EMSA

European Maritime Safety Agency

Maritime Applications

Access Management

User Manual and Reference Guide

05/02/2014

Revision history

Version	Approval Date	Author/Checked/Approved	Changes
0.1	2011-11-15	A.3.2	Initial version
0.8	2011-11-30	A.3.2	Draft
0.9	2011-12-06	A.3.2	Updated screen shots
0.95	2012-01-26	A.3.2	Correct information regarding behaviour after change password Add FAQ entry to solve browser's cache problem
1.0	2012-07-02	A.3.2	FAQ entry added related with the usage of copy/paste
1.1	2012-10-24	A.3.2	FAQ entry added with password rules summary
1.2	2013-06-03	A.3.2	Added new change password and lost password functionalities. Added logout section General document corrections and update

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1. Introduction

1.1. PURPOSE

This document presents the functionalities supplied by EMSA's Maritime Applications Access Management service.

This service supplies EMSA Maritime Applications with a central and unique login point. Whenever a user desires to enter an application he will always access the application website URL where he may be prompted to introduce username and password (if not previously having done so). If the pair username/password is correct, the user will then be able to access the EMSA Maritime Applications.

Moreover, the service also supplies a single sign on functionality. This means that once a user logs in the EMSA's Maritime Applications Access Management service he shall be automatically logged in to all applications to which access rights have been granted.

EMSA's Maritime Applications Access Management service also enables EMSA to specify a password policy for the Maritime Applications which shall address:

- Defining constraints on password composition,
- a configurable password validity period, notification and forced password change,
- lost password management setup,
- password creation/change rules.

The password policy consists of a set of rules that govern the passwords that users create and the validity period for passwords. Password policies also govern how users are notified of password expiry, how users reset expired passwords, and how users retrieve lost passwords.

From the user's point of view, the password management provides the ability to change their password and ask for a new password when theirs is forgotten. Password management will also contribute to reinforce and standardize EMSA's password policies, and as such global application security.

This version of the Maritime Applications Access Management User Manual and Reference Guide is applicable for the version 1.0 in Production.

1.2. DOCUMENT OUTLINE

This document is structured in the following sections:

Section 1   This section – Introduces the document by indicating its purpose and scope.

Section 2   Functional Overview – This section contains the description of all the available functionalities.

Section 3   User and password policies – The section enlists all rules concerning password and username creation and definition.

Section 4   FAQ and quick troubleshooting – This section has a list of common problems and respective solutions for user's quick reference.

1.3. ACRONYMS AND ABBREVIATIONS

Acronym	Definition
EMSA	European Maritime Safety Agency
SSO	Single Sign-On
IAM	Identity and Access Management
IdM	Identify Management
FAQ	Frequently Asked Questions

Table 1: Acronyms and Abbreviations table

2. Functional Overview

A user interacts with the Maritime Applications Access Management service at three different moments:

- When logging in to EMSA Maritime Applications
- When changing a password
- When recovering a lost password

2.1. LOGIN TO AN EMSA MARITIME APPLICATION

Successful Login

The standard screen for a user to login to EMSA's Maritime Applications can be reached from the EMSA Portal main page by accessing the user menu (doc bar) and click the "*Sign In*" link.

Figure 1: EMSA Portal main page

The figure below shows the referred standard screen. The user has to type his credentials - username and password - and then click in the login button. If values are correct, the user will be granted access to EMSA's Maritime Applications.

Tip: A click on the EMSA logo in the top left corner will take the browser to the page from where it reached the EMSA Maritime Applications common login page.
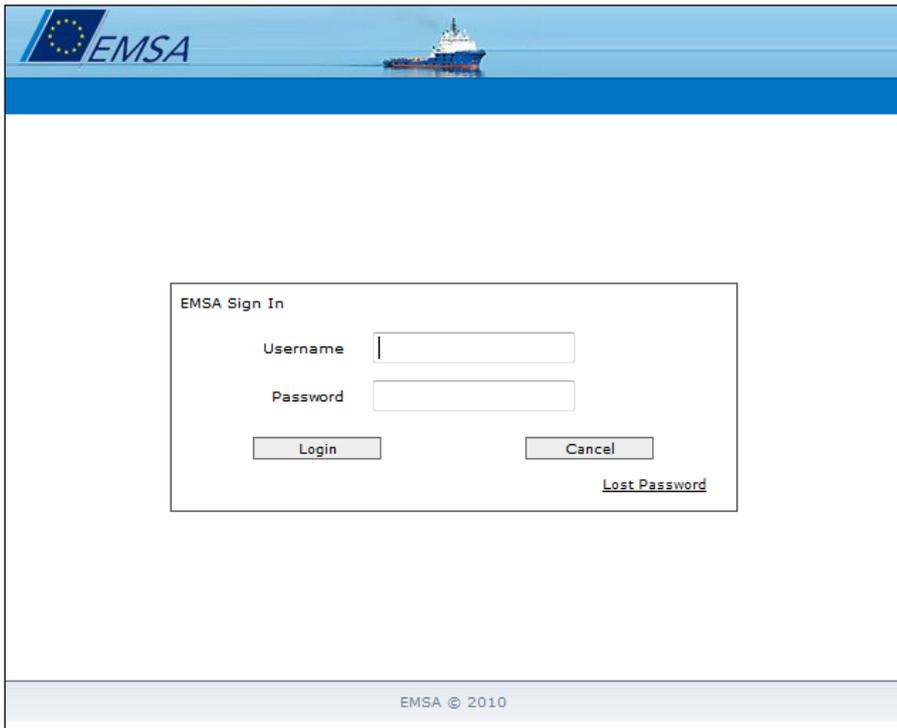

Figure 2 – EMSA Login Form

After the correct credentials are supplied, the user will be redirected to the EMSA Maritime Application being accessed, for example the EMSA Portal displayed in the figure below. Here the user can access the EMSA Maritime Applications for which he has been granted access.

In the figure below you can see, as an example, the EMSA portal entrance page.

Figure 3 – EMSA Portal with an STCW and THETIS user

However there are 2 situations where the user must execute some extra actions before being redirected to the EMSA Portal (or whatever other application he was accessing):

- First time user logins;
- User password has expired.

These cases shall be presented on the next pages.

