

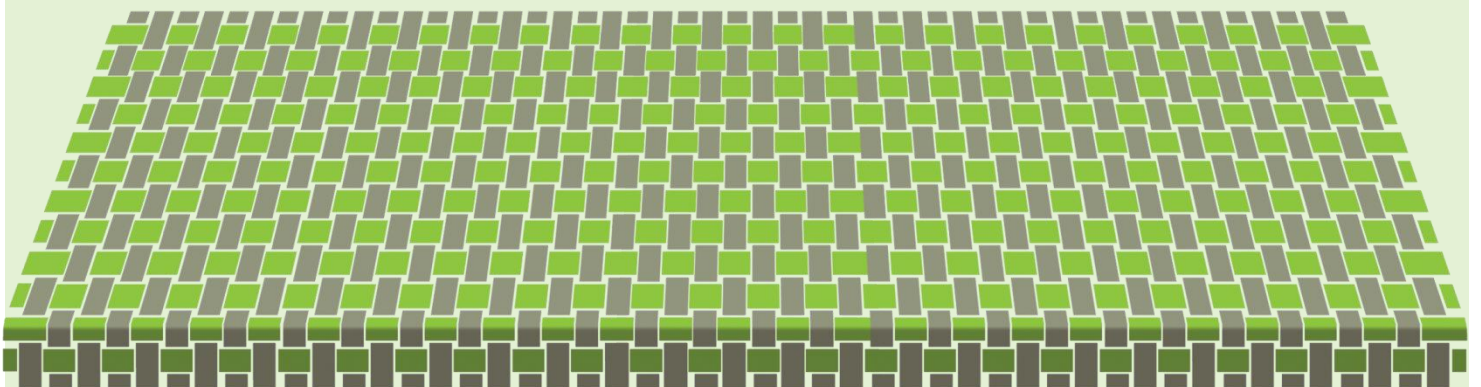


Tuakiri
NEW ZEALAND ACCESS FEDERATION INC.

Tuakiri Virtual Home

User Guide for Researchers and End
Users

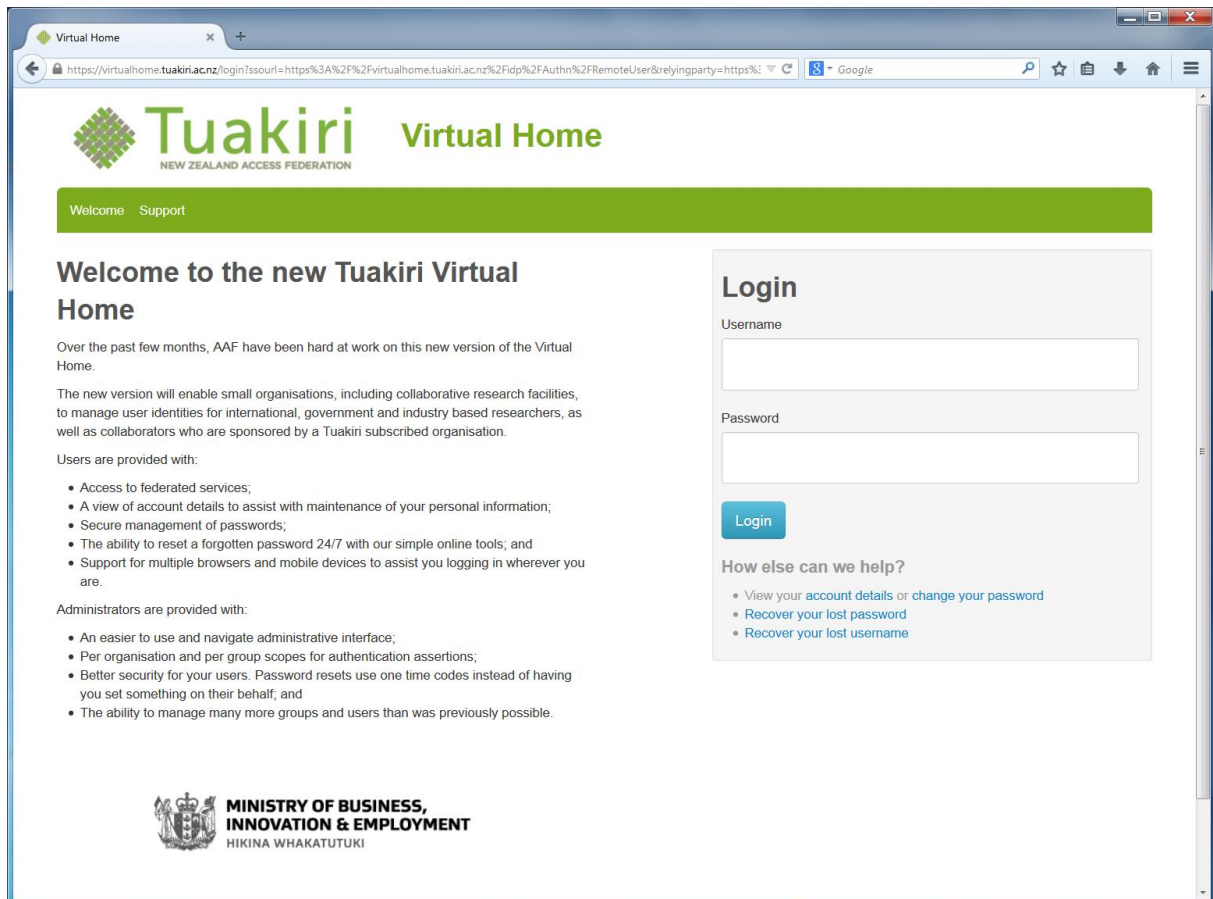
2 October 2014



What is this tool?

