes instructions for verifying contact information. It features a progress bar with steps: CONTACT INFO, USER PIN, SECURITY Q/A, VERIFICATION (current), and FINISH. The verification section includes three rows for Email, Text Message, and Voice Call, each with a 'HOME' label, a phone number, and a checkbox. Below these is a section for 'Smart Phones, Tablets and other Devices' with a 'Setup' button. The page also has a 'Related Links' sidebar with links for 'About Universal ID', 'About Verizon Support', 'Help Document', and 'FAQ'. The Verizon logo is visible in the bottom right corner of the page.

Mass.gov

Universal ID

User Profile Set Up

Universal ID | [Learn More](#)

CONTACT INFO USER PIN SECURITY Q/A VERIFICATION FINISH

Step 4: Verify your contacts

Click the check box to verify each contact listed below. When you log onto the system, you'll have the option to specify which number you want to use for authentication during that session.

We recommend that you verify more than one contact device. If you only have one contact device and it's not accessible when you attempt to log in, you will not be able to access the system.

Email:

Click the check box to verify your email address. When you specify this, you will receive an email containing a 6-digit password code that you will use to register password delivery device onto the system.

	HOME	XXXXXXXXXX @gmail.com	<input type="checkbox"/>
--	------	----------------------------------	--------------------------

Text Message:

Click the checkbox to verify your phone. When you specify this number, you will receive a text message containing a 6-digit password code that you will use to log onto the system. Standard text message rates may apply, depending on your wireless provider.

	HOME	+1 (202) 378-XXXX	<input type="checkbox"/>
--	------	-------------------	--------------------------

Voice Call:

Click the check box to verify your phone for voice calls. When you specify this number, you will receive an automated voice message containing instructions on how to log onto the system.

	HOME	+1 (202) 378-XXXX	<input type="checkbox"/>
--	------	-------------------	--------------------------

Smart Phones, Tablets and other Devices:

You can download an application for authentication on your Apple, Android, Blackberry or Windows Mobile devices; as well as your laptop or desktop system. Click Setup and follow the instructions to download and activate the app.

[Setup](#)

[PREVIOUS](#) [NEXT](#)

Related Links

- [About Universal ID](#)
- [About Verizon Support](#)

Help Document

[Learn More](#)
Read through this document to see how to update your profile and the features offered by this tool.

FAQ

[Learn More](#)
Frequently asked questions about Universal ID and Profile Manager.

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Verizon Universal Identity Services End-User Registration – Credential

Problem: How can we simplify credential issuance ?

Solution: Online, self-service credential provisioning service

Credential



Product

- Universal Identity Services



Capabilities

- Credentials can be quickly, easily issued to a variety of form factors
- Employees, customer, partners
- Mass scale end-user credentialing
- Cloud-based – no CPE



Verizon Universal Identity Services End-User Registration – Initial Credential

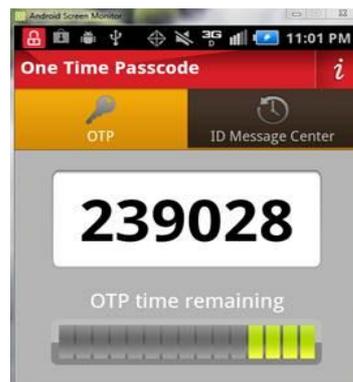
Assigning of Initial Credential – i.e. Form Factors

- Form factors are devices or methods used to bind a User to a Credential
- I.E. – Soft Token, Smart App, Text Message, Any phone, Your voice, etc.

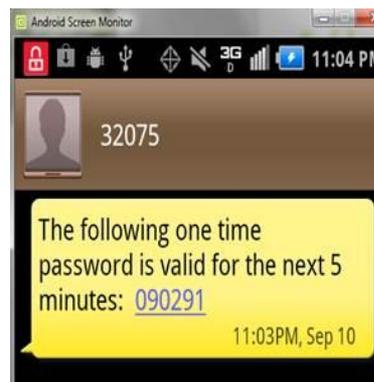
**Windows Desktop
Soft Token**



**Mobile Phone
Tablet OATH OTP
Application**



SMS Text Messaging



**IVR callback
All Phone Types**





Verizon Universal Identity Services End-User Registration – Credential Binding

This screen shows the initial step of binding the user profile to a credential by utilizing a form-factor associated with the user.

Example of Credential Binding to E-Mail Below

The screenshot displays the 'Mass.gov' website interface for 'Universal ID' registration. The main heading is 'User Profile Set Up' with a sub-heading 'Universal ID | Learn More'. A navigation bar includes 'CONTACT INFO', 'USER PIN', 'SECURITY Q/A', 'VERIFICATION', and 'PINISH'. The current step is 'Step 4: Verify your contacts', with instructions to click checkboxes for each contact listed. A modal dialog box titled 'Confirm' is overlaid, asking: 'By confirming this email address, you are consenting to its use to receive authentication emails. Are you sure you want to use this email address for authentication?' The email address shown is 'Home Email - romtylaxia-03@gmail.com'. The dialog has 'Yes' and 'No' buttons. The background page shows sections for 'Email:', 'Text Message:', 'Voice Call:', and 'Smart Phones, Tablets and other Devices:'. The 'Email:' section has a checkbox and the text 'Click the check box to verify you will use to register password'. The 'Text Message:' section has a checkbox and the text 'Click the checkbox to verify you will use to log onto the s'. The 'Voice Call:' section has a checkbox and the text 'Click the check box to verify your phone for voice calls. When you specify this number, you will receive an automated voice message containing instructions on how to log onto the system.'. The 'Smart Phones, Tablets and other Devices:' section has the text 'You can download an application for authentication on your Apple, Android, Blackberry or Windows Mobile devices, as well as your laptop or desktop system. Click Setup and follow the instructions to download and activate the app.' and a 'Setup' button. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons. On the right side, there are sections for 'Related Links', 'Help Document', and 'FAQ'.