First time the user logins

The first time the user logins to the EMSA Maritime Applications, he will be presented with an extra screen that he must fill before being able to access EMSA Maritime Applications. The user will have to change his password from the initial default one given. Please mind that the new password must be in line with EMSA Password policy as defined in section 4.2.
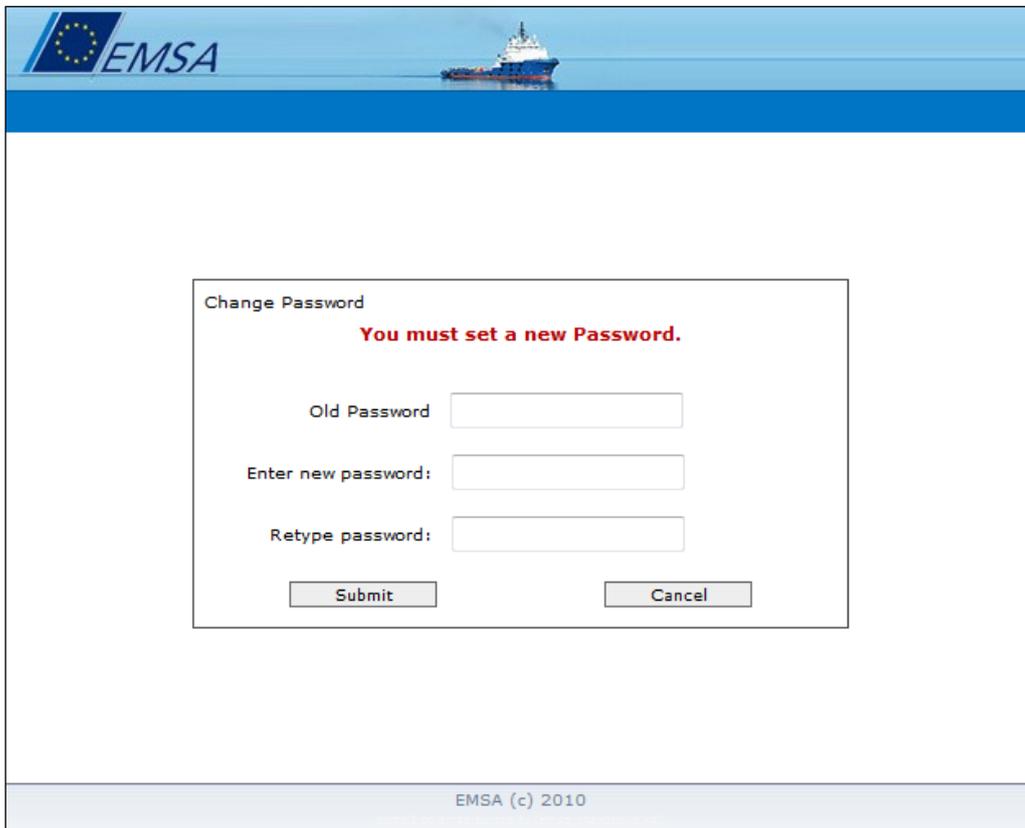
Figure 4 – Password change on first login

Please mind that after correctly setting the new password the user shall have to login again this time with the new password to access EMSA Maritime Applications. After this second login the user shall be sent to the EMSA portal entrance page as can be seen at Figure 3.

User password has expired

The second situation where a user is not directly sent to the EMSA Maritime Application after providing valid credentials is when the password has expired and must be changed. A user must change his password at least once every 90 days as specified in EMSA password policy described in section 4.2. Warnings about password expiration are shown during the 10 days prior to expiration. One of these warnings can be seen in the figure below.
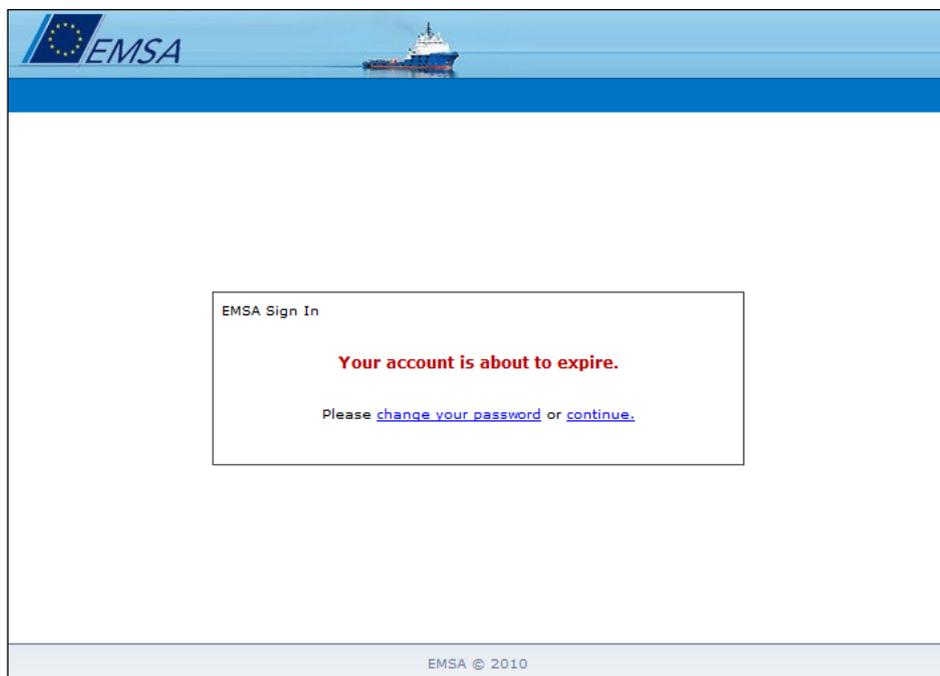

Figure 5 – Account about to expire

After this warning period, the user must change the password mandatorily before he proceeds to enter EMSA Maritime Applications. This means that after a successful login, the user will be sent automatically to the change password screen as shown below.
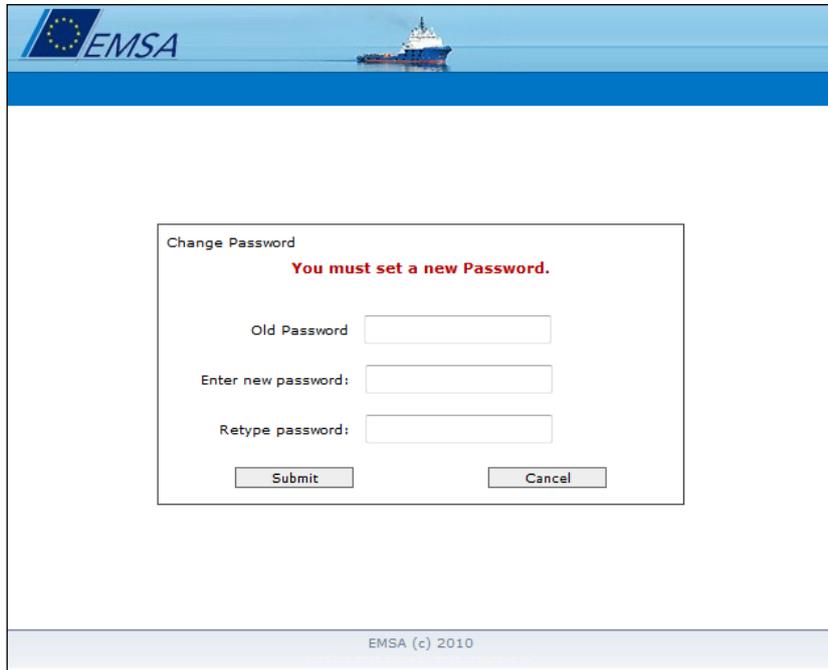
Figure 6 – Password has expired so user must change it to proceed

Please mind that, after correctly setting the new password the user shall have to login again, this time with the new password. The user shall then finally redirected to the EMSA portal entrance page as can be seen at Figure 3.