The Virtual Home (VH) enables small organisations, including collaborative research facilities, to manage user identities for international, government, and industry based researchers. The VH replaces older software (the VHO) and has been developed by the Australian Access Federation. The VH uses new technology, and is based on real requirements and use cases.

As a researcher or end user, you generally wouldn't log into the VH unless you need to change your password or find administrator contact details. Usually you'll just select "Tuakiri Virtual Home" when logging into the particular Service you intend to access.



The screenshot shows a web browser window displaying the Tuakiri Virtual Home login page. The page features a green header with the Tuakiri logo and the text "Virtual Home" and "NEW ZEALAND ACCESS FEDERATION". Below the header, there is a navigation bar with "Welcome" and "Support" links. The main content area is titled "Welcome to the new Tuakiri Virtual Home" and contains a welcome message and a list of features for users and administrators. On the right side, there is a "Login" form with fields for "Username" and "Password", a "Login" button, and a section titled "How else can we help?" with links for "View your account details or change your password", "Recover your lost password", and "Recover your lost username". At the bottom left, there is a logo for the "MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT" with the Māori name "HIKINA WHAKATUTUKI".

Tuakiri Virtual Home
NEW ZEALAND ACCESS FEDERATION

Welcome Support

Welcome to the new Tuakiri Virtual Home

Over the past few months, AAF have been hard at work on this new version of the Virtual Home.

The new version will enable small organisations, including collaborative research facilities, to manage user identities for international, government and industry based researchers, as well as collaborators who are sponsored by a Tuakiri subscribed organisation.

Users are provided with:

- Access to federated services;
- A view of account details to assist with maintenance of your personal information;
- Secure management of passwords;
- The ability to reset a forgotten password 24/7 with our simple online tools; and
- Support for multiple browsers and mobile devices to assist you logging in wherever you are.

Administrators are provided with:

- An easier to use and navigate administrative interface;
- Per organisation and per group scopes for authentication assertions;
- Better security for your users. Password resets use one time codes instead of having you set something on their behalf; and
- The ability to manage many more groups and users than was previously possible.

Login


Username

Password

Login

How else can we help?

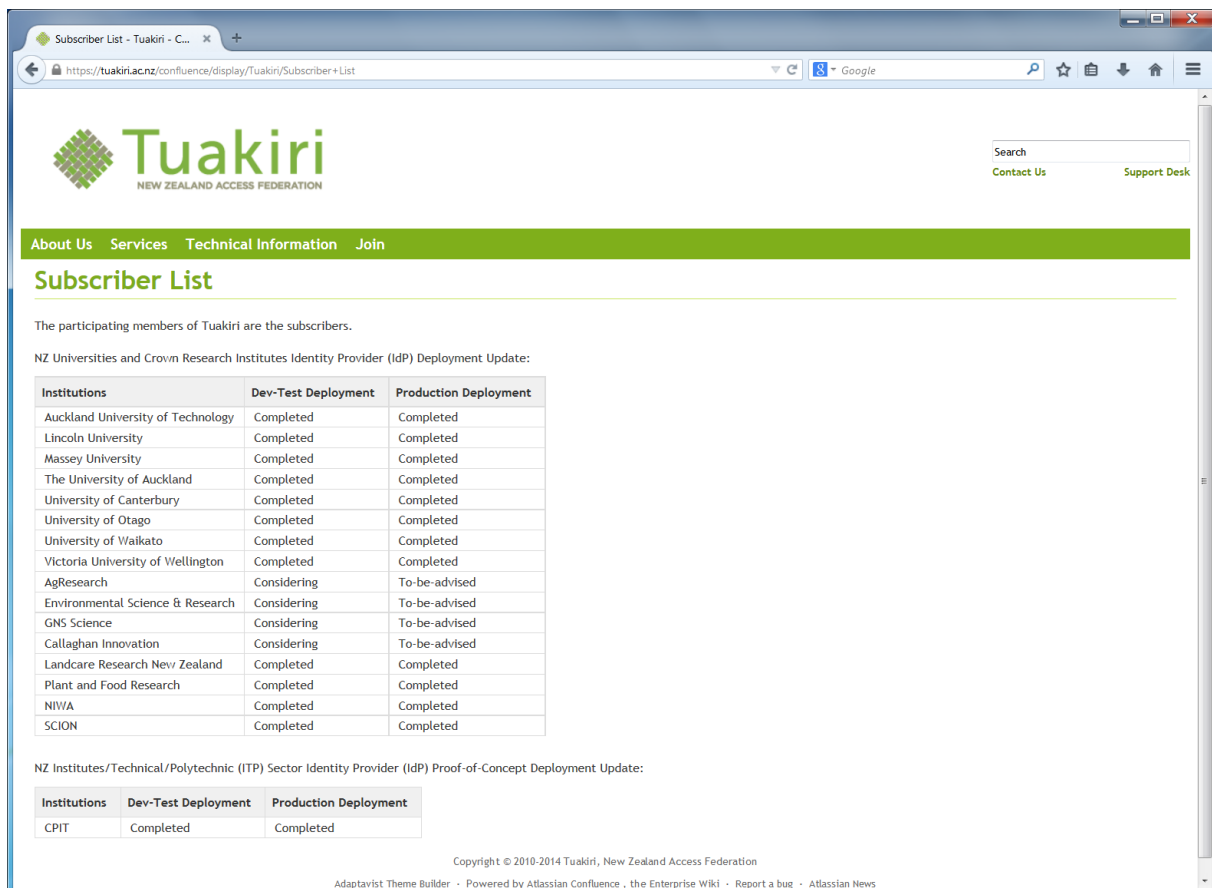
- View your [account details](#) or [change your password](#)
- [Recover your lost password](#)
- [Recover your lost username](#)

 **MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HIKINA WHAKATUTUKI

How do I get a Tuakiri VH account?

