SeamlessAccess.org

Delivering a simpler, privacy-preserving access experience

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1. Background

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Previously seen on ...

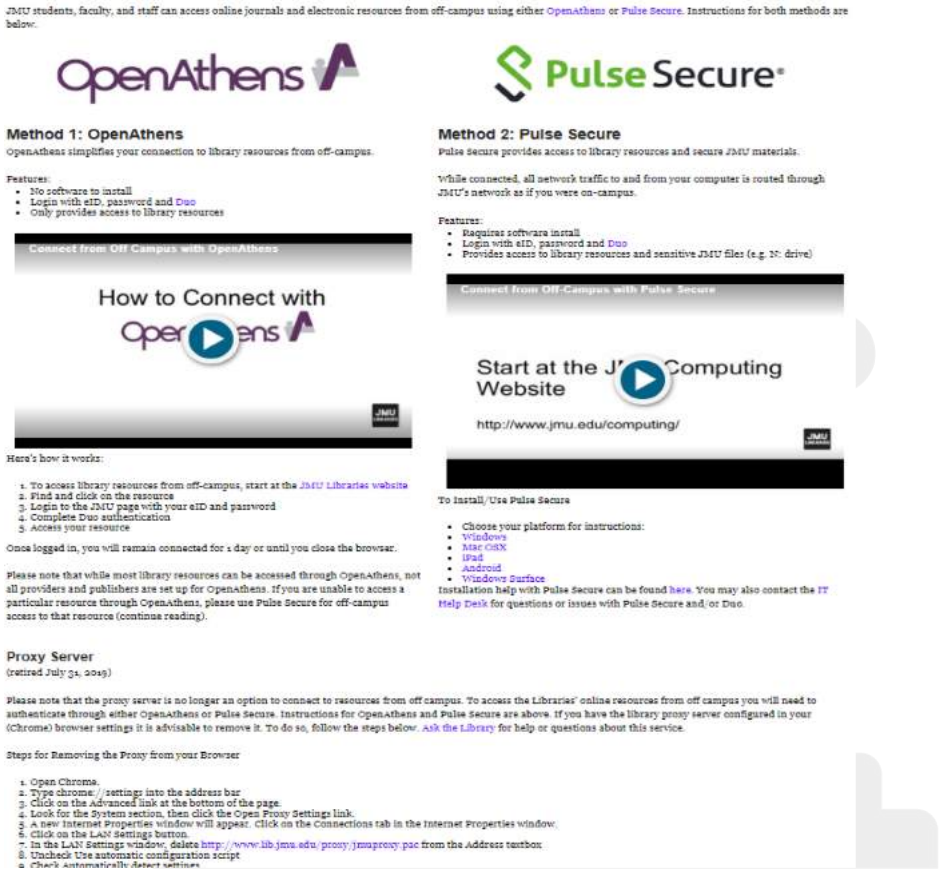
- The Resource Access in the 21st Century project (RA21) initiated in 2016, jointly sponsored by STM and NISO.
  - Stakeholders from the publishing, library, software, and identity management communities; input from 60 organizations.
- Identified that Federated Identity Management (FIM) held the most promise for a robust, scalable solution for remote access to scholarly content.
- RA21 conclusions were published as a NISO Recommended Practice, June 2019.

What is SeamlessAccess.org?

- The operational successor to the RA21 project.
- Deliverables: an operational service + best practices / standards
- Community-driven effort to enable seamless access to information resources, scholarly collaboration tools, and shared research infrastructure.
- 5 founding organizations (to date): the National Information Standards Organization (NISO), GÉANT, Internet2, ORCID, and the International Association of STM Publishers.

Why Are We Here?

- Improve remote access scenarios
  - Increase in off-campus access
  - Faulty use case assumptions
- Improve usability via a secure, single sign-on solution
- Support personalized user services (more later)
- Enhance user privacy (more later)



JMU students, faculty, and staff can access online journals and electronic resources from off-campus using either OpenAthens or Pulse Secure. Instructions for both methods are below.