Failed Login

When a user fails to provide correct credentials a warning is shown.
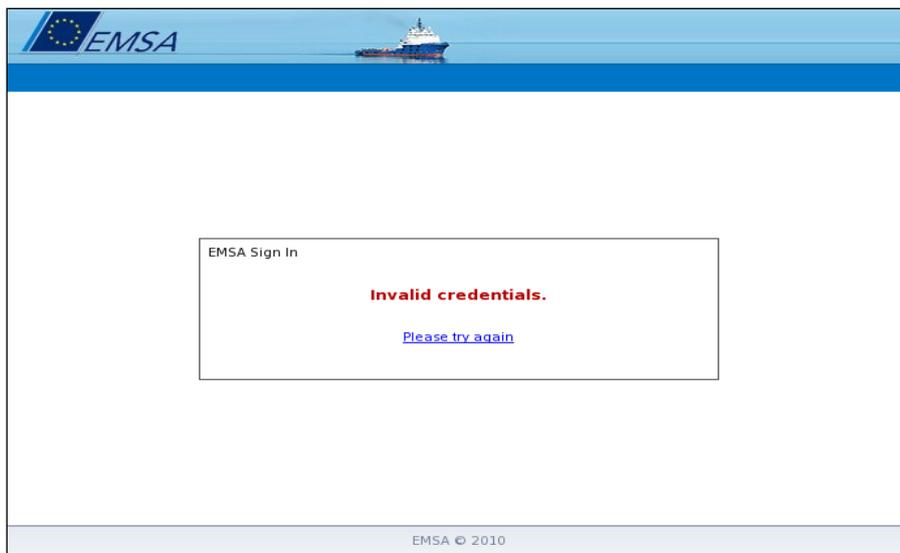
Figure 7 – Wrong credentials warning

Whenever an incorrect password is supplied the user has five attempts to login before his account becomes locked for a period of 3 hours. Full details about this account lock policy are supplied in section 4.2.
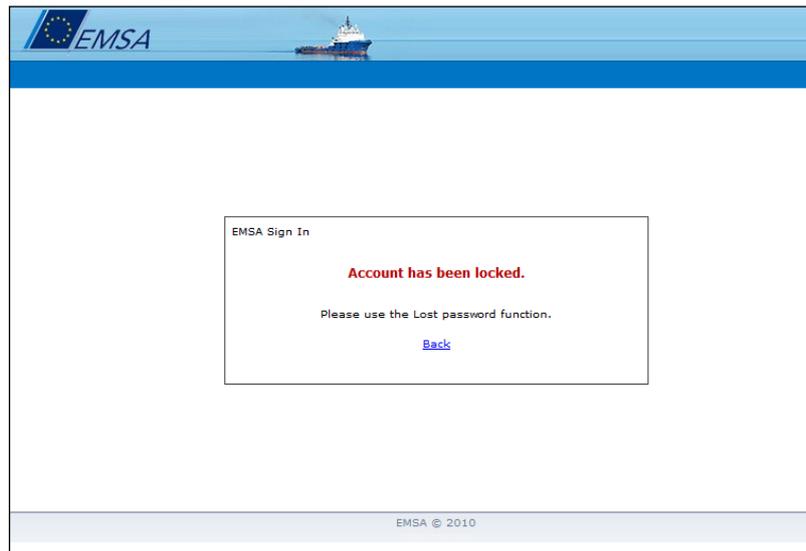

Figure 8 – Account locked warning

2.2. LOGOUT FROM EMSA MARITIME APPLICATION

As to logout from the EMSA Maritime Application all that a user has to do is to access the user menu (doc bar) and click the "*Sign Out*" link.
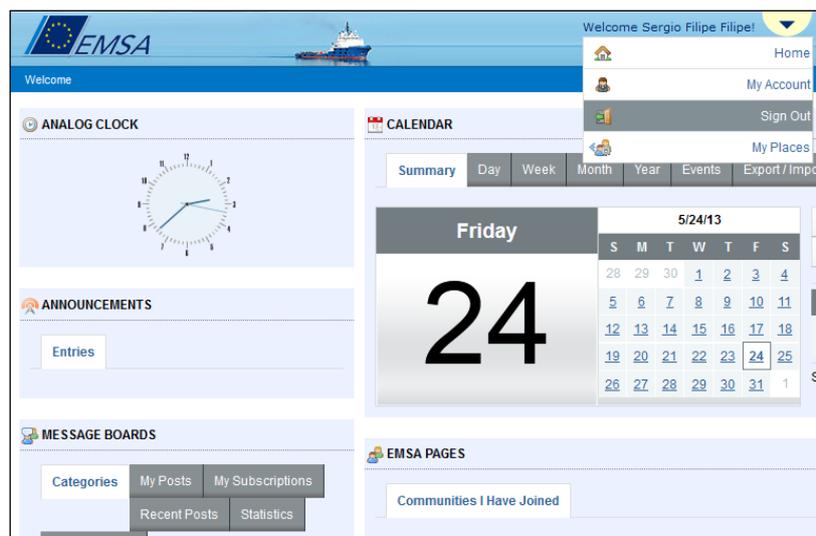

Figure 9 – Portal entry page with Sign Out highlighted

After selecting the link the user should be taken to the login page as can be seen at Figure 2.

2.3. CHANGE PASSWORD

The user can change his password to access the EMSA's Maritime Applications at any time. To do so, he must first login ant then access the "*my account*" link on the user menu (doc bar) as can be seen below
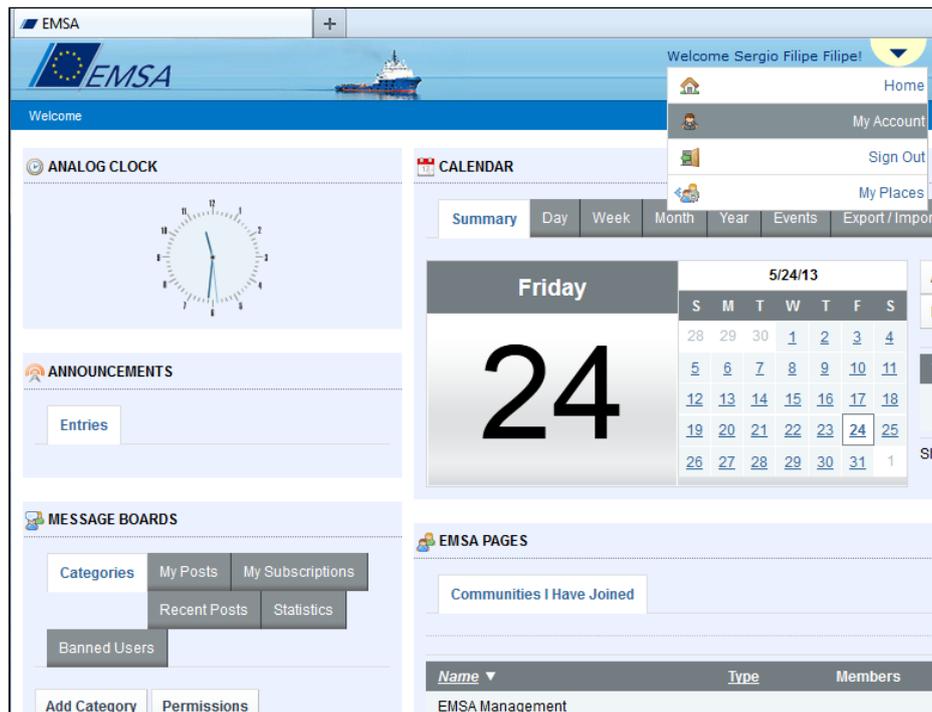