The authority to create an account on the Tuakiri VH is delegated to the subscriber organisations of Tuakiri. If you are a student, staff member or collaborator of a Tuakiri subscriber organisation, and you think your work could benefit from having an account on the Tuakiri VH, then please contact your identity provider administrator to discuss this option.

For a list of organisations subscribed to Tuakiri, view the [subscriber list](#) online. To find your identity provider administrator, contact your local service desk. If you have any issues, please contact us at support@tuakiri.ac.nz.



The participating members of Tuakiri are the subscribers.

NZ Universities and Crown Research Institutes Identity Provider (IdP) Deployment Update:

Institutions	Dev-Test Deployment	Production Deployment
Auckland University of Technology	Completed	Completed
Lincoln University	Completed	Completed
Massey University	Completed	Completed
The University of Auckland	Completed	Completed
University of Canterbury	Completed	Completed
University of Otago	Completed	Completed
University of Waikato	Completed	Completed
Victoria University of Wellington	Completed	Completed
AgResearch	Considering	To-be-advised
Environmental Science & Research	Considering	To-be-advised
GNS Science	Considering	To-be-advised
Callaghan Innovation	Considering	To-be-advised
Landcare Research New Zealand	Completed	Completed
Plant and Food Research	Completed	Completed
NIVA	Completed	Completed
SCION	Completed	Completed

NZ Institutes/Technical/Polytechnic (ITP) Sector Identity Provider (IdP) Proof-of-Concept Deployment Update:

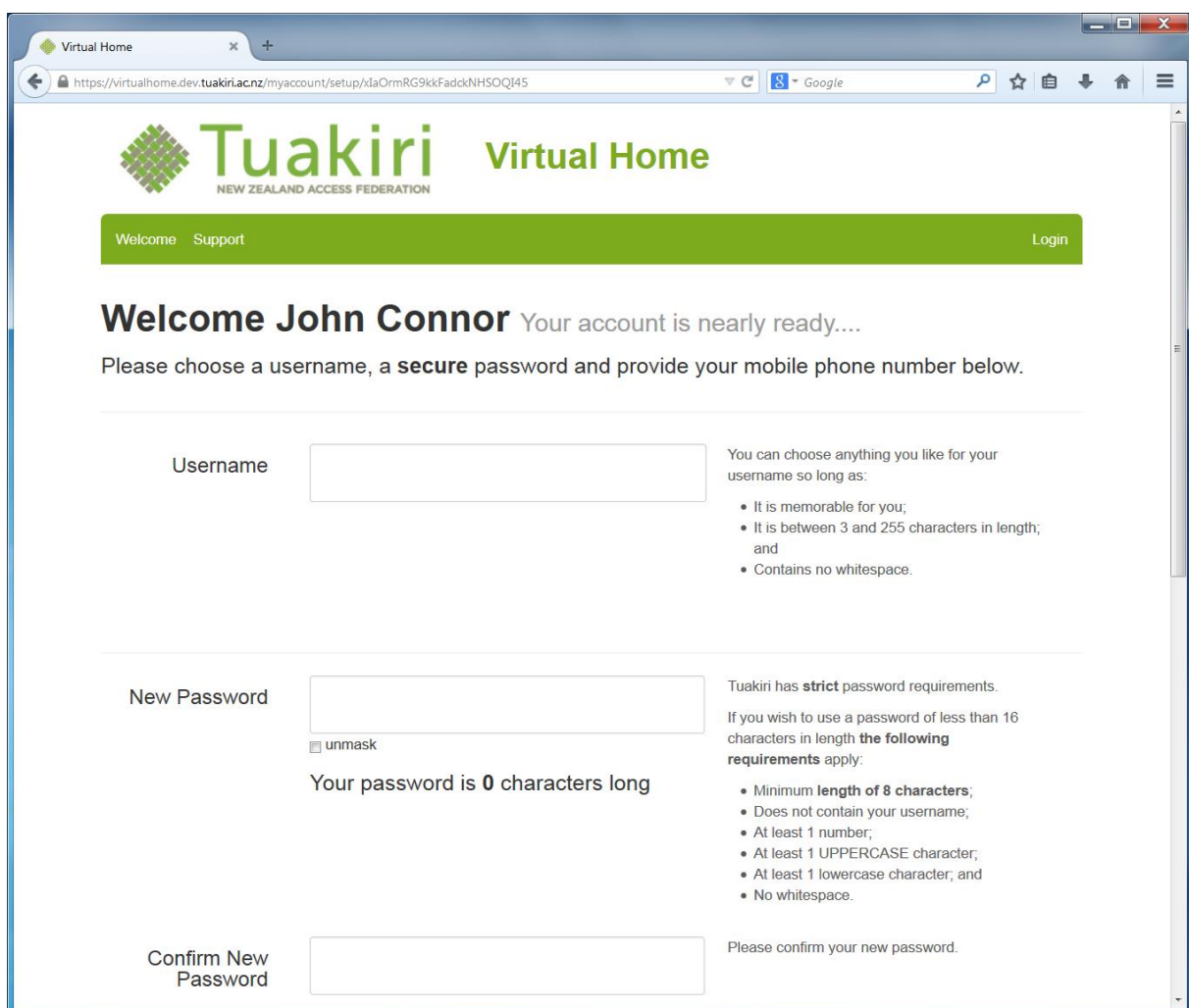
Institutions	Dev-Test Deployment	Production Deployment
CPIT	Completed	Completed

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Adaptivist Theme Builder · Powered by Atlassian Confluence · the Enterprise Wiki · Report a bug · Atlassian News

How do I set up my new account?