Verizon Universal Identity Services End-User Registration – Credential Binding

This screen details the step required for confirming the credential binding to the user. User enters one-time password (OTP) that went to E-Mail

Example of Credential Binding Confirmation Below

Confirm [X]

Contact Device Verification

A password has been sent to your Email - example@gmail.com

If you do not have your contact device with you, you can click the Close button below and come back to this screen at a later time.

Please type in the 6-digit password sent to you, in the password box below, and click Verify.

Password **Time Left: 4:57**

Verify **Close**



Verizon Universal Identity Services

End-User Registration – Credential Bound to Profile

Here the check mark shows the users that their profile has been bound to the users E-Mail address. E-mail used to get OTP

Example of Credential Bound to Profile Below

Mass.gov

Universal ID

User Profile Set Up

Universal ID | [Learn More](#)

CONTACT INFO | **USER PIN** | **SECURITY Q/A** | **VERIFICATION** | **PIN/ID**

Step 4: Verify your contacts

Click the check box to verify each contact listed below. When you log onto the system, you'll have the option to specify which number you want to use for authentication during that session.

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HOME

Text Message:

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Voice Call:

Click the check box to verify your phone for voice calls. When you specify this number, you will receive an automated voice message containing instructions on how to log onto the system.

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[Setup](#)

[PREVIOUS](#) [NEXT](#)

Related Links

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- [About Verizon Support](#)

Help Document

[Learn More](#)
Read through this document to see how to update your profile and the features offered by this tool.

FAQ

[Learn More](#)
Frequently asked questions about Universal ID and Profile Manager.

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Verizon Universal Identity Services End-User Registration – Complete

Screen indicates the completion of UIS End-User Registration and provides a summary of information entered by the user.

Example of Registration Completion Below

Mass.gov

Universal ID

User Profile Set Up

Universal ID | [Learn More](#)

CONTACT INFO | USER PIN | SECURITY Q/A | VERIFICATION | FINISH

Step 5: All Done.
Your credential will now be created in Universal ID using the information that you have provided. Click on Finish to complete the registration process.

Name	Remy COMATest
Email Address	[REDACTED]@gmail.com
Country	US
Address	123 Some St
Home	+1 7800700005

FINISH

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Verizon Universal Identity Services

End-User Self-Management – Profile Management

An E-Mail link will be sent to the End-User for profile management which allows for self-management of form-factors, contact information, etc...

Example of End-User Profile Management Below

Mass.gov remyl_90 | Logout

Universal ID

- My Profile
 - View My Profile
 - Status of My Application
 - Reset Password
 - Set Password Device
 - Reset PIN
- UID Manager

Welcome to Universal Identity Services

Congratulations! Your identity has been created in UIS.

Your identity has been created in UIS with a HIGH assurance level.

Related Links

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Verizon Universal Identity Services

Authenticate

Problem: Are the right users gaining access to systems and data?

Solution: Multi-factor authentication mitigates identity risks

Authenticate

Product

- Universal Identity Services

Sign in

Username

Password

Capabilities

- Bring Your Own Device' by using mobile phone, SMS, OTP generator, IVR, etc. as credentials
- Multiple NIST complaint options
- Approve transactions with mobile app



Verizon Universal Identity Services

End-User SSL VPN Login – Profile Management

Demonstrates the UIS authentication screens that a user will see when go through Juniper SSL VPN multi-factor authentication connection.

Authentication Request Example Below

The screenshot displays two adjacent web pages from Mass.gov. The left page, titled "Manage Your Profile", contains a login form with fields for "Username" and "Password", and a "Login" button. The right page, titled "Request Password", prompts the user to "Select your Password delivery method" and shows a table with "Email ID(s)" and "Delivery Method" columns. A blue oval labeled "Form Factor Pop-up" is positioned between the two pages, with red arrows pointing to the login form on the left and the password request form on the right.

Email ID(s)	Delivery Method
r...0@gmail.com	<input type="radio"/> Email



Verizon Universal Identity Services End-User SSL VPN Login – Profile Management

Demonstrates the UIS authentication screens that a user will go through during Juniper SSL VPN multi-factor authentication connection.

Authentication Request Example Below

The image shows an email from test@icsl.net to me, dated 1:52 PM (0 minutes ago). The email content includes the Mass.Gov logo and the following text: "The following password is valid for the next 5 minutes: 443171. Please enter this value into Universal Identity Services (UIS) to complete the authentication. Please contact your support if you have any questions." A red line connects the number 443171 in the email to a blue oval containing the text "User Enters E-Mailed OTP".