Figure 10 – Portal entry page with Change Password highlighted

After selecting "*my account*" link a new window will pop-up.
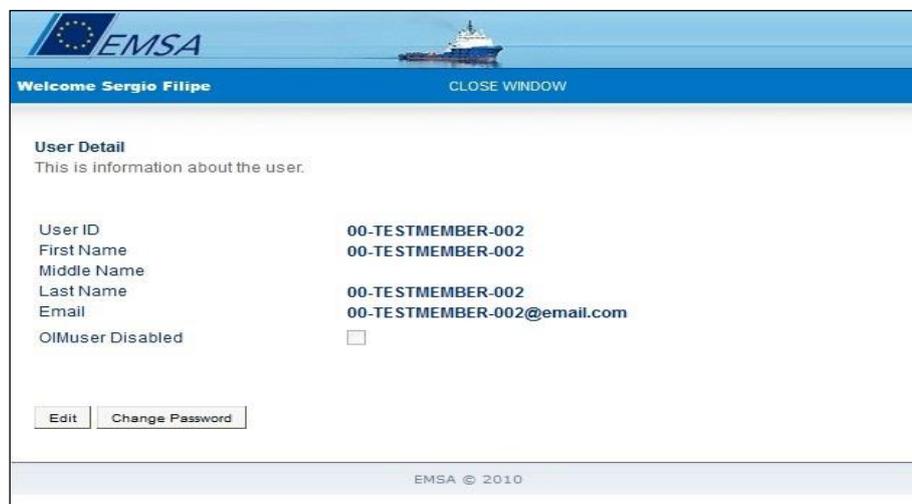

Figure 11: Account management window

The user must then click the "*change password*" button. At the change password page, the user must provide the old password and a new password twice.
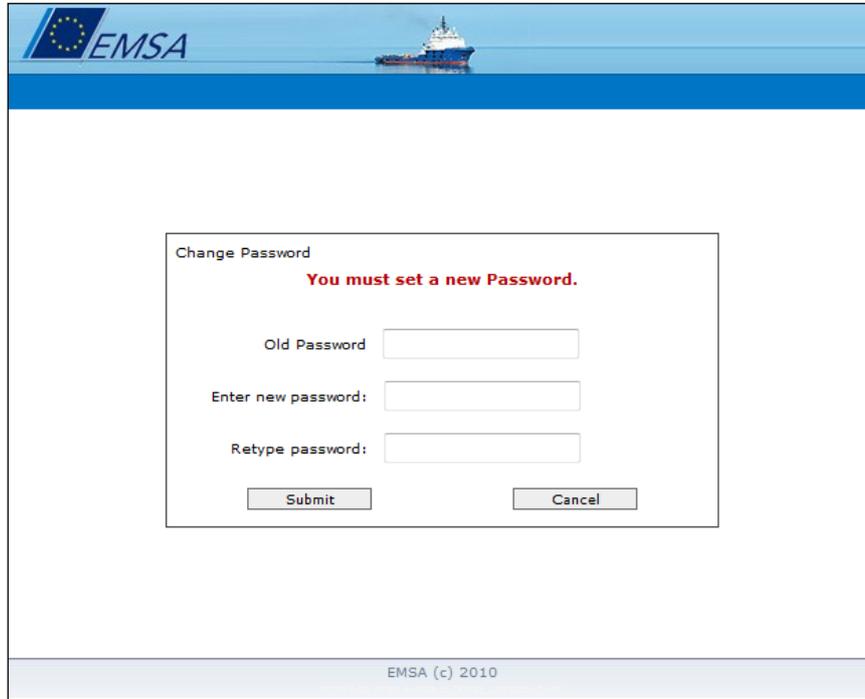

Figure 12 – Change password page

If the user fails to supply the correct old password an error, presented below, shall be displayed.
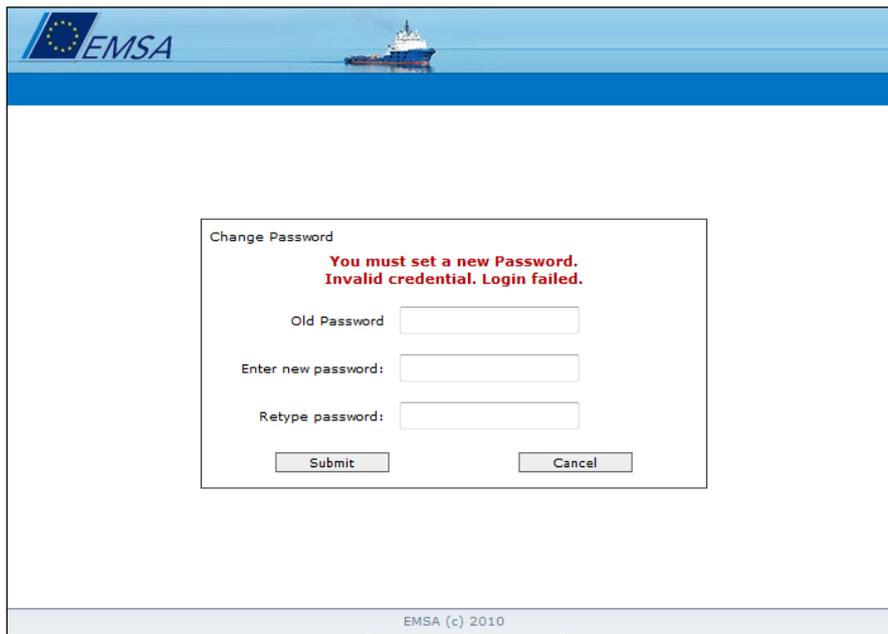