When your administrator creates an account for you, you'll receive an email and an invitation link to finish setting up your account. Here you will choose a username, enter your password and mobile number.

Please note the password requirements on the right hand side. Your mobile number is required if you ever need to reset your password (i.e. if it's forgotten).



The screenshot shows a web browser window with the URL `https://virtualhome.dev.tuakiri.ac.nz/myaccount/setup/1aOrmRG9kkFadckNHSOQI45`. The page header features the Tuakiri logo (a green grid) and the text "Tuakiri Virtual Home NEW ZEALAND ACCESS FEDERATION". A green navigation bar contains "Welcome Support" on the left and "Login" on the right. The main content area is titled "Welcome John Connor Your account is nearly ready..." and includes the instruction "Please choose a username, a secure password and provide your mobile phone number below." There are three input fields: "Username", "New Password", and "Confirm New Password". The "New Password" field has an "unmask" checkbox and a feedback message "Your password is 0 characters long". To the right of each field are detailed requirements: for the username, it must be memorable, 3-255 characters long, and contain no whitespace; for the password, it must be at least 8 characters, not contain the username, and include at least one number, uppercase, and lowercase character, with no whitespace.

Virtual Home

https://virtualhome.dev.tuakiri.ac.nz/myaccount/setup/1aOrmRG9kkFadckNHSOQI45

Tuakiri Virtual Home
NEW ZEALAND ACCESS FEDERATION

Welcome Support Login

Welcome John Connor Your account is nearly ready....

Please choose a username, a **secure** password and provide your mobile phone number below.

Username

You can choose anything you like for your username so long as:

- It is memorable for you;
- It is between 3 and 255 characters in length; and
- Contains no whitespace.

New Password

unmask

Your password is 0 characters long

Tuakiri has **strict** password requirements.

If you wish to use a password of less than 16 characters in length **the following requirements** apply:

- Minimum **length of 8 characters**;
- Does not contain your username;
- At least 1 number;
- At least 1 **UPPERCASE** character;
- At least 1 lowercase character; and
- No whitespace.

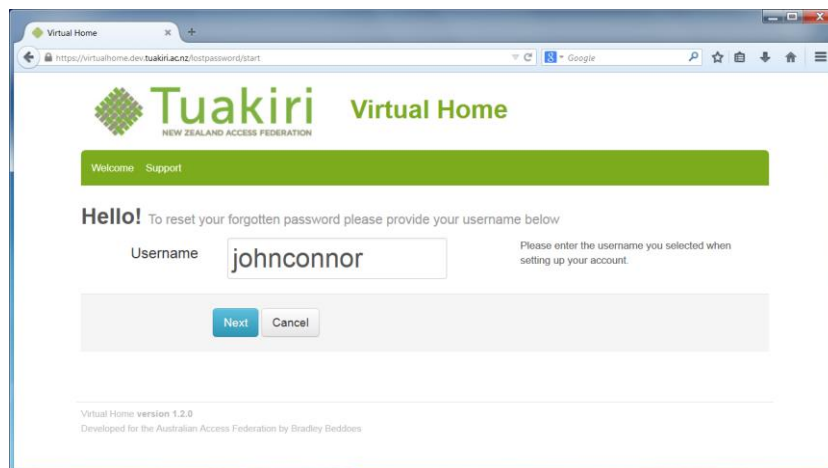
Confirm New Password

Please confirm your new password.

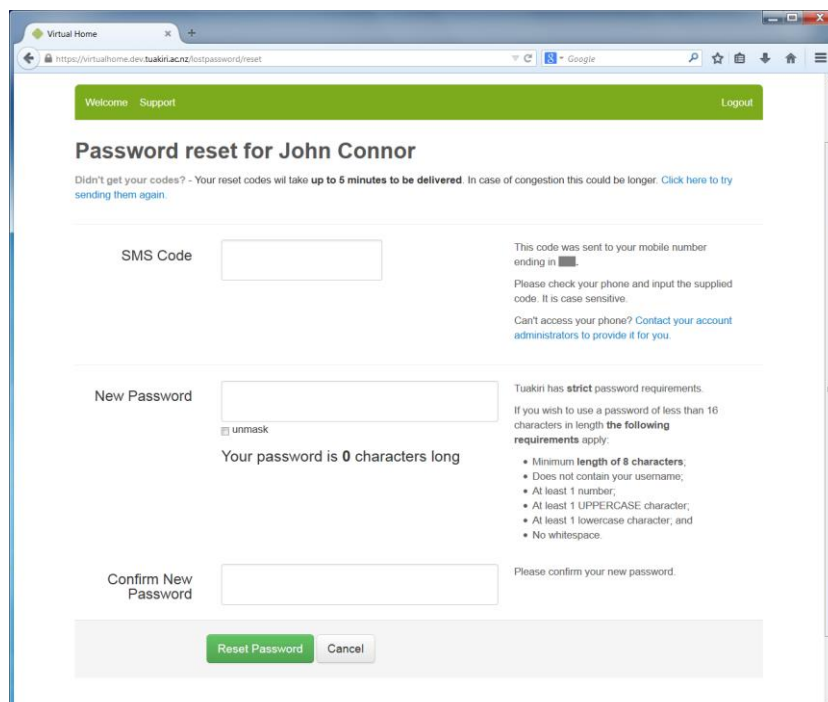
How do I reset my password?

