



User guide

AppGate version 9.2.3

User guide

Table of Contents

1. About this user guide	1
1.1. Who should use this user guide	1
2. What is AppGate security server	2
2.1. User account	2
2.2. Keep the password private	2
2.3. Password quality	2
2.4. User access	2
2.5. Access from any device	2
2.6. Access to company applications	3
3. How to use the AppGate client	4
3.1. Start the AppGate client	4
3.2. Change password	5
3.3. Log out	5

List of Figures

2.1. Access through AppGate	3
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Chapter 1. About this user guide

This guide describes how to use an AppGate client that interact with the AppGate security server. The function of the AppGate security server is to give access to company applications for authorized users.

1.1. Who should use this user guide

This document is for general users who need to login through the AppGate security server to gain access to company applications. This login procedure is needed to secure the company resources from unauthorized access.

Chapter 2. What is AppGate security server

The AppGate security server protects the company applications and resources. It does so by giving access to authorized users only.

2.1. User account

The user need to have an user account within the company organisation.

The company have to decide which authentication method the user shall use. The AppGate security server supports a wide range of authentication methods. Some examples are Certificate, Public key, SecurId, SMS two factor authentication, any authentication method based on Radius and ordinary passwords.

2.2. Keep the password private

It is important that the user understands that the security of the company resources is dependent on the user to keep the password or the pincode private.

2.3. Password quality

The password quality is important and there may be an enforcement on how the password may be composed. An example of a password quality enforcement is that a password must be composed of at least 8 characters and of those at least 2 have to be non-alphanumeric and furthermore 2 have to be non-lowercase characters.

There may be enforcement on how often a password may (or may not) be required to change.

2.4. User access

The user can be granted access to different amount of the company resources or application. The amount of access a user can have is defined in a role. After the user is authenticated the user has to chose a role from the list of roles that the user has access to.

It is the administrator of the AppGate security server that defines the roles and which users that shall have access to which roles.

2.5. Access from any device

Since access to the company applications and resources are based on user access and not on machines or location, it is possible to securely access the company application from any location and any device.

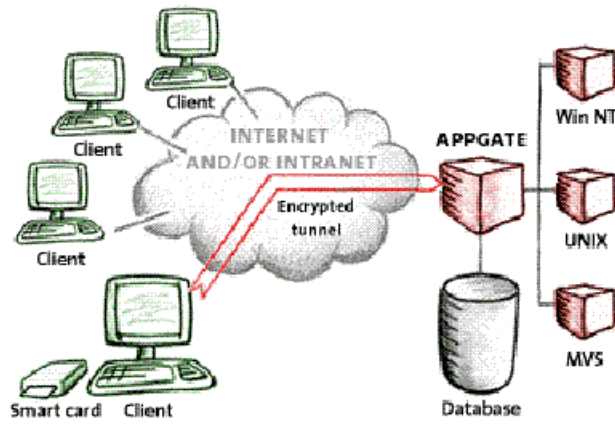
A user device can be a laptop, a mobile phone or an ordinary computer. The location can be anywhere the user can connect the device to the internet.

Remote users may only run trusted software on their devices.

The communication between the user device and the AppGate security server is encrypted.

2.6. Access to company applications

Figure 2.1. Access through AppGate



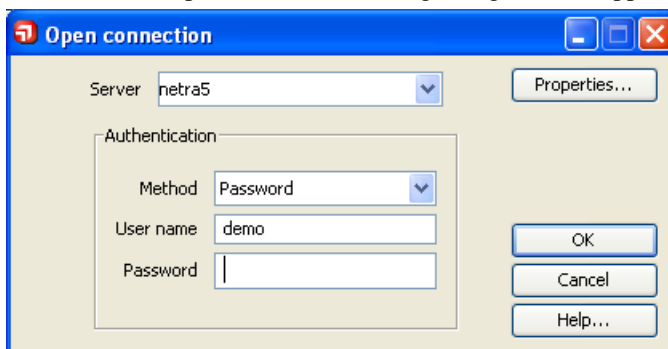
Chapter 3. How to use the AppGate client

AppGate security server protects the company resources. AppGate security server gives access to authorized users only. Since access is based on users it is important that the user understands that the security of the company resources is dependent on the user to keep the user password or pincode private.