Figure 13 – Incorrect old password supplied

If the user provides an incorrect old password 5 times in a row then account of this user shall be locked for 3 hours. Full details about this account lock policy are supplied in section 4.2.
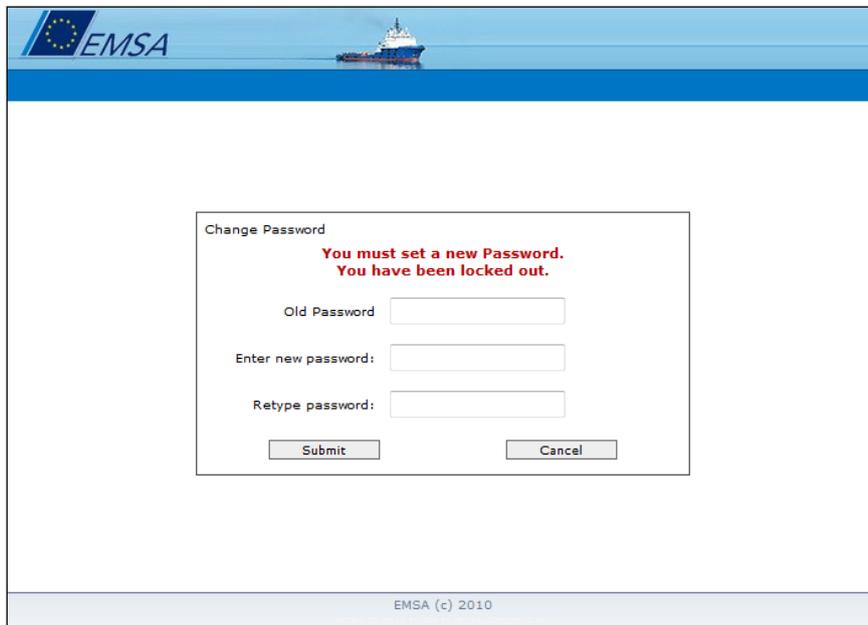
**Figure 14 – Account locked because of wrong password in change password**

If the user fails to fill the 2 fields for the new password with exactly the same value an error is displayed.
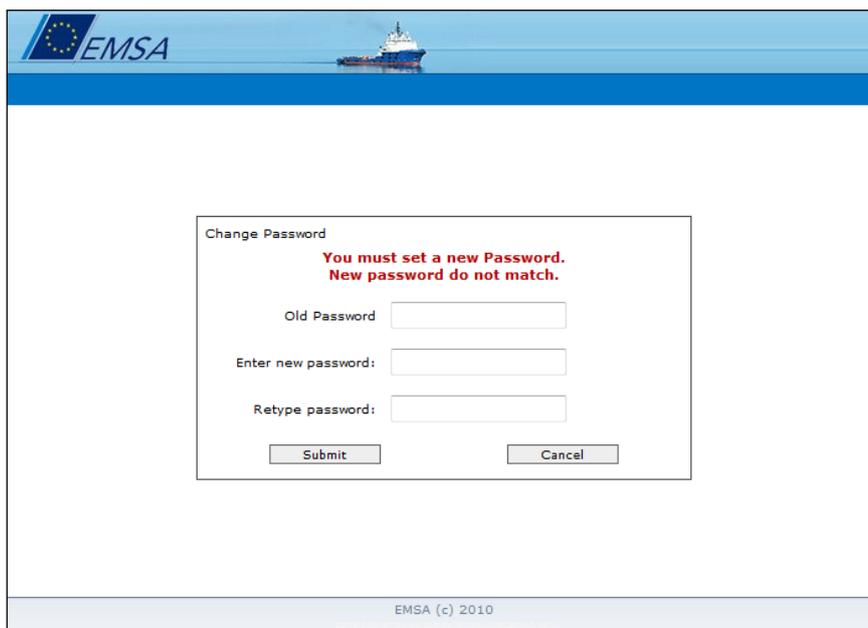
Figure 15 – New password values supplied do not match

Finally the new password must be compliant with EMSA defined password policy as defined in section 4.2 or, again, an error will be displayed.
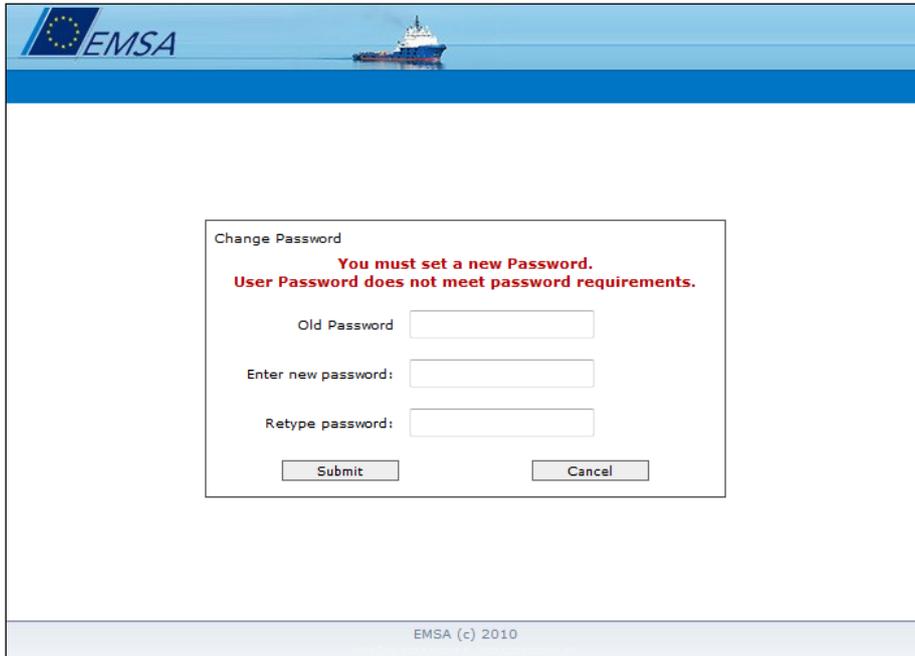
Figure 16 – New password does not meet EMSA's password requirements

When the user successfully changes the password the following screen shall be displayed.
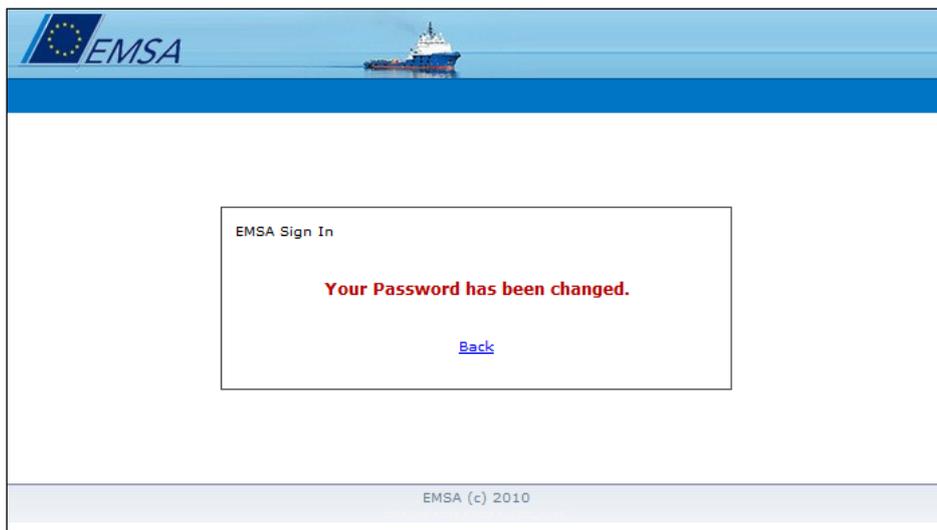
Figure 17 – Successful password change

Please mind that after correctly setting the new password the user shall have to login again, this time with the new password, to access EMSA Maritime Applications.

