Regional Information Sharing Systems™
RISS Technology Support Center

Instruction Guide
RISSNET Logon Procedure

May 4, 2012

Introduction

The purpose of this document is to provide instructions to users of the Regional Information Sharing Systems (RISS) Secure Intranet (RISSNET™) to assist them in logging on to the RISSNET Portal.

The RISSNET Portal aggregates RISSNET content and applications into a browser view. The RISSNET Portal is capable of personalizing the aggregation and presentation of each user's browser view based on user identities, roles, and preferences. This means that each user may have a slightly different experience using the RISSNET Portal, one that meets their individual needs and preferences.

Single Factor Logon

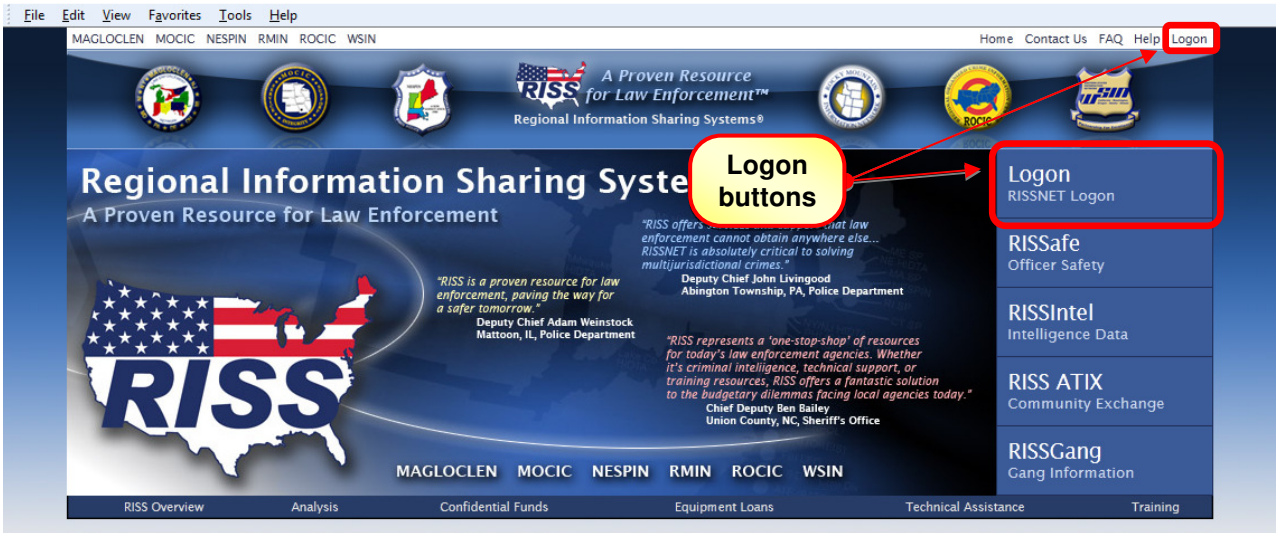
Not all resources on the RISSNET Portal require a security certificate for access. Those requiring a security certificate are known as "dual factor" resources. Users may log on without the use of a security certificate and still access RISSNET Portal's "single-factor" resources using just their User Name and Password. Once logged on, users may click the User Settings link at the top-left of the RISSNET Portal Home Page and check the "Current Credential Level." It will display either "Single Factor" or "Dual Factor."

Logon Procedure

The RISS Technology Support Center (RTSC) has updated the method for logging on to the RISSNET Portal. The logon method is determined by server settings rather than Web browser settings. It provides more robust error checking and lets the user know if the certificate chosen was not issued by RISS or if the name on the certificate does not match the logon.

To log on to the RISSNET Portal:

1. Navigate to http://www.riss.net using a Web browser (Microsoft Internet Explorer (IE) 7 and higher or Mozilla Firefox 3.6 or higher are recommended).
2. Clicking one of the Logon buttons will prompt users for credentials as described in the sections below (Sample 1.1).



