

Agency Mainframe Access Coordinator Firewall Account Management Instructions

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How to Confirm a User Requires a Mainframe Firewall Account

The DITPIX or MVSPPIX firewall is step up to allow connection to the mainframes hosted by The VITA Partnership for users that are not or do not have a direct connection to The VITA Partnership's computer network often called the COV domain. There are multiple ways to access the Mainframe Applications, so not all users will require a Firewall Account. If a user has to type in 2 or 3 different sets of credentials before they can access the mainframes then most likely they are going through the firewall. If a user is connecting to the mainframes via a TN3270 terminal emulator software client application then you will know if they are going through the firewall if they have to first type in credentials at a prompt that reads "USERNAME:", if it is "ENTER:" with some text about the commonwealth, then the user is attempting to logon to the mainframes and does not need to authenticate (logon) to the firewall in order to connect to the mainframe applications. A user will only require a Mainframe Firewall Account if they need to authenticate (logon) to the firewall in order to be able to get to the mainframe application logon prompt of "ENTER:".

How to Identify what Type of Mainframe Firewall Account to Request for a User

User Account

If a user just needs to view mainframe data and does not need to download or upload data via a file transfer protocol (FTP) software, then the user will require a User Account. After the user's firewall account is setup the user will manage their own account through the VIM account management website. It is the user's or the Access Coordinator's responsibility to remind the user to change their password every 90 days.

Service Account

If a user needs to setup a computer to mainframe automatic job or if a user has to download or upload mainframe data via a file transfer protocol (FTP) software, then the user will require a Service Account. After the user is contacted and given their firewall service account credentials (username & password) it will be the user's responsibility to remember these credentials. Service account credentials will never change and do not need to be managed by the user via the VIM website. Users cannot use their service account credentials to perform any user account functions as described above, if the user needs to view mainframe data via a TN3270 terminal emulator software client application then they will require a user account to perform that function.

How to place a Request to (Add, Delete or Modify) a Firewall Account

Mainframe Firewall Account request can only be submitted by assigned Access Coordinators.

1. Confirms if this request is for a service or user account (see section "How to Identify what Type of Mainframe Firewall Account to Request for a User")
2. Confirm what type of request you are placing (Add, Delete or Modify)
3. Make sure you have the following information:
 - a. Your agency's abbreviation
 - b. The end user's (name, email & phone number)
4. Then go to the On-Line Mainframe Firewall Account Request Form located here - http://www.vita2.virginia.gov/MISFORMS/forms/VITA03_005.cfm
5. Complete the form and click the submit button at the bottom of the form when completed

6. You will then receive two emails. The first one should arrive soon after submitting the form which will summarize your request. You should then receive the next email within a day, which will be the ticket number for your request. If you do not receive the second email within a day please call the VCCC Help Desk at 1-866-637-8482.
7. Once your request has been processed you will receive another email informing you your ticket has been closed.

User instructions on how to manage their Firewall Account

Mainframe Firewall User Accounts

Account Setup

1. The user's Access Coordinator will place an account creation request on the behalf of the user
2. The user will then receive an email from FIMService@itp.vita.virginia.gov prompting them to click on a link to a website where they will create their account password and security questions
3. After they complete this process they will receive another email informing them they have successfully completed the setup of their account. The user will now need to wait 30 minutes to 1 hour before using their VIM account credentials (username & password) to authentication (logon) to the firewall. The user should not logon to the VIM website and request access to anything. The user will only need to logon to the VIM website to change their password every 90 days.

Password Change

1. Logon to the VIM Account Management Website located here - <https://accessidm.vita.virginia.gov/externalauth/login.aspx>
2. After you log in select "Change my password" from the left menu
3. First type in your current password and then type your new password twice, then click "Change Password".
4. You should then see a screen informing you your change was successfully. You will now use this new password to logon to the Firewall.

Forgot Password

1. Visit <https://accessidm.vita.virginia.gov/externalauth/login.aspx> to access the VIM Profile Manager. Click "Forgot Password?" link and follow the on-screen instructions to enter your user name or e-mail address. If you have not yet registered your security questions, or do not remember your answers, you will not be able to reset your password online. You will need to contact your Access Coordinator and they will have to place a request via the online Firewall Account Request Form to have your password and security questions reset.

Mainframe Firewall Service Account

Account Setup

1. The user's Access Coordinator will place an account creation request on the behalf of the user
2. The user will then be called and given their firewall service account credentials (username & password). These credentials will not need to change.

Forgot Password

1. You will need to contact your Access Coordinator and they will have to place a request via the online Firewall Account Request Form to have your password reset.
2. The user will then be called and given their new firewall service account password.

How to Resolve Common Issues

Cannot Connect to the Firewall

If a user has created their VIM account password and security questions and cannot get onto the firewall please follow the steps below:

1. User should first confirm they are using the correct credentials by successfully logging onto the VIM account management website location here - <https://accessidm.vita.virginia.gov/externalauth/login.aspx>
 - a. If the user cannot logon to this website then they should follow the forgot password process (see forgot password process in the “User instructions on how to manage their Firewall Account”)
 - b. If the user can logon to this website then they should use those same credentials (username & password) to authenticate (logon) to the firewall.
2. If you have confirmed the user is using the correct type of firewall account (see section “How to Identify what Type of Mainframe Firewall Account to Request for a User”) and confirmed they have been able to successfully logon to the VIM website and they still cannot authenticate (logon) to the firewall, then the Access Coordinator should notify The VITA Customer Care Center (VCCC) Help Desk of the issue at vccc@vita.virginia.gov or by calling (1-866-637-8482). Make sure to specify that your user is having trouble authenticating (logging onto) the DITPIX firewall which provides access to the mainframe applications.