3.1. Start the AppGate client

The first step towards gaining access to the company applications is to launch the AppGate client. This is normally done through clicking on the AppGate icon.

The user will be presented with a dialog to login to the AppGate security server.



1. Specify the name of the server to connect to. Previous servers will be listed in the drop-down list. Selecting a server from the drop-down list may fill in other fields as well.
2. Select which authentication method to use.
3. The other authentication fields depend on the selected authentication method. In the case of the password authentication it is the username and the password that should be applied by the user.

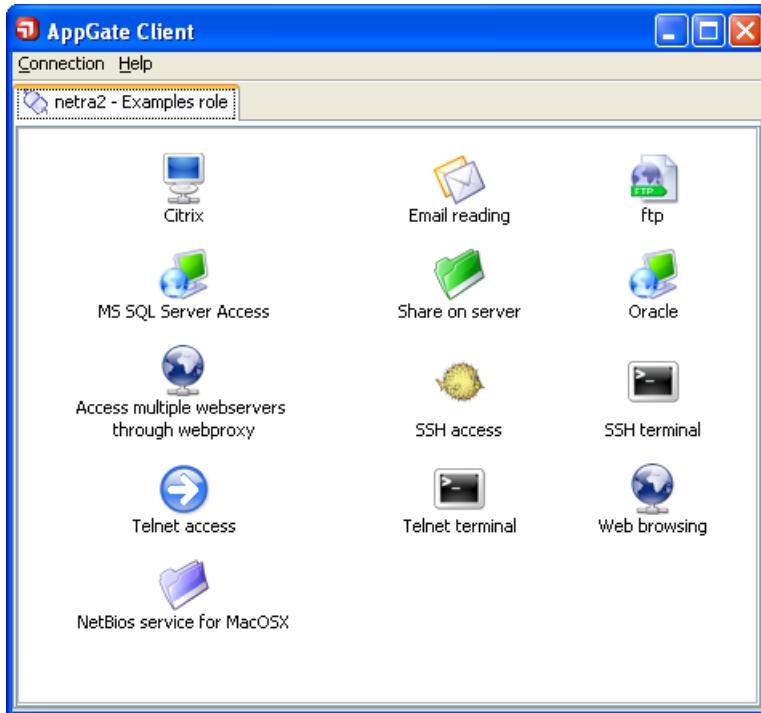
When the user is authenticated a view is presented where the user has to chose which role to use. The different roles gives access to different amount of application or resources. For security reasons it is important to select the least privileged role possible for the task at hand, if there is several roles to chose from.

It is possible to only have a single role. In that case the user will be logged in with this role, and will not be presented with the possibility to chose roles.

If there are no role at all associated with the user, it is not possible to log in for the user.



When the user are successfully logged in, the AppGate client will display the applications the user are athorized to use.



To start an application the user has to doubleclick on the corresponding icon.

3.2. Change password

If you are using password as authentication method you can easily change your password within the AppGate client.

Since there are so many possible authentication methods a company may use together with the AppGate Security Server, it is advisable to refer to the local system administrator or company information of how to change password on other authentication methods than that of ordinary password.

The AppGate security server supports a wide range of authentication methods. Some examples are Certificate, Public key, SecurId, SMS two factor authentication, any authentication method based on Radius and ordinary passwords.

Authentication method

password

To change the password, the user first have to login to the AppGate client. Then the user will have to chose the "change password" alternative from the Connection menu in the AppGate client.

If "change password" is greyed out and not possible to chose it means that the company uses another authentication method than ordinary password. Then the user has to contact the local system administrator to find out how to change the password.

other authentication methods

Refer to the local system administrator or company information of how to change password on other authentication methods than that of ordinary password.

3.3. Log out

To log out of the AppGate client the user has to chose "Exit" from the Connection menu.

This will log out the user and the company applications will be unavailable until the next time the user logs in to the AppGate client again.