The web interface on the right is titled "Request Password" and asks the user to "Select your Password delivery method". It shows a table with columns "Email ID(s)" and "Delivery Method". The "Email ID(s)" field contains "r...0@gmail.com" and the "Delivery Method" is set to "Email". Below this is an information box: "A Password has been sent to your email, once you receive it enter the value in this field. Did not receive Password? [Click here](#) to resend password to the selected Password delivery method." At the bottom, there is a text input field labeled "Enter 6-digit Password*" containing the value "443171" and a blue "Submit" button. A red arrow points from the "Submit" button back to the blue oval.



Verizon Universal Identity Services End-User SSL VPN Login – Profile Management

Demonstrates the completed authentication request to the UIS Profile Management screen.

Completed Authentication Request Example Below

Mass.gov remyl_90 | Logout

Universal ID

- My Profile
 - View My Profile
 - Status of My Application
 - Reset Password
 - Set Password Device
 - Reset PIN
- UID Manager

Welcome to Universal Identity Services

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FAQ

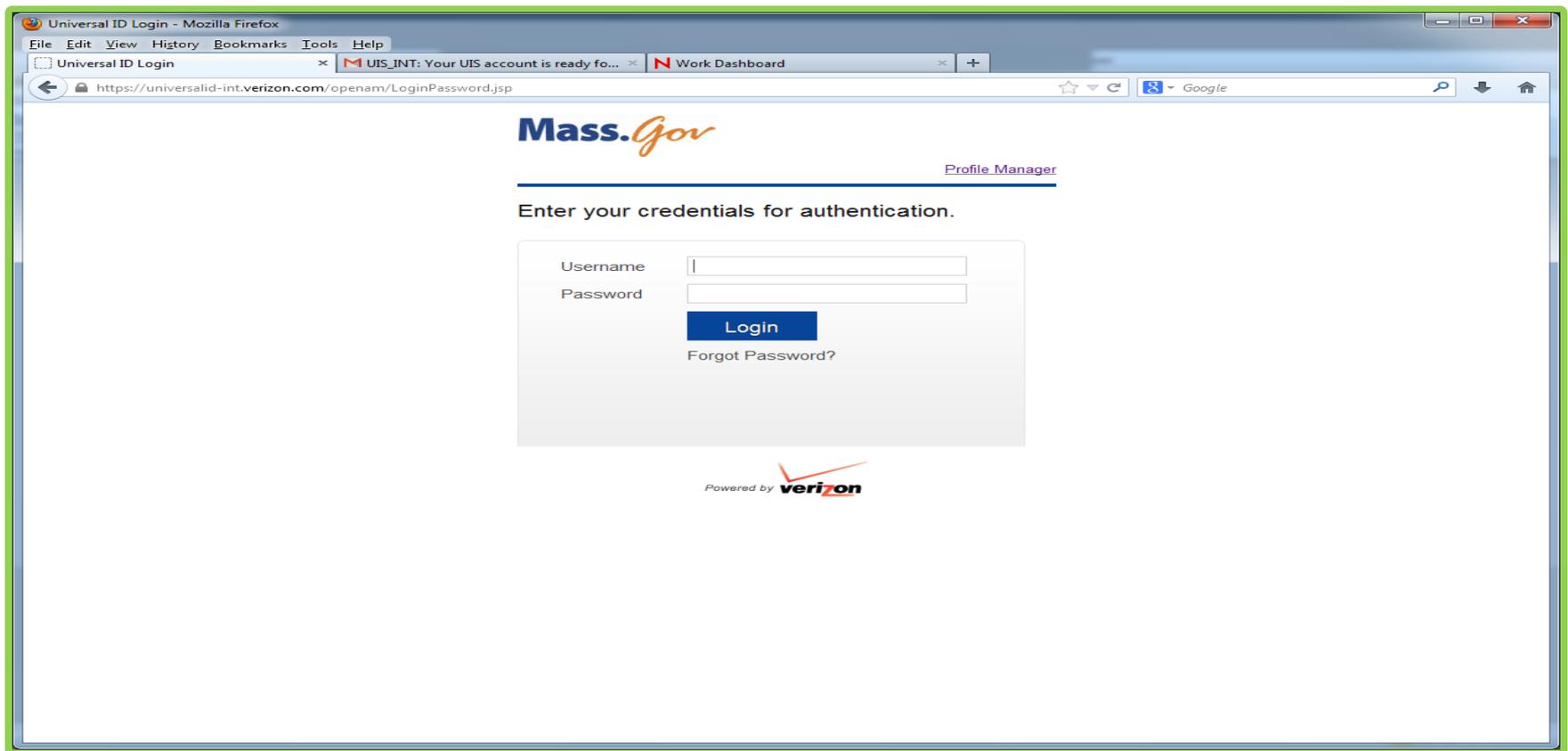
[Learn More](#)
Frequently asked questions about Universal ID and Profile Manager.