Sample 1.1

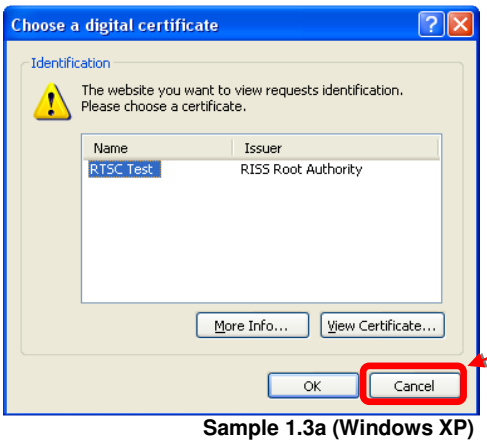
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3. The RISSNET Portal Logon page will display (Sample 1.2). Enter the appropriate User Name and Password (Sample 1.2).
4. Click the Logon button (Sample 1.2).

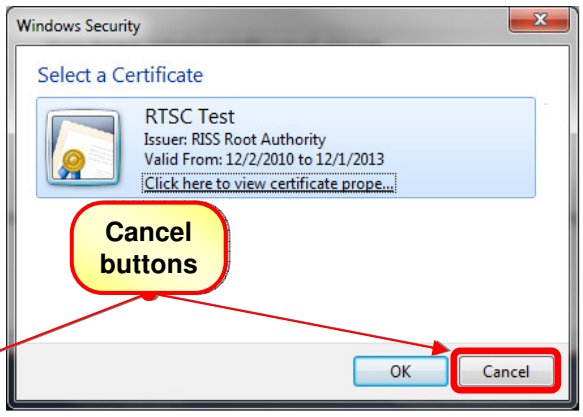


Sample 1.2

5. If the user has permission to access any dual factor resources, the user is asked to select a certificate after clicking the logon button. Select the appropriate certificate from the list (Sample 1.3a from Windows XP and Sample 1.3b from Windows 7).
6. Click OK. The RISSNET Terms of Use page will display (Sample 1.4)
   a. If the user desires to log on with single factor authentication, they can click cancel on the certificate selection window rather than log on dual factor (Sample 1.3a from Windows XP and Sample 1.3b from Windows 7).



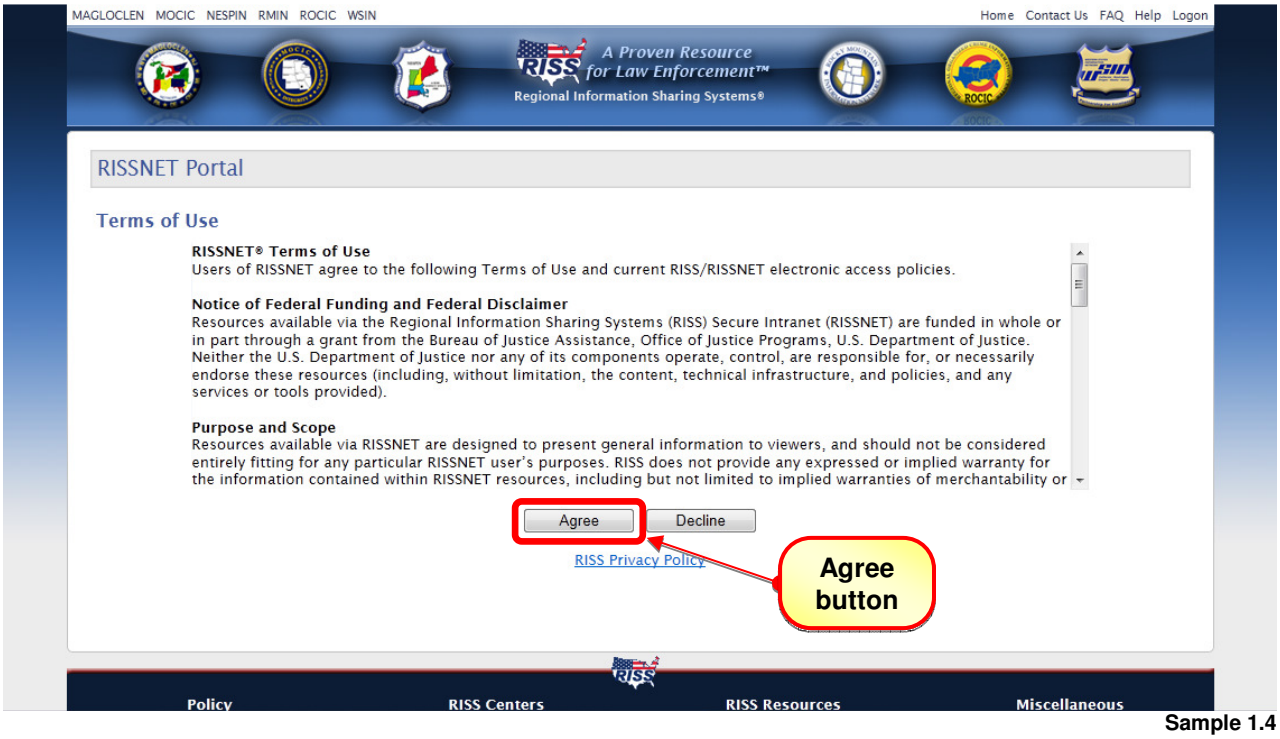
Sample 1.3a (Windows XP)