You'll find the "recover your lost password" link on the login page. This will begin the process to choose a new password. You'll need your mobile and email account on hand to enter the SMS or email codes we'll send you.

You'll have to enter a new password to comply with the minimum password requirements. These are listed on the right hand side. We recommend you use a password with more than 16 characters. For example, "iWonOnAHorseinthemelbournecupin2011" satisfies the password requirements and is extremely secure (providing you keep it a secret!).



The screenshot shows the 'Virtual Home' website interface. At the top, there is a green navigation bar with 'Welcome' and 'Support' links. Below this, the page title is 'Hello!' followed by the instruction: 'To reset your forgotten password please provide your username below'. A text input field labeled 'Username' contains the text 'johnconnor'. To the right of the input field, there is a note: 'Please enter the username you selected when setting up your account.' Below the input field are two buttons: 'Next' (highlighted in blue) and 'Cancel'. At the bottom of the page, there is small text: 'Virtual Home version 1.2.0' and 'Developed for the Australian Access Federation by Bradley Beddoes'.

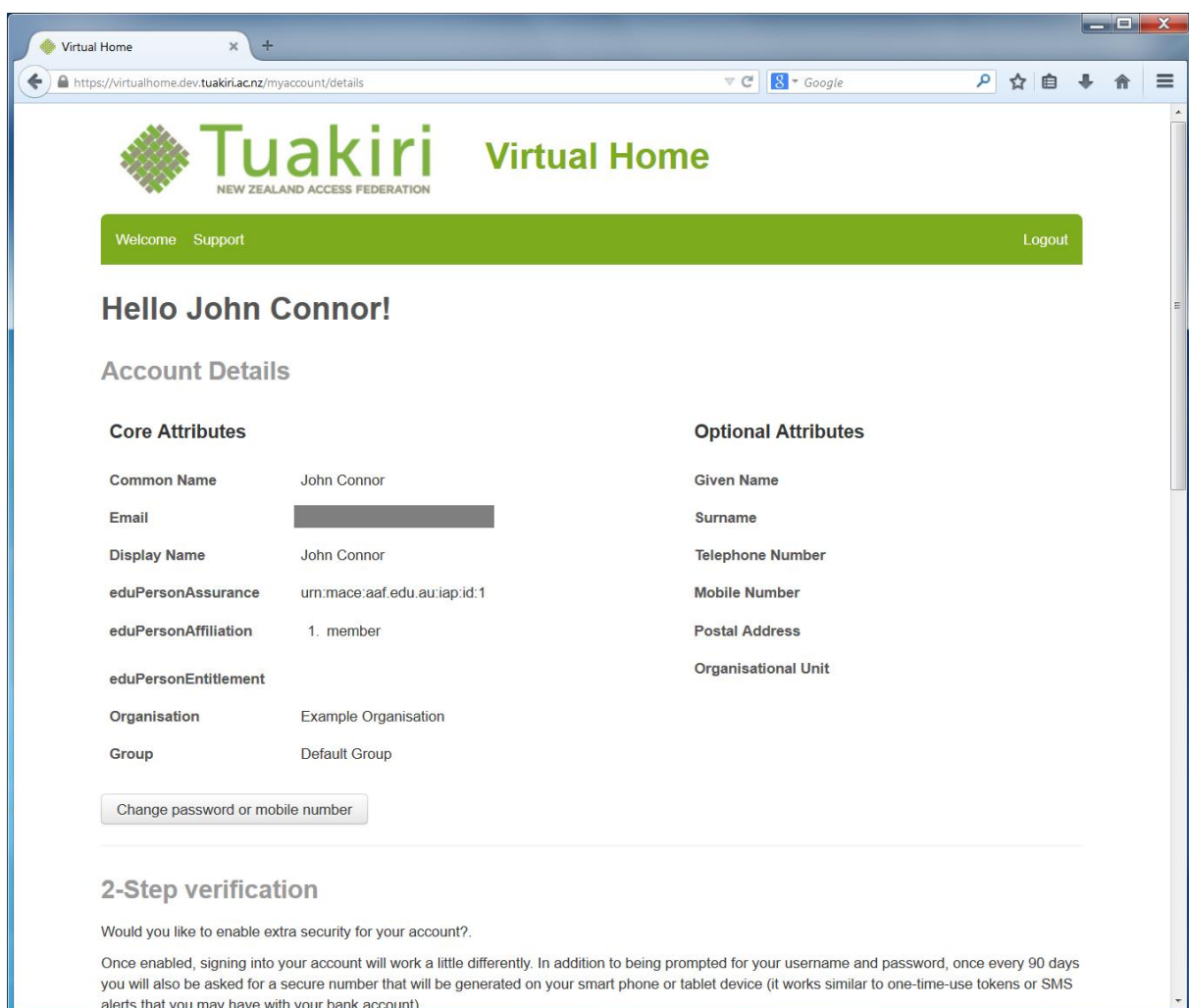


The screenshot shows the 'Virtual Home' website interface for the password reset confirmation step. The page title is 'Password reset for John Connor'. Below the title, there is a note: 'Didn't get your codes? - Your reset codes will take up to 5 minutes to be delivered. In case of congestion this could be longer. [Click here to try sending them again](#)'. There are three main input sections: 1. 'SMS Code' with an empty text input field. To the right, there is a note: 'This code was sent to your mobile number ending in [REDACTED]. Please check your phone and input the supplied code. It is case sensitive. Can't access your phone? [Contact your account administrators to provide it for you.](#)' 2. 'New Password' with an empty text input field and an 'unmask' checkbox. Below the input field, it says 'Your password is 0 characters long'. To the right, there is a section titled 'Tuakiri has strict password requirements. If you wish to use a password of less than 16 characters in length the following requirements apply:' followed by a bulleted list: '• Minimum length of 8 characters, • Does not contain your username, • At least 1 number, • At least 1 UPPERCASE character, • At least 1 lowercase character, and • No whitespace.' 3. 'Confirm New Password' with an empty text input field. To the right, it says 'Please confirm your new password.' At the bottom of the page, there are two buttons: 'Reset Password' (highlighted in green) and 'Cancel'.