OpenAthens

Method 1: OpenAthens

OpenAthens simplifies your connection to library resources from off-campus.

Features:
- No software to install
- Login with eID, password and Duo
- Only provides access to library resources

Connect from Off Campus with OpenAthens

How to Connect with OpenAthens

Here's how it works:

1. To access library resources from off-campus, start at the JMU Libraries website
2. Find and click on the resource
3. Login to the JMU page with your eID and password
4. Complete Duo authentication
5. Access your resource

Once logged in, you will remain connected for 1 day or until you close the browser.

Please note that while most library resources can be accessed through OpenAthens, not all providers and publishers are set up for OpenAthens. If you are unable to access a particular resource through OpenAthens, please use Pulse Secure for off-campus access to that resource (continue reading).

Pulse Secure

Method 2: Pulse Secure

Pulse Secure provides access to library resources and secure JMU materials.

While connected, all network traffic to and from your computer is routed through JMU's network as if you were on-campus.

Features:
- Requires software install
- Login with eID, password and Duo
- Provides access to library resources and sensitive JMU files (e.g. N: drive)

Connect from Off-Campus with Pulse Secure

Start at the JMU Computing Website

http://www.jmu.edu/computing/

To Install/Use Pulse Secure

- Choose your platform for instructions:
- Windows
- Mac OSX
- iPad
- Android
- Windows Surface

Installation help with Pulse Secure can be found here. You may also contact the IT Help Desk for questions or issues with Pulse Secure and/or Duo.

Proxy Server

(retired July 31, 2019)

Please note that the proxy server is no longer an option to connect to resources from off campus. To access the Libraries' online resources from off campus you will need to authenticate through either OpenAthens or Pulse Secure. Instructions for OpenAthens and Pulse Secure are above. If you have the library proxy server configured in your (Chrome) browser settings it is advisable to remove it. To do so, follow the steps below. Ask the Library for help or questions about this service.

Steps for Removing the Proxy from your Browser

1. Open Chrome.
2. Type chrome://settings into the address bar
3. Click on the Advanced link at the bottom of the page.
4. Look for the System section, then click the Open Proxy Settings link.
5. A new Internet Properties window will appear. Click on the Connections tab in the Internet Properties window.
6. Click on the LAN Settings button.
7. In the LAN Settings window, delete http://www.lib.jmu.edu/proxy/jmuproxy.pac from the Address textbox
8. Uncheck Use automatic configuration script
9. Check Automatically detect settings

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Security Concerns / Workflow Issues

- IP Authentication is less secure than federated authentication
- One compromised user = blocked access for entire institution
- Increasing number of subscribers using paid security services (e.g. Zscaler) to deliberately mask IP addresses

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When is Seamless Access?

December 2016 – June 2019

Piloting phase RA21

July 2019 – June 2020

SeamlessAccess Beta Phase Operational

July 2020 - onwards

Full service operational

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Who are SeamlessAccess?

- A dedicated implementation team including:
  - Project Director
  - Publisher Outreach
  - Technical support from SUNET (with funding from GÉANT)
  - Library Outreach
  - User Experience
- A governance committee with representatives from across the stakeholder groups
- An outreach committee including 6 librarians
- A working group on attribute release including leading librarians

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Implementers

In Progress

- ACS
- Atypon
- DARIAH
- Elsevier
- O'Reilly
- Silverchair
- Taylor & Francis
- Wiley

Integrated

- Springer Nature
- TENET

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2. Data Privacy

What are ‘Attributes’?

- Used in Federated Identity Management to pass data about an authenticated user
- Shared by the Identity Provider (IdP, e.g. academic institution) with a Service Provider (SP, e.g. publisher)

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What are ‘Attributes’?

Anonymous session ID	• Unique for every visit • Real identity unknown (anonymous) • No personalization possible
Pseudonymous ID	• Unique ID for every person • Real identity unknown (pseudonymous) • Personalization possible
Organizational	• Home organization, Entitlements, Role, Department, Location etc
Personal	• Name, email address

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Why are Attributes important?