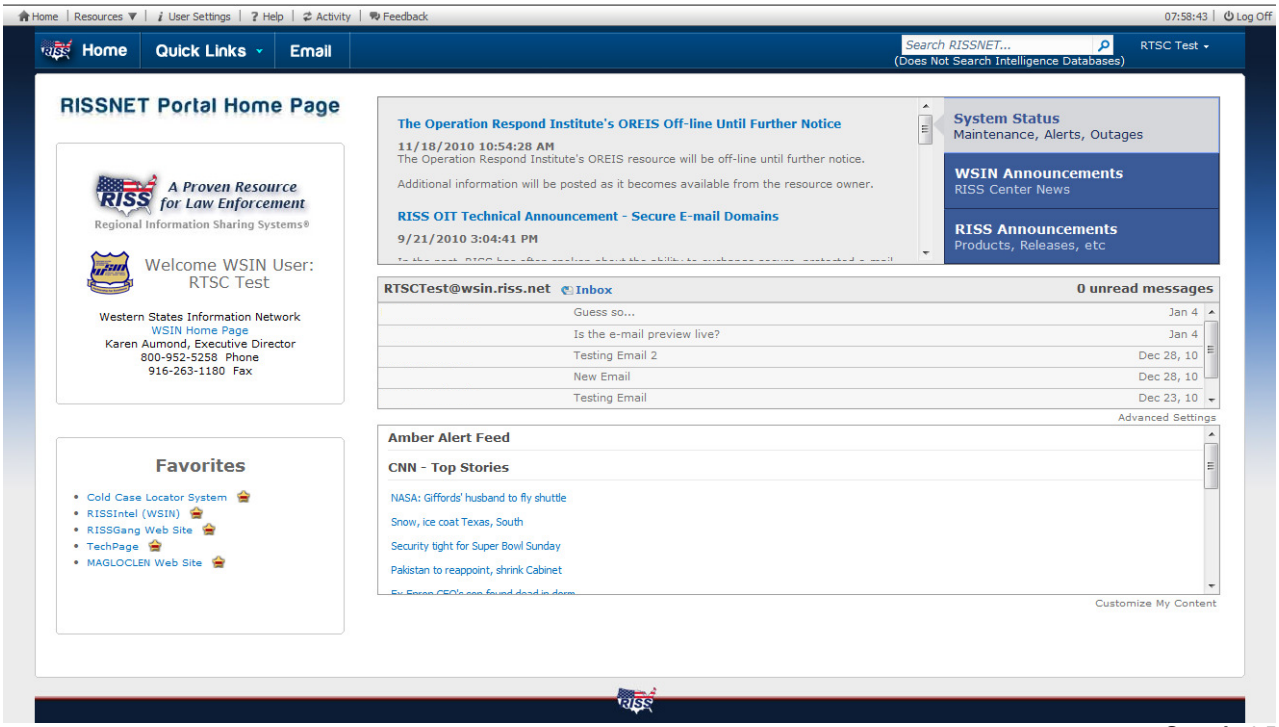
Sample 1.3b (Windows 7)