How do I change my password?

Use your VH account to log in to <https://virtualhome.tuakiri.ac.nz/myaccount> and you can use the 'Change password or mobile number' button to begin the process.

Ensure you read the password requirements on the right hand side of the page. We strongly recommend you use a secure password with more than 16 characters.



The screenshot shows a web browser window displaying the 'Virtual Home' account details page. The page header includes the Tuakiri logo and 'Virtual Home' text. A green navigation bar contains 'Welcome Support' and a 'Logout' link. The main content area greets the user as 'Hello John Connor!' and displays 'Account Details' in two columns: 'Core Attributes' and 'Optional Attributes'. The 'Core Attributes' section lists fields like Common Name, Email, Display Name, eduPersonAssurance, eduPersonAffiliation, eduPersonEntitlement, Organisation, and Group. The 'Optional Attributes' section lists fields like Given Name, Surname, Telephone Number, Mobile Number, Postal Address, and Organisational Unit. A 'Change password or mobile number' button is located below the core attributes. At the bottom, there is a '2-Step verification' section with a question and explanatory text.

Virtual Home

<https://virtualhome.dev.tuakiri.ac.nz/myaccount/details>

Tuakiri Virtual Home
NEW ZEALAND ACCESS FEDERATION

Welcome Support Logout

Hello John Connor!

Account Details

Core Attributes	Optional Attributes
Common Name: John Connor	Given Name
Email: [REDACTED]	Surname
Display Name: John Connor	Telephone Number
eduPersonAssurance: urn:mace:aaf.edu.au:iap:id:1	Mobile Number
eduPersonAffiliation: 1. member	Postal Address
eduPersonEntitlement	Organisational Unit
Organisation: Example Organisation	
Group: Default Group	

Change password or mobile number

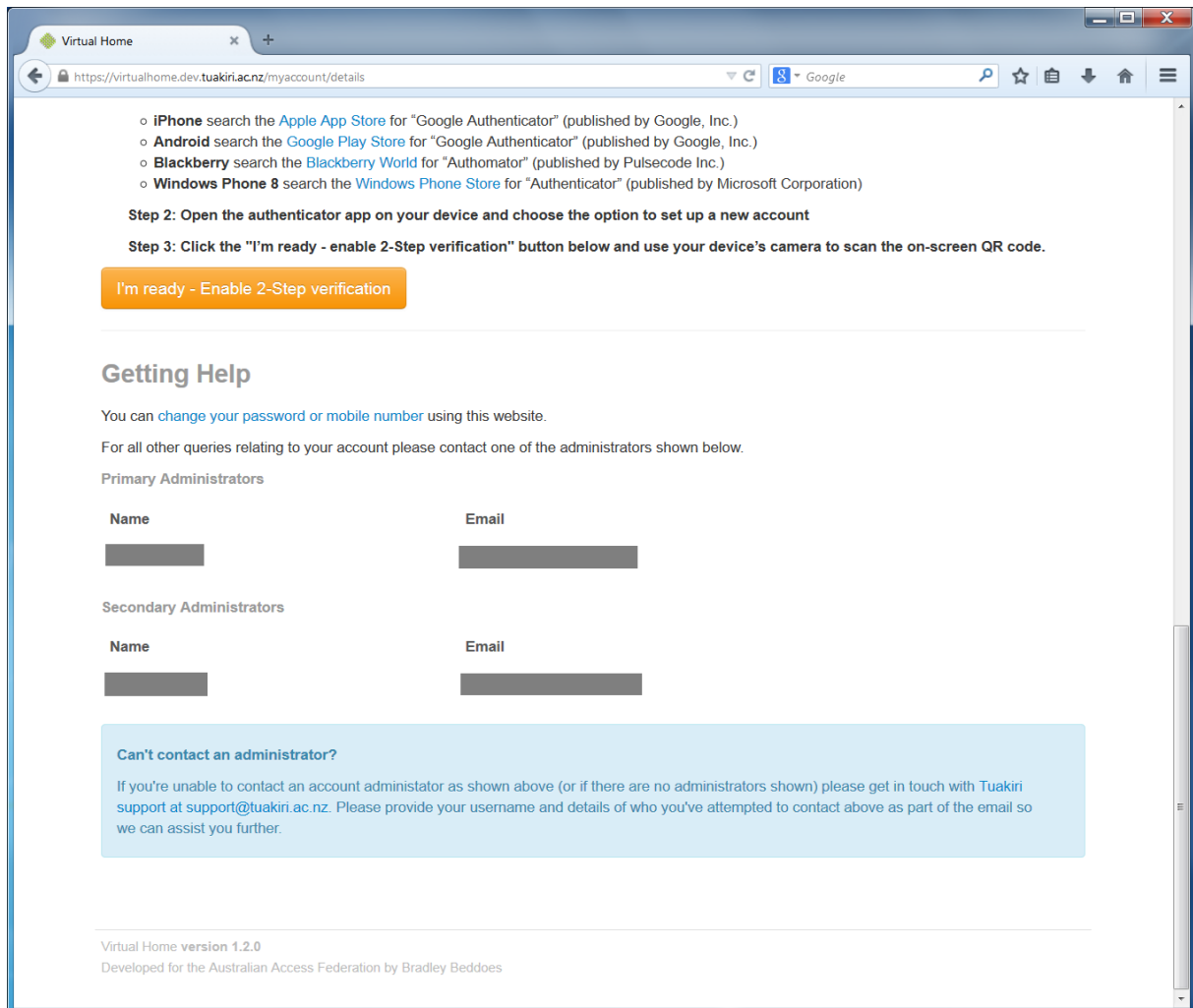
2-Step verification

Would you like to enable extra security for your account?.