2.4. LOST PASSWORD

If the user doesn't remember his password, he can reset it by using the lost password functionality.

To do so, he must insert his username and click on the "Lost Password" link at the login page.
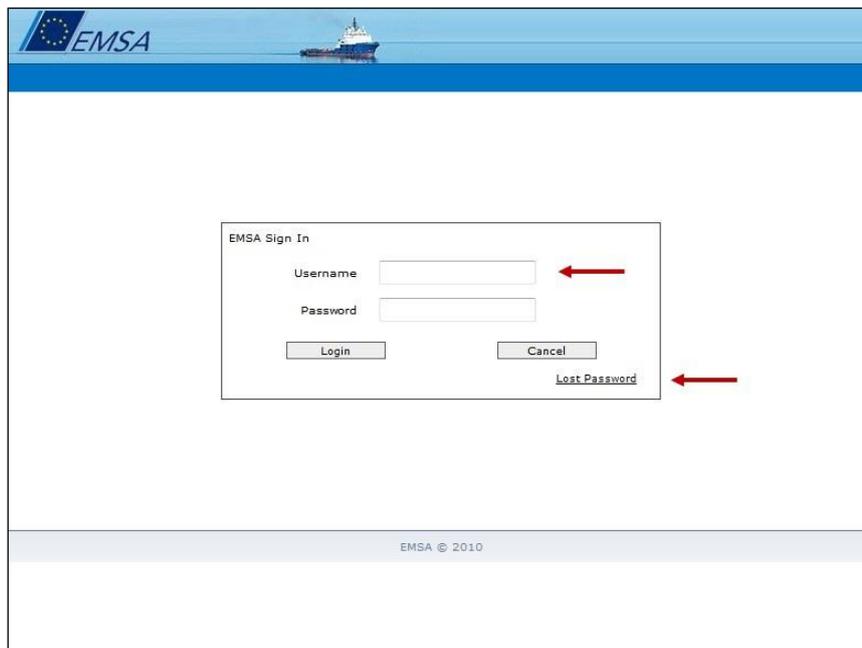
Figure 18 – Login page with Lost Password highlighted

If a username is not supplied an error message will be displayed.
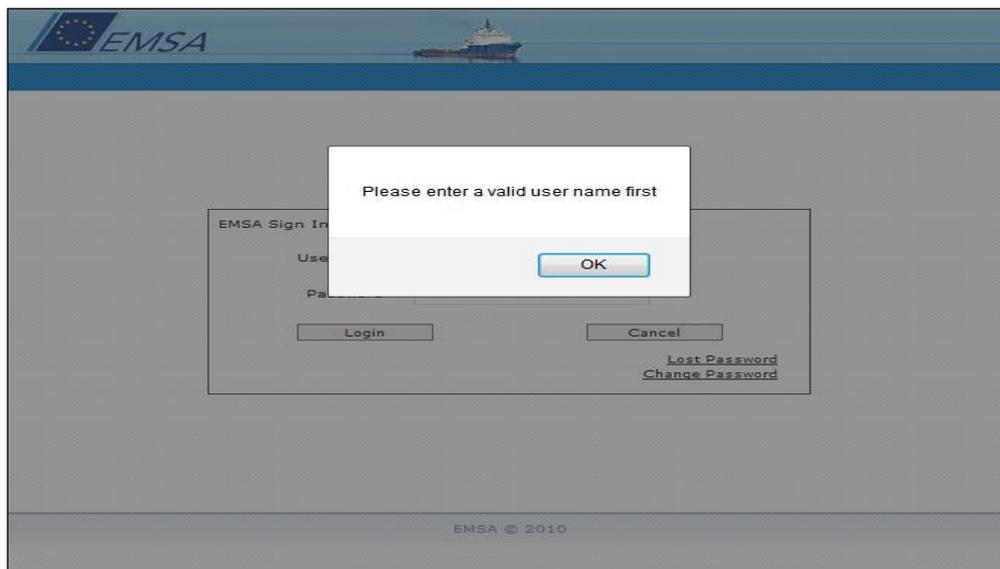
Figure 19 – Error message when no username is supplied

If a username is supplied the following message will be displayed and the user will receive an email with a link to set a new password.
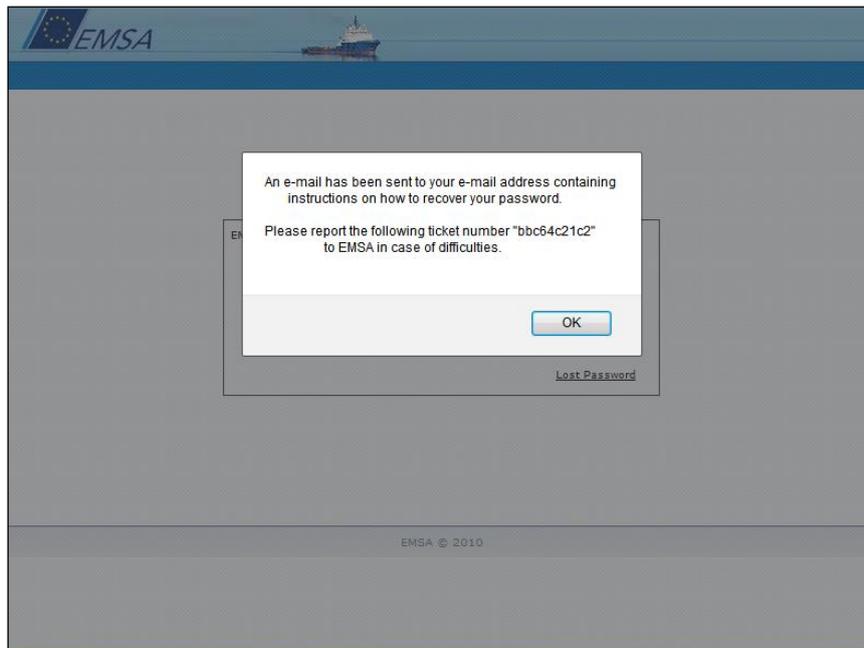
Figure 20: Reset password message

The email shall be originated by SSO-noreply@emsa.europa.eu, with subject *"Lost Password <ticketenumber>"* and should look like this:

Dear EMSA application user,

You have received this email because the "Lost Password" functionality has been selected for your user account.

To complete the process, please go to the following link:
https://portal-
pp.emsa.europa.eu/LostPassword/changepassword?id=<randomLinkNumber>&ticket=<ticketNumber>

If you have any doubts, or this action was not performed by you or on your behalf, please contact EMSA as soon as possible indicating the following ticket number "<ticketNumber>".

EMSA Maritime Support Services (MSS)
MaritimeSupportServices@emsa.europa.eu
Phone: +351 211 209 415

This email was generated automatically, so please do not answer directly to it.