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7. To complete the Logon process, click the Agree button on the RISSNET Terms of Use page (Sample 1.4). The RISSNET Terms of Use will only be displayed on the initial logon. To review them afterward, a link to them is provided on the logon page (Sample 1.5). If logon is successful the RISSNET Portal Home Page will display (Sample 1.5).



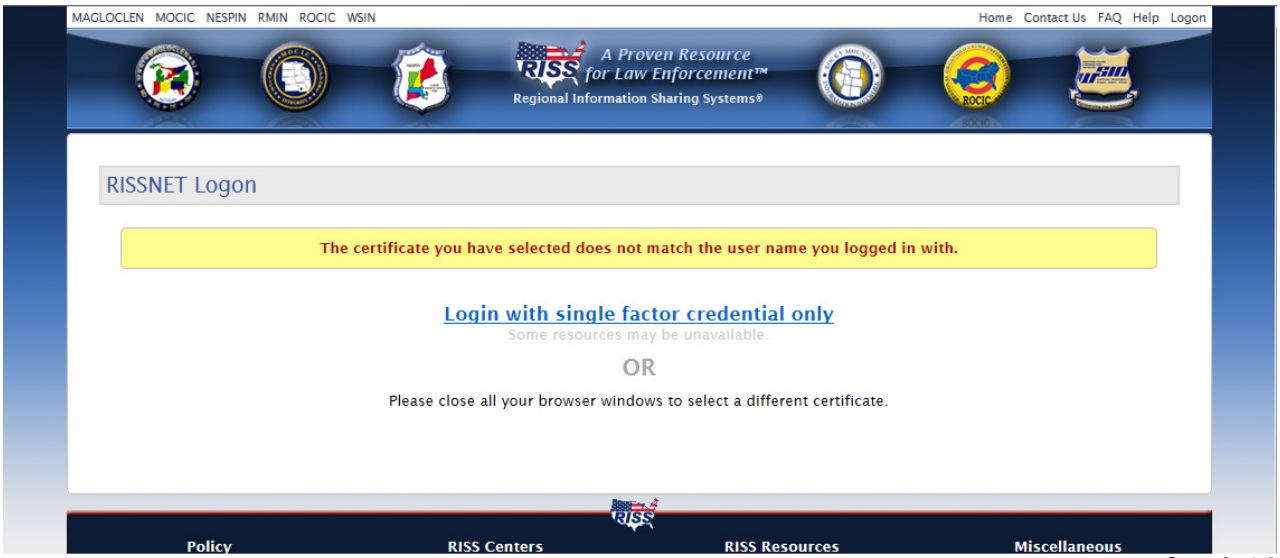
Sample 1.4



Sample 1.5

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8. If there is an issue with the selected certificate matching the entered user name, a warning message will appear with options for the user to choose.
   a. The "Login with single factor credential only" link allows the user to log on to the RISSNET Portal with single factor access (Sample 1.6). For details, see the Single Factor Logon section.
   b. The other choice is to close all browser windows and attempt a new logon with a different certificate (Sample 1.6).



Sample 1.6

Note about Logoff Page

If the user clicks the "Logon again" link on the RISSNET Portal Logoff page (Sample 1.7) in IE 7, Google Chrome, or Mozilla Firefox, the browser attempts a logon of the same type as previously used (i.e., single or dual factor). Closing all browser windows and restarting the browser before attempting a new logon resolves the issue. This is a browser session issue, and updates from RTSC will not resolve the problem.



Sample 1.7

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RISS Federation Partners

RISS Federation Partners should click the Access RISS through another identity provider (federation partner) link found on the RISSNET Portal Logon Page (Sample 2.1).



