

AdminElevate

User Permissions Solution

You may have occasionally encountered a pop-up prompt on your computer that asks you to “enter an admin username and password.”

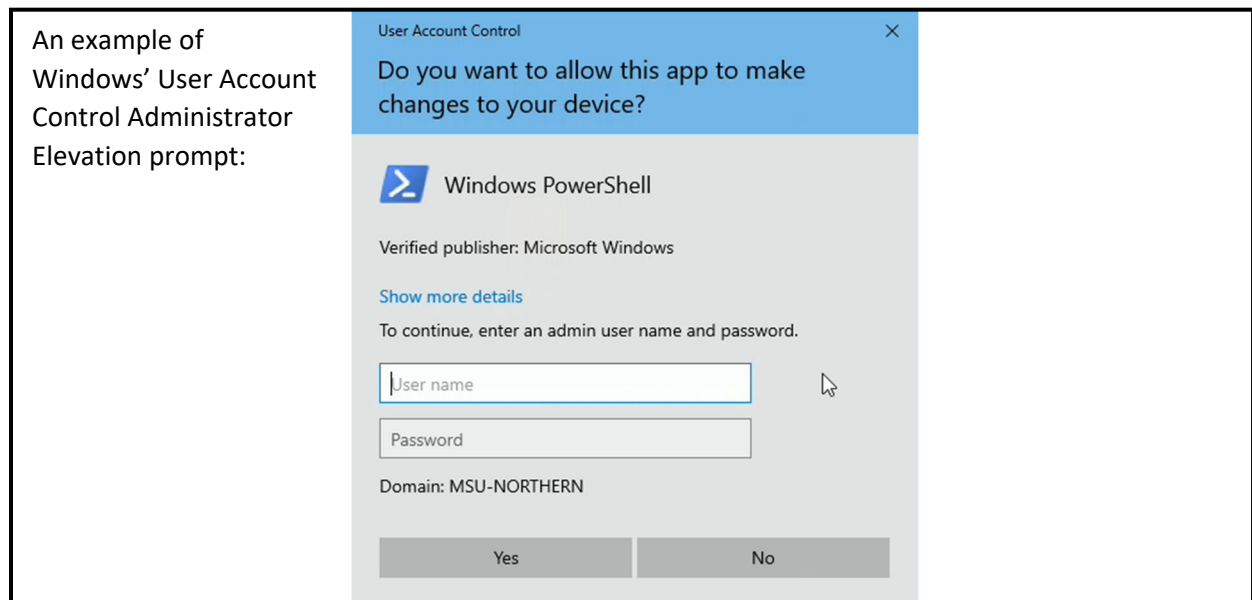
Who is “admin”?

- "Administrator" means a user with permission to make any change to the computer.
- You need Administrator permissions to install some applications and drivers, update some programs, or move certain files or folders.
- Administrator permissions can be abused to allow malicious software to damage your system or steal data by impersonating your user account.
- To help keep MSU - Northern students and computer users safe, we will begin assigning administrator permissions only when necessary.

How does AdminElevate work?

Most of the time, you won't notice any difference between normal permissions and “admin” permissions. Since most computer tasks don't need this kind of permission, your daily work will be completely unaffected by these permissions.

If you do run into an unusual program, or need to make changes to your system that need administrator access, you'll see a "User Elevation" prompt like this, asking for the username and password of an administrator.



To grant this access, IT has added a simple permissions management solution called "AdminElevate"

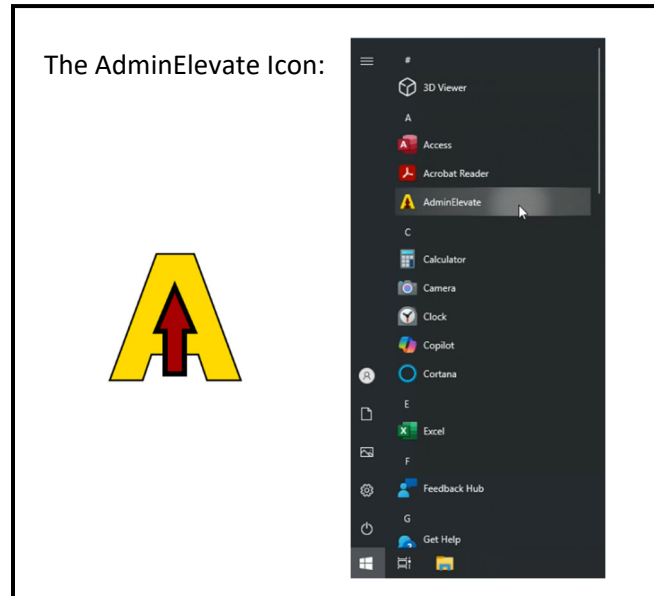
How to become “admin”

You can find the "AdminElevate" Icon - a golden 'A' with a red 'up' arrow in your start menu.

Just like any other start menu program, if you don't see AdminElevate right away, you can begin typing the name to search for it.

What to expect:

When you start Admin Elevate, the program will automatically gather the information it needs about your user account and the computer you are using.



Next, the program will ask you a couple of questions to help IT document which programs and tasks need elevation.

An example question from the AdminElevate prompt:

```
Why are you requesting administrator privileges?  
1 - Changing or deleting files and folders.  
2 - Changing or updating Windows.  
3 - Installing new software.  
4 - Updating software.  
5 - Some other reason.  
Reason Code:
```

After you describe what task required administrator permissions and give a short description of what you will do with them, AdminElevate will use outlook on your computer to open a ticket requesting the permission change.

Finally, AdminElevate also sends you an e-mail with the details of your request so you can verify the information was sent correctly.

What happens next?

The helpdesk will review the request, and if the permission request looks safe, you will receive a ticket update in your email approving the request, and explaining what to do next.

Once your request is approved, you need to log out and log in again, or just restart, so your computer can grant your user account administrator permissions.

After refreshing your account by logging in again, you will have the needed permissions to complete your task.

How long do these permissions last?

At the end of the workday, your computer will restart itself, removing the extra permissions - returning your account to a safe user permission level.

If you do not complete the task that needed administrator permissions by the end of the day, you will need to run Admin Elevate to get administrator permissions again for each task.

What if one of my daily tasks needs “admin” ?

IT will be learning with you, and if we discover applications or processes that constantly need administrator permissions, we will work with you to ensure you can do your work without constant permission related interruptions.

Is there anything else I should know?

There are a few requirements to make use of AdminElevate:

- This process only works on computers where you are logged in with your Net ID.
- You also need to be running Outlook on the computer (Not the web interface in your browser), because AdminElevate uses Outlook to create the ticket letting IT know you need access.

In addition, we are still working out a few bugs.

If you ever see red text in the AdminElevate window, e-mail the helpdesk to let us know you tried to request administrator permissions, but you had an error.

As always, a screenshot of the error will help us address the issue.

Conclusion

This solution makes the process of requesting, granting and documenting administrative changes on campus simple.

- You get the permissions you need
- IT knows and can document when and how our systems are modified.
- MSU-Northern students, faculty, staff, and information is protected.

If you run into any issues using AdminElevate, open a ticket so we can resolve problems and improve this solution to work even better in the future.