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Verizon Universal Identity Services End-User Self-Management – Password Reset

The new access method includes a self-service password reset feature that allows users to reset a forgotten password via the KBA questions setup in their UIS profile. OTP will still be required to confirm the password reset.





Verizon Universal Identity Services FAQ – Typical Issues – How To Solve

FAQ – Learn More -

<https://universalid.verizon.com/uid//resources/pdf/UniversalIDServiceHelpCenterFAQ.pdf>

General

Why do I need to set up a user profile?

The creation of a user profile will permit you to be issued a personal, secure password to verify your identity each time you attempt to log in. The delivery of this password to you will confirm your identity and grant you access your personal information; making sure that someone else is not trying to access your account.

Why do I need another password to log in?

By requesting an additional password, a significantly higher level security can be provided to you and your personal information when you log in. By using a second password delivered to contact information that you provided, a higher level of assurance can be established that you personally are logging in, as opposed to an unauthorized person attempting to gain access your account and information.

Why do I need to provide you with my contact information?

Personal, secure passwords can be delivered to you in a variety of ways, based on the information you submit. These methods can be a voice call to one of your phone numbers, a text message sent to a cell phone you possess or provided directly to you by your smart phone, if you installed the mobile application.

Why are you asking for multiple contacts?

It is recommended that you enter several different contacts in your profile. A password will be sent to you each time you

Project Approach





Project Schedule

- July/August – Provisioning
- August – Testing
- Early September – Begin Migration
- Late October – End Migration
- Mid November – Turn down Legacy SSL VPN

Note: The above dates are subject to change based on equipment deployment and production system test results. Any date changes would be later than the dates above, not earlier.



Test Phase

- 1) Timing – August
- 2) Begins after install of Juniper routers at:
 - a) 1 Ashburton PI
 - b) 200 Arlington St
- 3) Test UIS Enrollment Process
- 4) Test access to various MAGNet resources
- 5) Testers:
 - a) Select group of ITD users
 - b) Expand to select users in various agencies



Project Approach

Migration Phases

Group	Agencies	Users
1	ITD	226
2	ADD thru DMR plus TRE	1021
3	DOB thru EAS	994
4	EEC thru ETH	999
5	FAD thru RMV Employees	1000
6	RMV Mainframe	1257
7	SAO thru XMTA (less TRE)	840
Total Users (as of 06/10/13)		6337



Project Approach

Typical Agency Migration Time Line

Week 1	Agency Technical Contacts Migrate & Test
Weeks 2 & 3	<ul style="list-style-type: none">• Users Migrate• Resolve Migration Issues
Weeks 4 & 5	Maintain dual VPN service for 2 weeks
Week 6	Disable legacy SSL VPN Connection



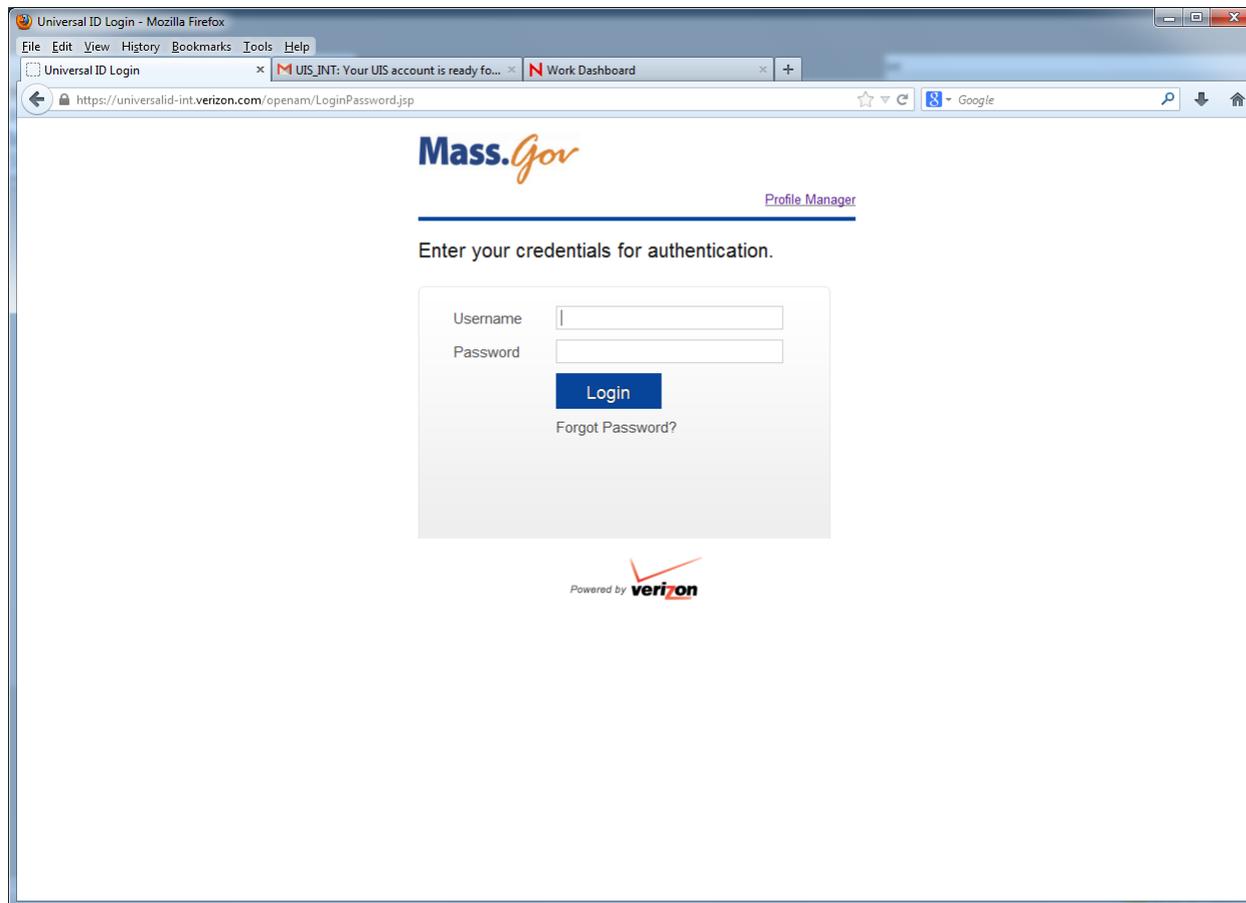
Call To Action-You Are A Critical Part of the Project's Success