Once enabled, signing into your account will work a little differently. In addition to being prompted for your username and password, once every 90 days you will also be asked for a secure number that will be generated on your smart phone or tablet device (it works similar to one-time-use tokens or SMS alerts that you may have with your bank account).

How do I change my account details?

Your account details can only be changed by the administrator of the organisation. You'll find their contact details after logging into <https://virtualhome.tuakiri.ac.nz/myaccount> and scrolling to the bottom of the page.



Virtual Home

https://virtualhome.dev.tuakiri.ac.nz/myaccount/details

- o **iPhone** search the [Apple App Store](#) for "Google Authenticator" (published by Google, Inc.)
- o **Android** search the [Google Play Store](#) for "Google Authenticator" (published by Google, Inc.)
- o **Blackberry** search the [Blackberry World](#) for "Authomator" (published by Pulsecode Inc.)
- o **Windows Phone 8** search the [Windows Phone Store](#) for "Authenticator" (published by Microsoft Corporation)

Step 2: Open the authenticator app on your device and choose the option to set up a new account

Step 3: Click the "I'm ready - enable 2-Step verification" button below and use your device's camera to scan the on-screen QR code.

[I'm ready - Enable 2-Step verification](#)

Getting Help

You can [change your password](#) or [mobile number](#) using this website.

For all other queries relating to your account please contact one of the administrators shown below.

Primary Administrators

Name	Email
[REDACTED]	[REDACTED]

Secondary Administrators

Name	Email
[REDACTED]	[REDACTED]

Can't contact an administrator?

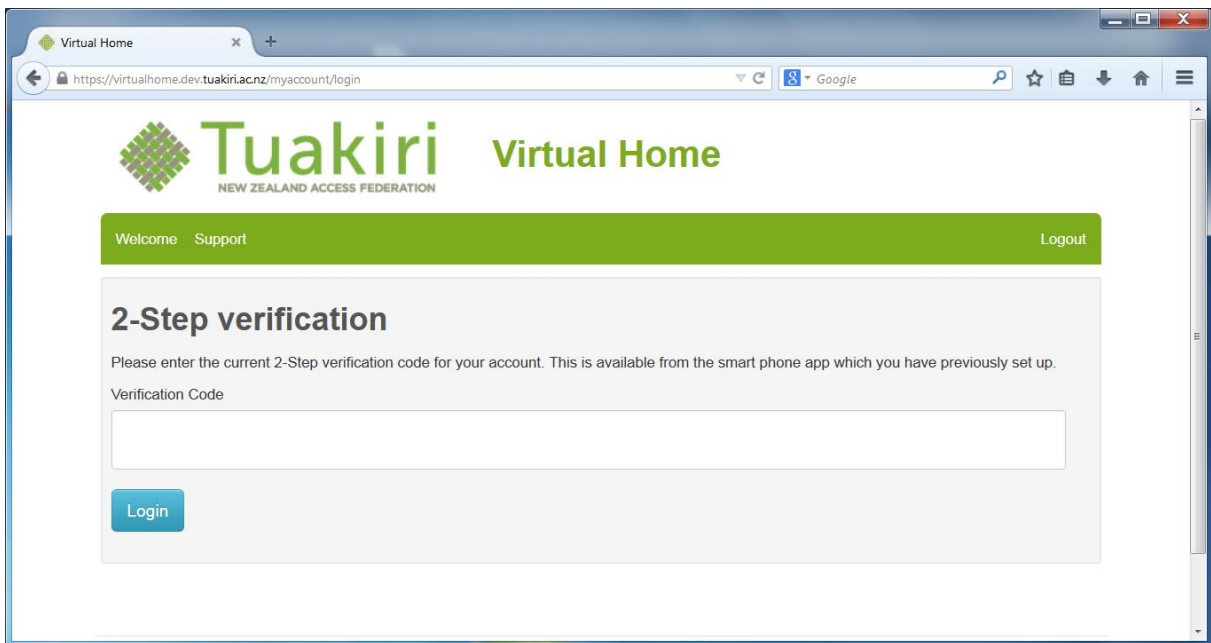
If you're unable to contact an account administrator as shown above (or if there are no administrators shown) please get in touch with Tuakiri support at support@tuakiri.ac.nz. Please provide your username and details of who you've attempted to contact above as part of the email so we can assist you further.

Virtual Home version 1.2.0
Developed for the Australian Access Federation by Bradley Beddoes

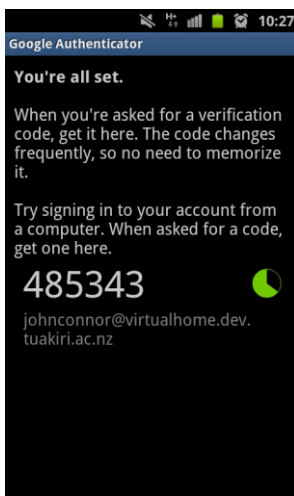
How do I use 2-step verification?

(Note: you must have set up your account and set up an app on your mobile device, in order to use 2-step verification. To set this up, log in to the Tuakiri VH, and follow the instructions shown on the landing page.)