Please mind that the provided link shall be valid for only 15 minutes. After that, changing the password with this link shall not be possible anymore. The change password link shall take the user to the following page.
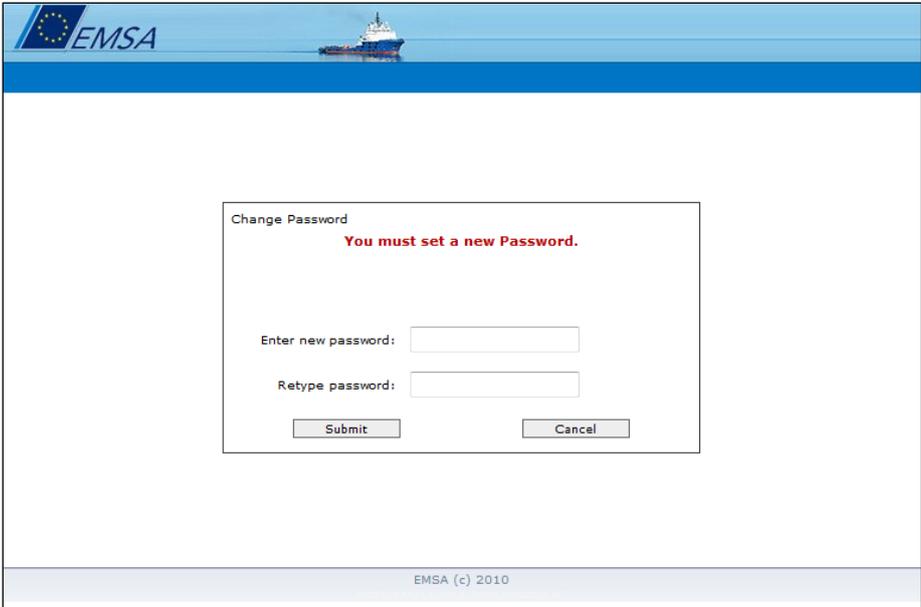
Figure 21 – New password page

Remember that the new password must be compliant with EMSA defined password rules. If not errors similar to the ones described at section 2.2 will be displayed. If the link is no longer valid the following screen shall be displayed.
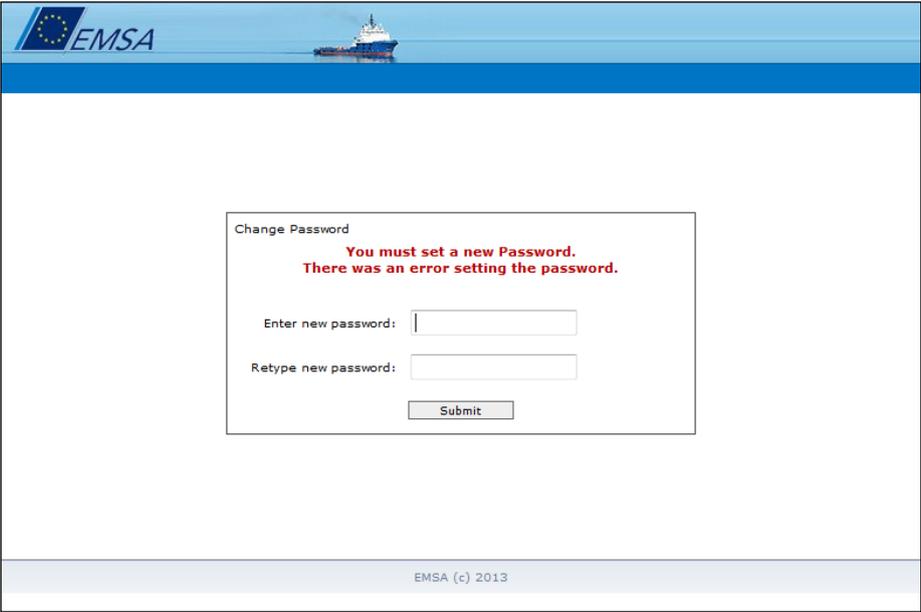
Figure 22: Failed to set new password page

When the user successfully changes the password the screen below shall be displayed for moments and then the user shall be redirected to the portal entry page as can be seen at .
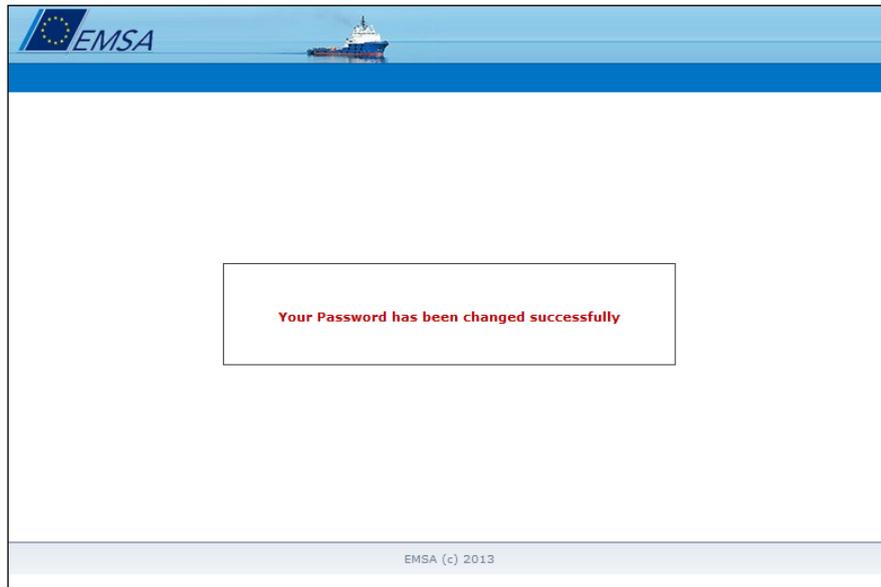
Figure 23 – Successful password change

Also the user shall receive an email with sender SSO-noreply@emsa.europa.eu "and subject *Lost Password Confirmation Email <ticketNumber>*" that should look like:

Dear EMSA application user,

You have received this email because the password for your user account has been changed.

If you have any doubts, or this action was not performed by you or on your behalf, please contact EMSA as soon as possible indicating the following ticket number "<ticketNumber>".

This email was generated automatically, so please do not answer directly to it.

EMSA Maritime Support Services (MSS)
MaritimeSupportServices@emsa.europa.eu
Phone: +351 211 209 415

Please mind that after correctly setting the new password the user shall have to login again, this time with the new password, as to access EMSA Maritime Applications.