- **Testing- Technical Contact Testers Needed.**
 - To Volunteer Contact Ed Maher ITD VPN Service Manager
Ed.Maher@state.ma.us
- **Attend Training Offered Prior to Migration**
- **Migrate Agency Based on Schedule**
- ***Final Note-* ITD will post these slides on the Intranet.**



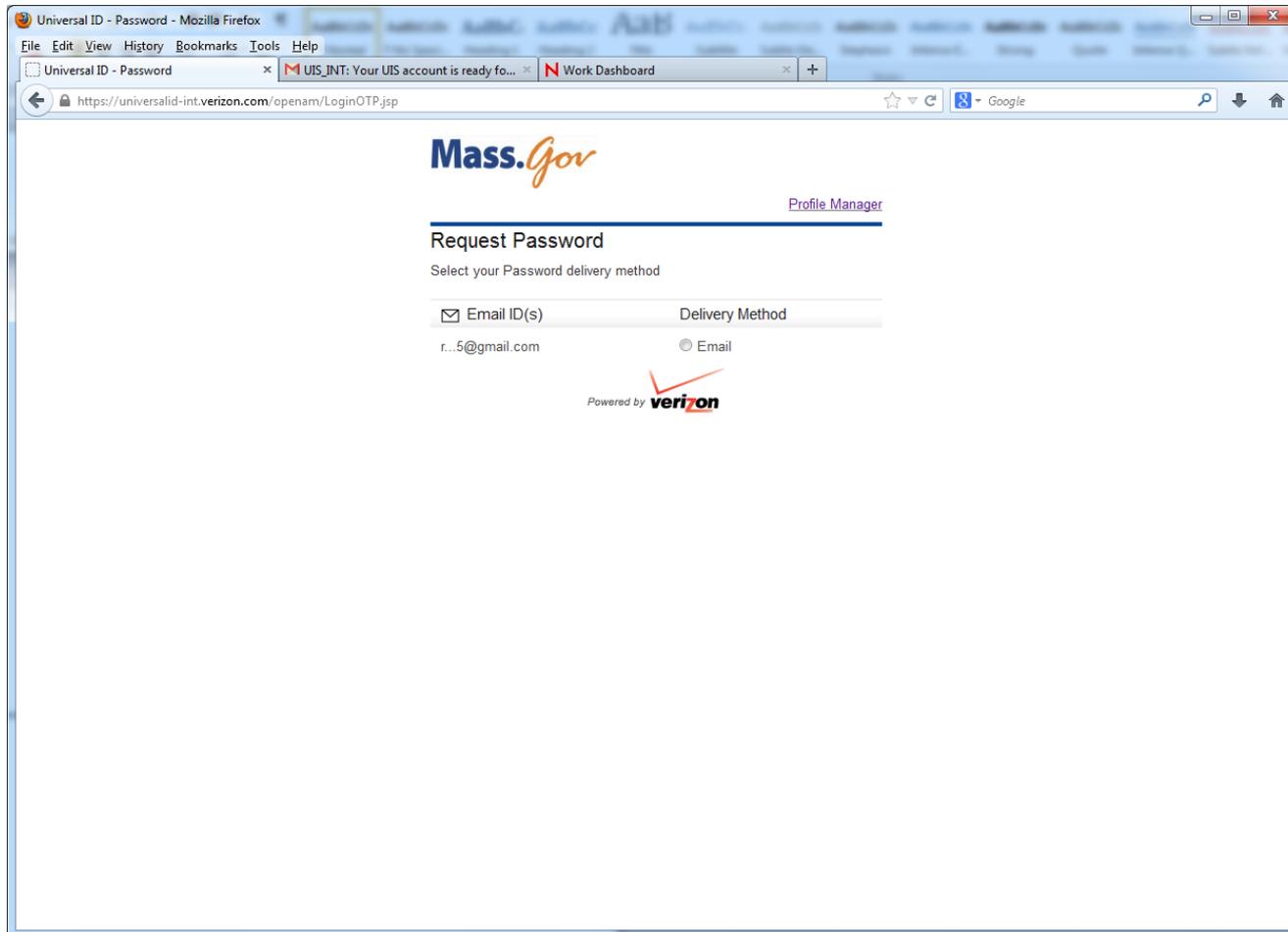
Verizon Universal Identity Services End-User Self-Management – Password Reset