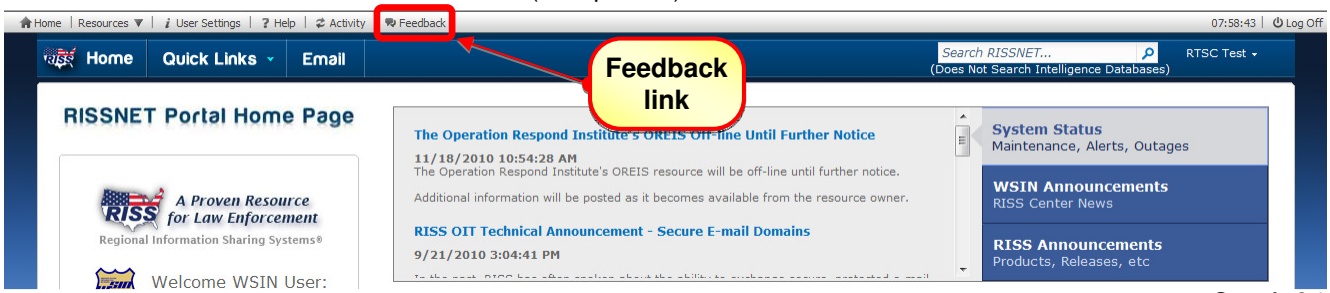
Sample 2.1

Portal Feedback

To report issues discovered when using the RISSNET Portal, use the "Send Feedback to RISS" form to describe the issue. Once the form is completed and submitted, it will be forwarded to the RISS Technology Support Center (RTSC) (Sample 3.1). Any design suggestions, comments, or success stories are also welcome.

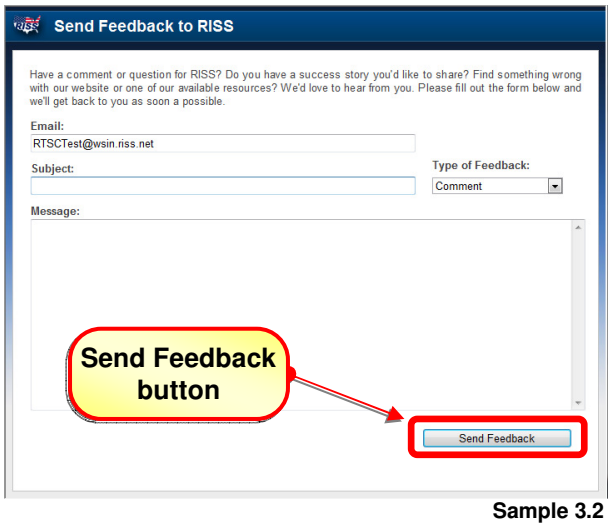
To send feedback:

1. Click the Feedback link at the top of the page in the UAG Resource Bar. The "Send Feedback to RISS" window will display (Sample 3.1).
2. Enter a subject into the subject field (Sample 3.2).
3. Select a Feedback type from the Type of Feedback pull-down menu (Sample 3.2). Types include: Comment, Bug Report, Enhancement Request, and Success Story.
4. Enter the feedback into the Message field (Sample 3.2).
5. Click the Send Feedback button (Sample 3.2).



Sample 3.1

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Sample 3.2

Important Information for Reporting Errors

Error reports are generally more valuable to RTSC staff when accompanied by certain information from the user. This information helps staff more quickly and accurately diagnose and resolve issues. Feedback tips include:

- When sending screen captures, note the URL of the page (e.g., https://adfs.riss.net/adfs/ls/).
- Note the Web browser brand and version and even the operating system (e.g., Microsoft Internet Explorer 9.0.8112).
- Click User Settings and note the credential level (e.g., “Single Factor” or “Dual Factor”). Once logged on, users may click the User Settings link at the top-left of the RISSNET Portal Home Page and check the “Current Credential Level.” It will display either “Single Factor” or “Dual Factor.”
- Note whether the user is using a “favorites” link to arrive at the logon page or a RISSNET resource.
- Note what method was used to reach the RISSNET Portal Logon page (e.g., through www.riss.net or secure.riss.net).

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