Attributes give both sides greater control:

Access control	e.g. only allow users who are full-time staff
Cost control	e.g. only allow users with a certain role, or from a certain department
Risk control	e.g. avoid the need for i. users to separately register a username / password and ii. 3rd parties to store credentials

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How does Attribute Release work?

- Attribute release is fully under control of the IdP
- An IdP can *opt* to share a set of Attributes with an SP *after* a user is authenticated
- Attribute release is configured by the IdP for each category of SP (or at the individual SP level)
    - *E.g. research; vendors; library resources*
- Any special needs must be agreed with the IdP in advance

Publishing Use Cases

Scenario	Attributes
Users access full-text articles with no options for personalization	• Anonymous token
Users get content recommendations in UI based on prior history	• Pseudonymous ID
Faculty have the ability to purchase ebooks using library funds	• Pseudonymous ID • User role
Clinicians receive email confirmation of Continuing Education credits received	• Pseudonymous ID • User email address (with user consent)

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3. What will users experience?

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How federated access works now

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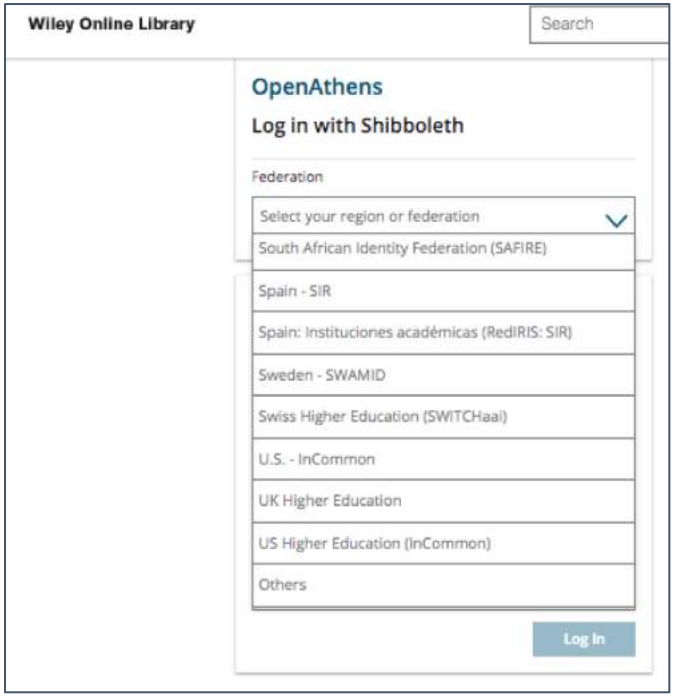
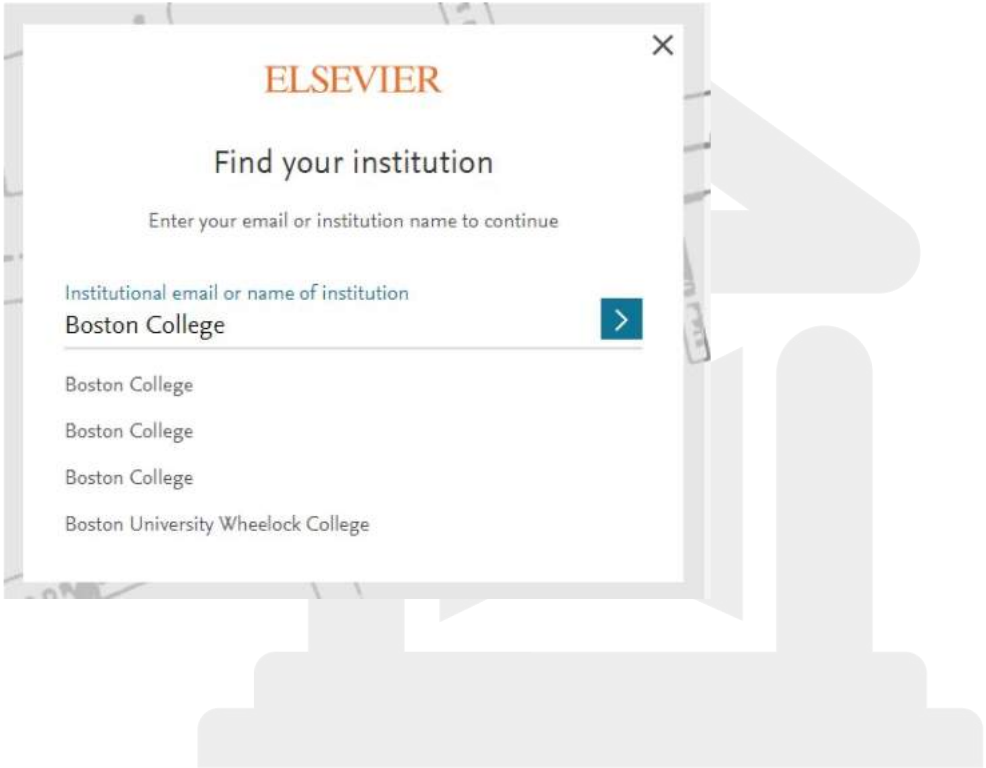
Authentication experience difficult to understand