- **Step 1: Access Juniper URL, and the user is redirected to UIS for login:**





Password Reset Continued





End User Self Management- Password Reset

The screenshot shows a Mozilla Firefox browser window displaying a Gmail inbox. The browser's address bar shows the URL: `https://mail.google.com/mail/?shva=1#inbox/13f8174a98b7c66e`. The Gmail interface includes a search bar, navigation links (Gmail, Drive, Calendar), and a list of emails. The selected email is from `test@icsl.net` with the subject "UIS_INT: Your password for authentication - Commonwealth of Mass." and a timestamp of 1:07 PM (19 minutes ago). The email body contains the following text:

Mass.gov

The following password is valid for the next 5 minutes: **906661**

Please enter this value into Universal Identity Services (UIS) to complete the authentication.

Please contact your support if you have any questions.

Powered by Verizon

At the bottom of the email, there is a link: "Click here to [Reply](#), [Reply to all](#), or [Forward](#)".

The left sidebar shows the "Inbox (30)" and a list of contacts including Carolyn B. Jussaume, Jayson McIvor, Keith X, Matthew Garrett, Remy Lyle, and Sundar Ganesan. The right sidebar features advertisements for Vistaprint and GEICO Car Insurance.



Password Reset Continued

Universal ID - Password - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Universal ID - Password x UIS_INT: Your password for authentic... x Work Dashboard

https://universalid-int.verizon.com/openam/LoginOTP.jsp

Google

Mass.gov

[Profile Manager](#)

Request Password

Select your Password delivery method

Email ID(s)	Delivery Method
r...5@gmail.com	<input checked="" type="radio"/> Email

i A Password has been sent to your email, once you receive it enter the value in this field. Did not receive Password? [Click here](#) to resend password to the selected Password delivery method.

Enter 6-digit Password*

Submit

Powered by verizon



Password Reset Continued

Junos Pulse Secure Access Service - Junos Pulse - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Junos Pulse Secure Access Service - J... UIS_INT: Your password for authentic... Work Dashboard

https://www.juniper.net/dana/nc/ncrun.cgi?launch_nc=1&redir_url=/dana/home/index.cgi

Google

Mass.Gov

Home Client Apps Preferences Help Sign Out

Browse (tips)

Please wait...

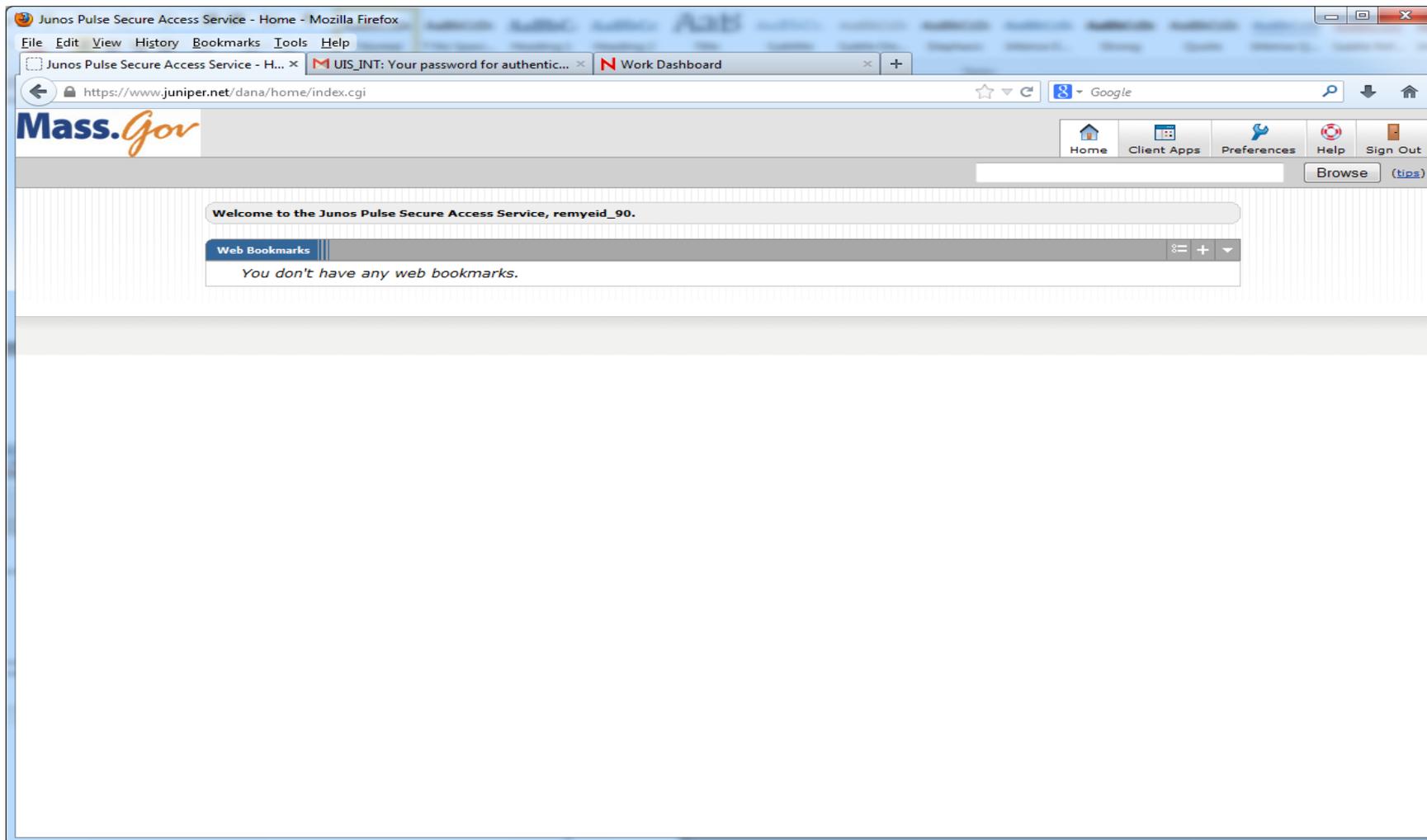
Launching Junos Pulse. This may take from a few seconds to a couple of minutes, depending on your bandwidth.

