Identity and Access Management (IAM) Frequently Asked Questions

What is changing?

As part of Operational Excellence, UCAR committed to move the organization to a comprehensive identity and access management (IAM) system. Some of the goals are to require fewer passwords for staff to remember, reduce staff frustration with entering multiple passwords over the course of a day's work, and enable easier collaboration with partner research organizations. The project intends to achieve these goals while meeting the requirements of new cloud-based offerings for business and science applications.

What is being done to move in this direction?

Much has already been accomplished behind the scenes including rigorous testing and planning. Some of you may have been asked to start using your CIT password to access your laptop or desktop already.

What immediate change should I be aware of?

On October 17, a new self-service password portal for CIT will be released. All UCAR staff are encouraged to enroll in the portal. Once you are enrolled , you can use the portal to reset your CIT password, similar to how we currently reset our UCAS passwords today.

Is it necessary to enroll in the CIT Password Portal before using it?

Yes, once it is active, you are encouraged to enroll in the password portal. Being enrolled allows you to reset your own password or unlock your account without having to contact your help desk or systems administrator. The enrollment process is very simple and requires you answer three security questions.

What is my CIT password?

The CIT password is what you use to sign on to your computer and FandA business applications. The authentication system of the future will use your CIT (Active Directory) password.

Does everyone have a CIT password?

Yes, every UCAR/NCAR/UCP staff member has been setup with a CIT account whether you are currently using it or not.

What is my CIT username?

CIT usernames are the first part of your email address before the "@ucar.edu".

What should I do if I do not know my current CIT username or password?

Contact your lab or program systems administrator:
https://www2.cisl.ucar.edu/dsg/local-system-support-ucar

Should staff change their CIT password immediately?

No, the system will send you an email reminder 21 days, ten days, and two days prior to when it is time to change your password as it currently does. You will remain in the same expiration cycle (every six months) as you are now.

What if I forget my password?

The portal will allow you to reset your password without having to contact your help desk or systems administrator. You will have to answer three security questions you will have already set up in the initial enrollment section of the password portal.

Should I be connected to the network when I change my password?

Yes. As always, best practice will remain to change your CIT password from your workstation while connected to the network when you receive an expiration reminder email.

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After the password portal is released, what are the next steps in the IAM project?

In late fall or early winter we will announce the start date for a select number of applications. As we complete testing these systems and applications, we will solidify those dates and keep you informed.

At a high level, what does the next change mean?

At a high level, the most visible change will be in the applications you currently log into using your UCAS password, you will now use your CIT password. This means that you will use far fewer passwords.
We also intend to use Single sign-on wherever practical and as technical integration makes this possible.

What does Single sign-on mean?

Single sign-on means that once you log in to the system, it will remember you for an extended period of time. Most configurations currently would cover a typical work day.

Does this mean I won't have to login each time I want to open applications?

Yes, the most used applications will not ask you again for your password. Some of the first applications where you'll likely notice this are:

- Google Apps
- Timecard
- Signature Authority
- New Awards System
- STEPS tools (Procurement, Travel and Expense)

We are also investigating:

- My Total Rewards
- Everbridge (Emergency Notification System)

Will I still need to have a different password for Google Apps? UCAS?

We are moving to CIT as the authoritative source for identity information and authentication. As a result, Google Apps will be converted to use CIT and UCAS will be phased out.

Are there any differences working on a Mac versus on a Windows computer?

There are known differences not only within operating systems but also browsers. Fairly standard configurations such as Mac with Safari and Chrome have been tested as well as Windows with Internet Explorer and Chrome. If you have configured tight policies around cookies and session handling you may need to allow certain URL's. If you have difficulties please contact your system administrator.

Why is this changing?

A robust and authoritative source for authentication allows the organization to meet a number of goals.

- Fewer passwords not only make life simpler it also makes us more secure. This is a change that many staff have requested for a long time.
- With Single sign-on we no longer will hand over control of our identity information. Our vendors, cloud providers, and software applications will utilize our information in a more secure and easier to use fashion.
- Current and new federal compliance requires much greater rigor.