

# Connect Authenticate™

## Streamlined, Secure Credentials



**If you have a password manager, you're not alone. Technology has made it easier to do our jobs and improve our operations, but at the same time it means that we have to juggle multiple credentials. Rather than expecting users to memorize and manage numerous sets of login information, Connect Authenticate™ offers a faster and easier way to login to your Dude Solutions products.**

---

### How does it work?

Connect Authenticate is an Active Directory Federation Services Single Sign-On (ADFS SSO) solution that allows users to securely access Dude Solutions applications by using the same secure credentials they use to connect to their organization's network. Users connect to their organization's network, and the network then authorizes them to use the Dude Solutions products with the use of Security Tokens. When a user accesses a Dude Solutions product, they will be redirected to another site that you determine and will provide their designated network metadata to log in, eliminating the need for a Dude Solutions-specific password.

## Key Benefits



**Streamlined and secure.** No more password fatigue. Users log in using the same password that connects them to their organization's network so they're more securely identified using their own unique credentials.



**Faster support.** Address problems faster. Authenticated users on your network are no longer required to enter a password to submit information for work orders, facility requests and more.



**Simple to set up.** Control from a single solution. Once Connect Authenticate is set up to use your team's existing credentials, there's no additional work needed until your SSL certificate is renewed, about once a year.



**Central user management.** Manage who can log in, and what they can do in the system, from a single solution. Anyone who is added, or removed, from your directory automatically has their status reflected in Connect Authenticate.

“Everything is integrated; all you have to do is put your data in and it populates across any of the solutions you use. That's a huge benefit.”

— Parkland School District

## Product Features

### Network Connection

- > Connect Authenticate uses ADFS SSO (Active Directory Federation Services Single Sign-On) and identity providers (IdP)/security token services (STS)
- > User credentials are encrypted using 256-bit Advanced Encryption Standard (AES) keys
  - All user data is kept on your network; Dude Solutions does not store your information

### Configuration Portal

- > Determine what user information is required to access Dude Solutions via your network
  - Users will use your network credentials, not Dude Solutions login information (if they previously used our solution without Connect Authenticate)
  - Data must include:
    - Email address
    - First/last name(s)
    - Phone number
  - Additional requirements, such as mobile or pager numbers, can also be added
- > Choose the redirect location for login

### User Authentication Process

- > Process takes less than five minutes to complete
  - When a user accesses the product, they will be redirected for authentication
  - The browser requests a token from your IdP/STS
  - Once a user is given a security token, their browser will then present it to the Dude Solutions server for authentication
  - The token will then be validated and user will be granted access

## Product Features (cont'd)

### User Management

- > Requesters are automatically added to the Dude Solutions product user database when they submit their first request
- > Access is controlled by the organization's network directory; disabling or deleting users in the network directory also prevents them from accessing Dude Solutions products

### Authorization

- > Two layers of authorization for information security
- > Security tokens issued by the organization's network provide access to use Dude Solutions products
  - Authorization is controlled by SAML security tokens, which are only issued to trusted users on your network by your IdP or STS
- > Roles defined within the Dude Solutions products define what users are allowed to do in each product

### Documentation

- > Keep a log of user activities for the past 30 days
- > Every login record contains the name of the user, the date, the time and the product accessed
- > User log can be downloaded and printed if needed by the administrator

## Product Pricing



## CONNECT AUTHENTICATE

### Annual subscription

- > Full cloud-based solution
- > Network connection
- > Configuration portal
- > User authentication process
- > User management
- > Authorization
- > Documentation

## Technical Requirements

As with all Dude Solutions software, we suggest the latest version of all browsers for the best experience. Please consult with your IT department to ensure that all browsers are up to date and capable of supporting Connect Authenticate.

### INTERNET BROWSER

Latest versions are recommended

- › Google Chrome
- › Internet Explorer 11 (with Silverlight 5 or higher installed)
- › Microsoft Edge
- › Mozilla Firefox
- › Opera
- › Safari (Mac OS)

### NETWORK SERVER

- › Windows Server 2008 or higher
- › AFDS 2.0 or higher running on above server

### SSL ENCRYPTION

- › Standard SSL certificate to encrypt authentication traffic

### IDP OR STS

- › An Identity provider (IdP) or Security Token Service (STS) able to produce a SAML 2.0 security token

### ADFS

- › Active Directory Federation Services 2.0 or greater

## Implementation Information

All Dude Solutions clients have our support, starting with implementation. A client engagement team member will support you with a call to outline your objectives and guide you through every step of the process. And, our support doesn't stop there. As a client, you'll have our Legendary Support Team on your side to ensure you get the most out of our solutions. From initial installation to your first work order and beyond, we've got you covered through everything.

<b>Legendary Support Team</b> <i>Cost: Included</i>	<ul style="list-style-type: none"> <li>› All Dude Solutions clients have unlimited access to our Legendary Support Team</li> <li>› Reach support via phone, email or chat for immediate answers</li> </ul>
<b>Implementation support</b> <i>Cost: Included</i>	<ul style="list-style-type: none"> <li>› One-on-one implementation consultation with your client engagement team member</li> <li>› Orientation call to establish objectives and answer questions</li> <li>› Unlimited interactive instructor led online classes</li> <li>› Project collaboration tool for implementation management</li> </ul>
<b>Professional Services</b> <i>Cost: Additional one-time fee</i>	<ul style="list-style-type: none"> <li>› On-site, hands-on training</li> <li>› Basic to advanced data gathering and barcoding</li> <li>› Facility condition assessment, including on-site services, data review and import</li> <li>› Preventive maintenance setup</li> </ul>

V2\_121718

## ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, senior living, manufacturing and membership-based organizations. For nearly two decades, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering operations leaders to transform the most important places in our lives. Today, more than 11,000 organizations use our award-winning software to manage maintenance, assets, energy, safety, IT, events and more. For more information, visit [dudesolutions.com](https://dudesolutions.com).