If an error prevents the Junos Pulse from loading properly, you can:

- [Check browser compatibility](#)
- [Continue](#). Not all functionality may be available.

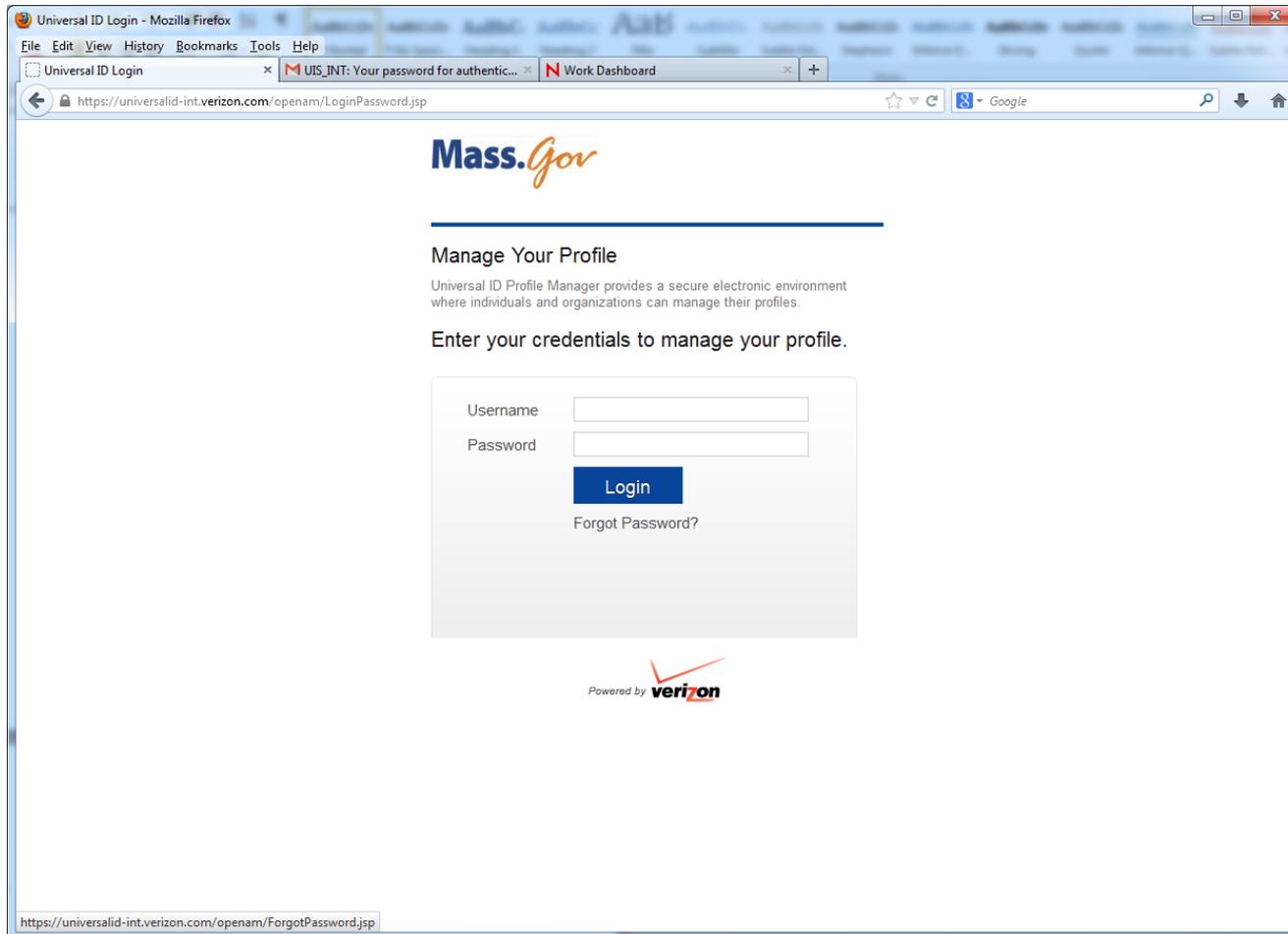


Password Reset Continued



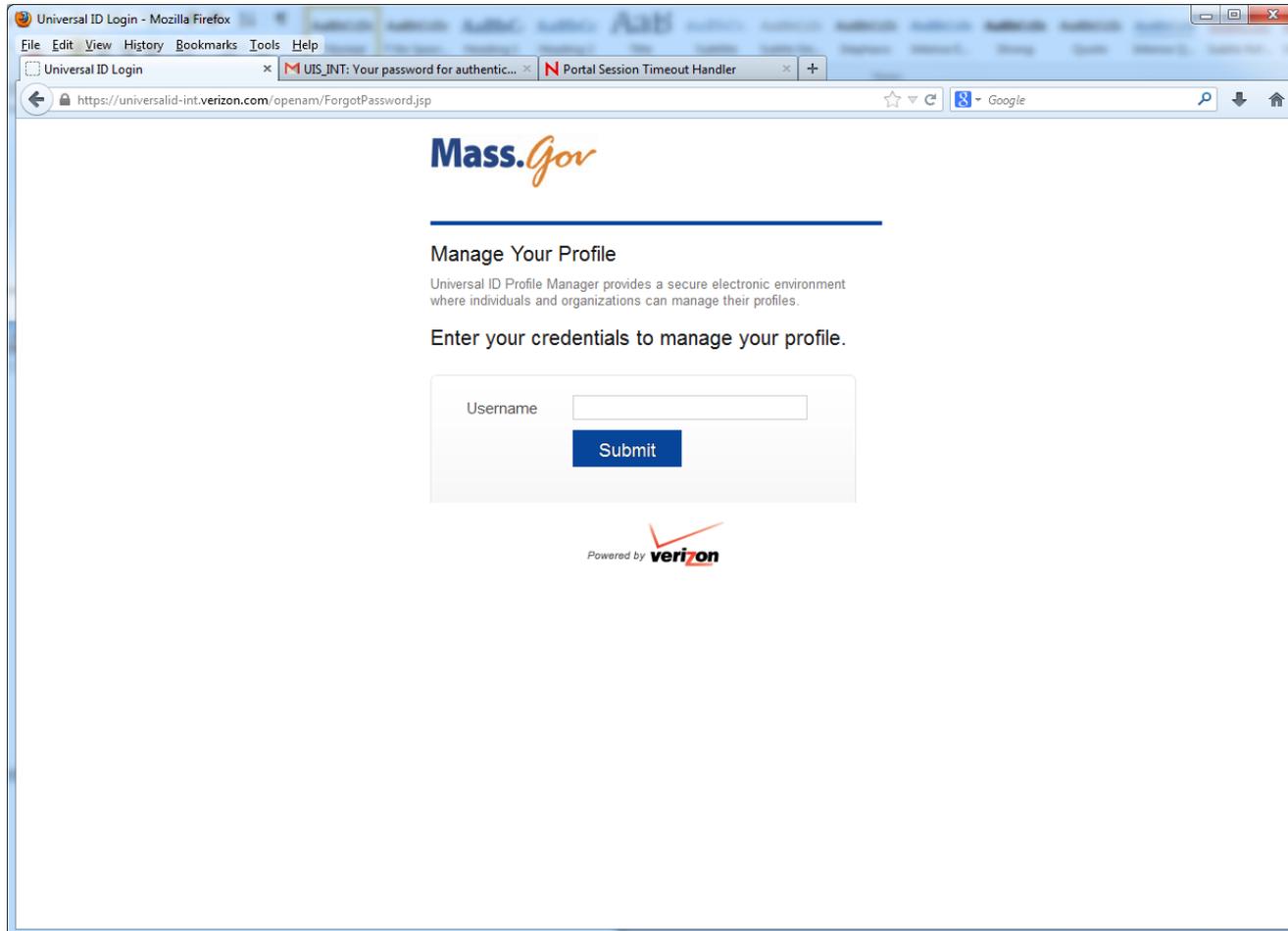


End User Self-Management Password Change





End-User Self-Management- Password Change





Password Change Continued

Universal ID - Knowledge Based Questions - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Universal ID - Knowledge Based Ques... x UIS_INT: Your password for authentic... x Portal Session Timeout Handler x +

https://universolid-int.verizon.com/openam/LoginKBA.jsp

Google

Mass.Gov

Security Questions

Enter the answers to your chosen security questions.

What was the make of your first car?*

What is your favorite movie?*

Who is your favorite person from history?*

Submit

Powered by verizon



Password Change Continued

Universal Identity - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Universal Identity x UIS_INT: Your password for authentic... x Portal Session Timeout Handler x +

https://universolid-int.verizon.com/openam/ChangePassword.jsp



Reset Password

New Password

Verify Password

Powered by 



Password Change Continued