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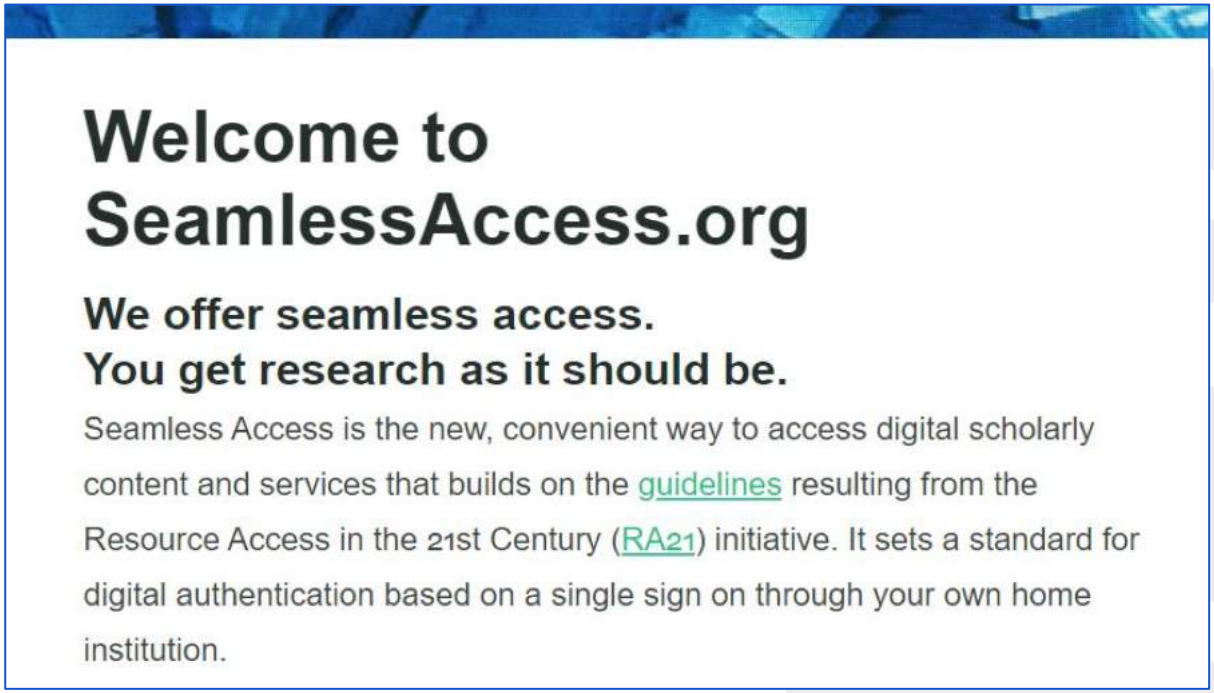

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Live Demos:

RA21 demo site

SeamlessAccess at Springer Nature

GetFTR

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thank you!

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