3. EMSA Maritime Application Access application map

The different concepts explained before are mapped in the following figure:
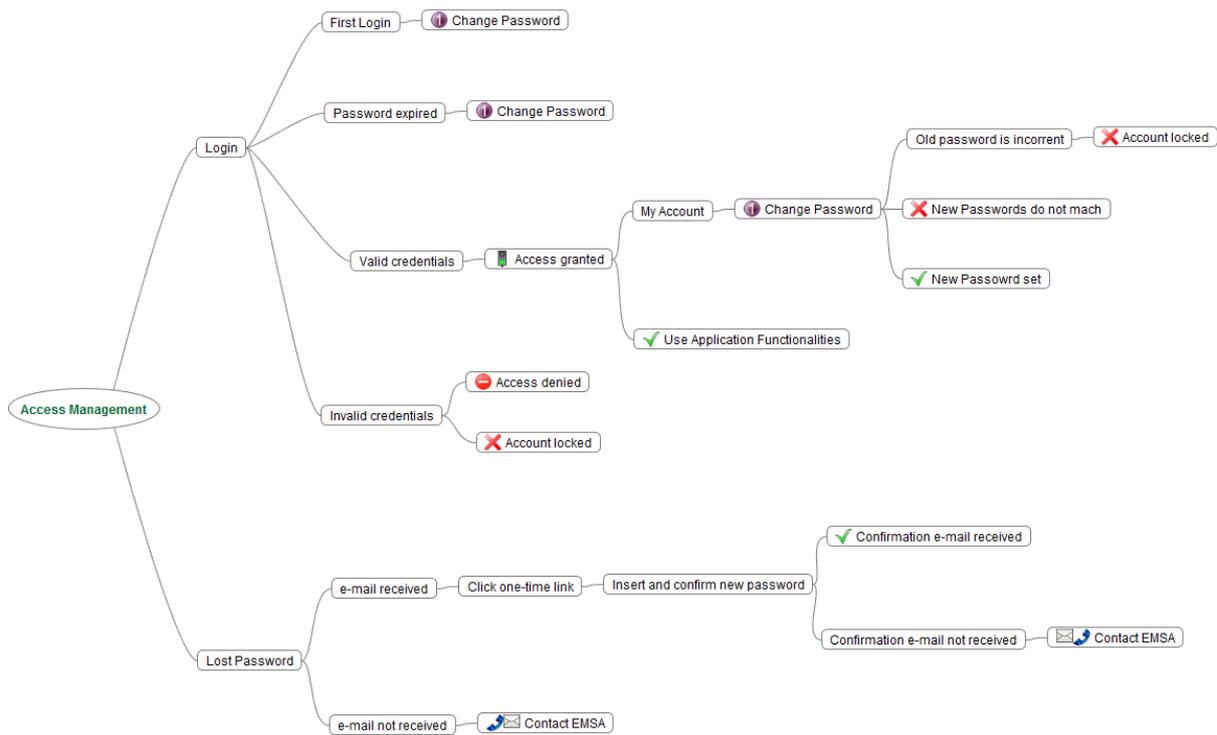
Figure 24 - Access Management mapping

4. User and Password policies

In order to provide increased security to EMSA Maritime Applications, a set of rules were defined as to control both the username and password for users. Below, we will enumerate this set of rules

4.1. EMSA USERNAME POLICY

Note: the following rules are still tentative and still not formally approved by EMSA. Please consider them only as guidelines as for now.

Usernames for accessing EMSA Maritime Applications shall follow these rules :

- Username shall have at least 7 characters
- Username shall have at the most 32 characters
- Username is NOT case sensitive meaning EMSAUser is the same as emsauSER
- Username allowed characters are all alphanumeric plus special characters. (dot), - (hyphen) and _ (underline).
- When present, special characters should separate alphanumeric characters meaning:
 - Special characters shall not start or finish usernames
  - Special characters cannot be adjacent in usernames

4.2. EMSA PASSWORD POLICY

When defining a new password for accessing the EMSA Maritime Applications a user shall follow these rules:

- The password must be at least 9 characters long;
- The password must have at least 1 uppercase character;
- The password must have at least 1 lowercase character;
- The password must have at least 1 number;
- The password cannot be one of the last 3 recently used passwords.

Passwords shall also comply with the following security rules:

- User has to change password in his first login and at least once every 90 days:
  - If not changed before 90 days, the password will expire and the user will have to execute the change before accessing the EMSA's Maritime applications;
  - The user shall be warned by email or when logging in during the 10 days prior to password expiration;
- If an incorrect password is provided 5 times in the space of a day (for the same user) the account shall be locked during 3 hours. This is valid both in the login form as in the change password form;

5. FAQ and quick troubleshooting

I want to access an EMSA Maritime application. What do I need?

Internet access and valid credentials (a username and a password) is all you need to access an EMSA Maritime Application. The username must be created by a User Management Administrator so you must contact him prior to your first access to the application.

It is the first time that I´m going to access an EMSA Application. What shall I do?

You must insert the username and password when requested. Since this is your first access, before you proceed to the applications, you will be prompted to change your default password as detailed in section 2.1

I forgot my password. What shall I do?

In the common EMSA Maritime Application login page there is a Lost Password link. You shall receive an email with a link where you can change your password. Mind this link is only valid for 15 minutes. Further details can be found in section 2.4 of this document.

My account is locked. What does this mean and what shall I do?

It means that you (or someone using your username) have tried to access your account and provided incorrect passwords 5 times in the same day. The account will be automatically unlocked 3 hours after the last incorrect password was inserted. Further incorrect passwords will re-lock your account for another 3 hour period. If you lock your account you can use the lock password feature to unlock it. It will, off course, imply changing the password. If it does not solve the issue, you can still contact your User Management Administrator and ask for your account to be unlocked (please note that this will not reset your password).

I want to change my password. What shall I do?

In the common EMSA Maritime Application portal page there is My Account link on the user menu (doc bar). Follow it and proceed to provide your current password and the new one. Please take into consideration that the new password should comply with the password policy defined in section 4.2. Further details can be found in section 2.2 of this document.

My password has expired. What should I do and why does this happen?

EMSA password policy obliges users to change their password at least once every 90 days. If you haven't done so, then you must change it before accessing EMSA's Maritime Application. The procedure is similar to the regular Change Password functionality explained before.

I provide my correct user credentials but a pop up window shows asking for them again. I supplied them but still I'm stuck on the EMSA Maritime Applications login page and cannot login. How can I progress and enter the applications?

You should fully delete your browser's cache (find the instructions to do this below), close the browser and then open it again. You should be able to login normally then.

Tip: Follow this link http://www.wikihow.com/Clear-Your-Browser%27s-Cache to know everything about cleaning your browser's cache

I'm having problems with my password validation when I use copy and paste to change it. What is the reason?

You shouldn't use Copy/Paste functionality in passwords. Copying password from text editors or html forms may bring hidden characters that are also pasted. Due to this, users will never understand why he/she is not able to match passwords simply because they didn't realize that additional characters were entered.

What rules are applied to passwords?

Password Minimum Length: **9**

Password Maximum Length: **15**

Minimum Number of Uppercase Characters: **1**

Minimum Number of Lowercase Characters: **1**

Minimum Number of Non-alphanumeric Characters: **0**

Minimum Number of Numeric Characters: **1**

Characters allowed are: *<>'"%;abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ0987654321*

Password Validity Period: **90 days**

Password Expiry Notice Period: **10 days**

Password History: **4** (Last **4** passwords can't be used)

Number of login tries allowed: **5**

Lockout Duration: **3 hours**

Login tries reset: **1 day**