Log in to the Tuakiri VH using your VH account. Enter your username and password, and click Login. Then you will see a screen as shown below:



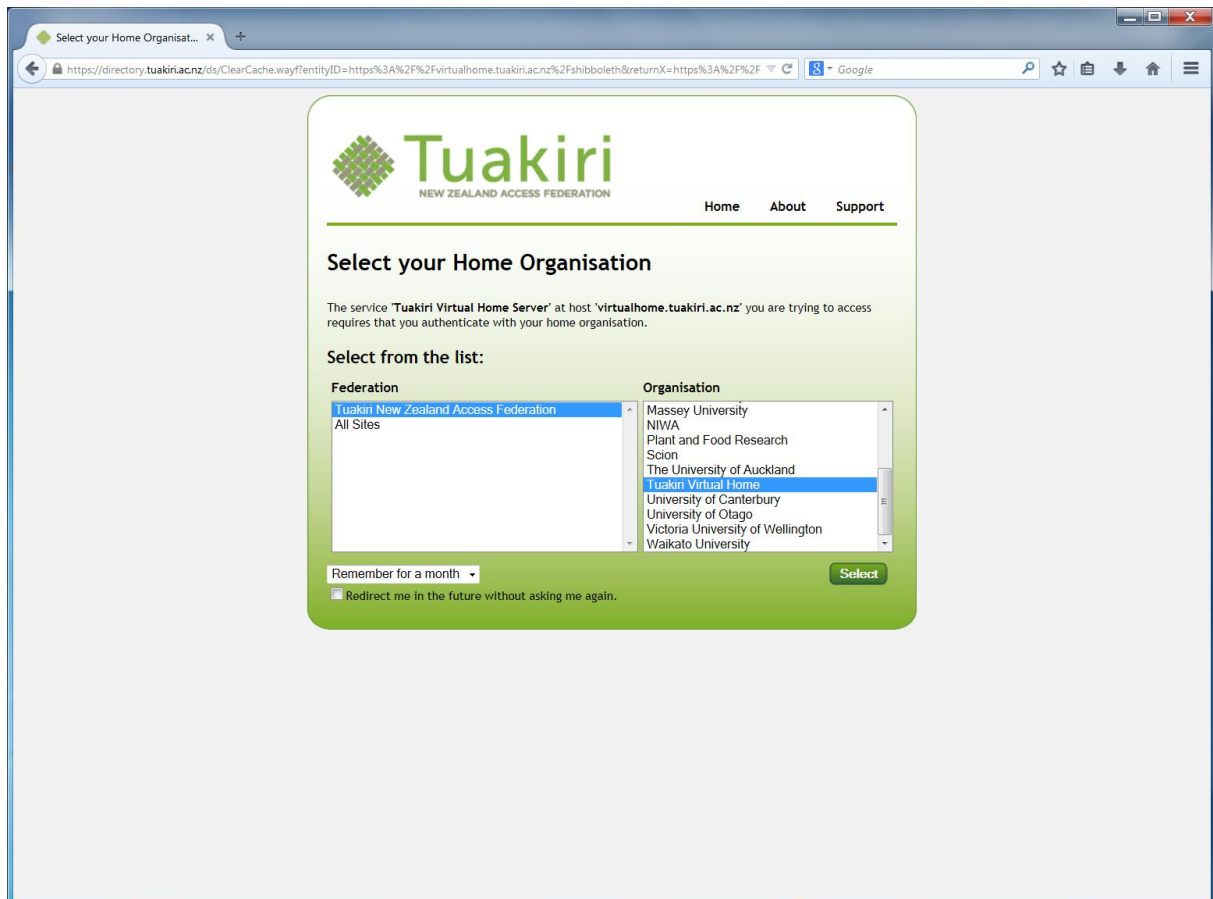
Check your device for the verification code. Enter the code and click Login.



(This screenshot is of an Android device, using the Google Authenticator.)

How do I log in to services using my account?

Find the service you wish to log in to and, provided the service is connected to Tuakiri, you will be able to select “Tuakiri Virtual Home” from the Organisation list. Click Select, and enter your username and password to log in to that service.




Why is my account locked out?

In case you enter an incorrect password, you may attempt to login to the VH up to five times. After five failed login attempts, your account will be locked out. If your account is locked out, you will receive a notification email informing you about this. To unlock your account, please contact Tuakiri support at support@tuakiri.ac.nz.

An important message from the Tuakiri Virtual Home

Do you need help?
[Get in touch with Tuakiri support at support@tuakiri.ac.nz](mailto:support@tuakiri.ac.nz)



Tuakiri
NEW ZEALAND ACCESS FEDERATION

Virtual Home

Hello John Connor,

Your Tuakiri Virtual Home account has been temporarily deactivated. This is an automatic security measure when the wrong password is entered for your account a number of times.

If you believe that you did not enter the incorrect password for your account then **please advise your support contact, as shown below, when getting assistance.**

Correcting the problem

Your username for this account is: *johnconnor*

To have your account checked and re-enabled please contact one of the administrators shown below.

Primary Administrators

- [REDACTED]

Secondary Administrators

- [REDACTED]

Can't contact an administrator?

If you're unable to contact an account administrator as shown above (or if there are no primary or secondary administrators assigned to your account) please get in touch with [Tuakiri support at support@tuakiri.ac.nz](mailto:support@tuakiri.ac.nz). Please provide your username and details of who you've attempted to contact above as part of the email so we can assist you further.

[Get Tuakiri Support](#)

Where can I find more help?

Contact Tuakiri support on support@tuakiri.ac.nz.