

# Enhanced eHR Security—April 7, 2017

new world ERP – Foundation



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# Enhanced eHR Security—April 7, 2017

*new world ERP – Foundation*

## INTRODUCTION

This document details the enhancements that are included in the April 7, 2017, patch for eHR Security.

## EMAIL ADDRESS REQUIREMENT IN WORKFORCE ADMINISTRATION

Because identity verification will be based mainly on emailing users with links to verify their identities, eHR now requires each user to have a primary email address identified in new world ERP Workforce Administration for all account activations or changes to login credentials:

**Human Resources > Workforce Administration > Search > Employee > Personal > Email Addresses**

The screenshot shows the 'Employee Search' interface. At the top, a search bar contains 'Meason, Frederick W (1696)'. Below the search bar is a profile picture of a man in a green shirt. To the left of the main content area is a sidebar with 'Common Links' (Documents, Notes, eSuite Access, Employee Service) and 'Quick Links' (Name, Addresses). The main content area has tabs for 'Personal', 'Employment', 'Jobs', 'Payroll Data', and 'Employer Reporting'. The 'Personal' tab is selected. Below the tabs are three sections: 'Education' (labeled 'No Data'), 'Email Addresses', and 'Contacts/Dependents'. The 'Email Addresses' section contains a table with one row. The first column is 'Primary' with a green checkmark icon. The second column is 'Email Type' with the value 'Work Email'. The third column is 'Email Address' with the value 'Meason@Local.gov'. Red boxes highlight the 'Primary' column, the 'Email Type' column, and the 'Email Address' column.

Email Addresses		
Primary	Email Type	Email Address
✓	Work Email	Meason@Local.gov

If a user does not have a primary email address identified in Workforce Administration and tries to activate or update an eHR account, a message will display, saying a primary email address cannot be found on record:

eSuite HR Portal > My Account link

**eSuite HR Portal**  
Powered by Tyler Technologies

HOME MY HR TIMESHEET BENEFIT ENROLLMENT TIME OFF REQUEST

Home »

## Maintain My Account

The following error(s) occurred

- Account information could not be updated. There is no primary email address on record.

### Account Information

Username:

Password:

Confirm Password:

SUBMIT CANCEL

An eHR administrator who attempts to update a user's information from the Employee Account Management page will receive the same message:

new world Administration > eHR > eEmployee > Employee Account Maintenance



Home eHR ePermits eRFA eSupplier eMiscBilling eUtilities

## Employee Account Management

- Account information could not be updated. There is no primary email address on record.

### Select an Employee

Department

Employee Status

Employee

### Manage Employee Account

Selected Employee	618 - Granat, Elliot S	Access Roles	<input checked="" type="checkbox"/> Unselect All
Employment Status	Active		<input checked="" type="checkbox"/> eBenefitsEmployee
Username	<input type="text" value="employee618"/>		<input checked="" type="checkbox"/> eHumanResourcesEmployee
Password	<input type="password"/>		<input checked="" type="checkbox"/> eRequestForActionEmployee
Confirm Password	<input type="password"/>		<input checked="" type="checkbox"/> eTimeOffRequest
Active	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> eTimesheetEmployee
Locked	<input type="checkbox"/>		<input checked="" type="checkbox"/> eTimesheetSupervisor
Supervisor Logos User			<input checked="" type="checkbox"/> eTimesheetSupervisorEdit
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Delete User"/>			

**Note:** While updating a *Username* and *Password* requires a primary email address to be identified in Workforce Administration, locking or deactivating an eHR user's account does not.

## CUSTOMIZABLE EMAIL TEMPLATES

Email notifications requiring users to verify their identities using links embedded in the notifications will be sent during the following events:

- Account creation
- Password reset

Email notifications alerting users of changes to their profiles but not requiring identity verification will be sent during the following events:

- User account activation
- User account deactivation
- User account lock
- Account credentials updated through eHR or eAdministration

Customizable email templates for these notifications have been added to the Email Template Setup page in new world ERP:

**Maintenance > new world ERP Suite > System > Email Templates**

## PASSWORD RESET

To view or modify the template for an eHR user's password reset, select **Human Resources – eSuite Security – Password Reset** in the *Template* field:

The screenshot displays the 'Email Template Setup' interface. At the top, the 'new world' logo and navigation links are visible. The 'Template' dropdown menu is selected, showing 'Human Resources - eSuite Security - Password Reset'. Below this, the 'From Address' is 'someone@newworlderp.com' and the 'Subject Line' is 'eSuite HR Portal Password Reset'. The 'Body Text/HTML' section contains the following text:

eSuite HR Portal Password Reset

Hello [FirstName].

We received a request to reset your password on [RequestDate].

To complete the process please click on the link below. The link will expire on [ExpirationDate].

[Click here to reset your password.](#)

If you did not submit this request you can ignore this email and continue to use your existing password.

Best regards,

**New World Human Resources**

Expiration Date [ExpirationDate]

First Name [FirstName]

Full Name [FullName]

Last Name [LastName]

Request Date [RequestDate]

Reset Link [ResetLink]

At the bottom of the form, there are 'Save' and 'Reset' buttons.

The default template contains the following tags:

- [FirstName]
- [RequestDate]
- [ExpirationDate]
- [FullName]
- [LastName]
- [ResetLink]

The template also contains a link that will take the recipient to the Maintain My Account page in eHR to complete the password reset process.

## ACCOUNT CREATION REQUEST

To view or modify the template for activating an eHR user's account, select **Human Resources – eSuite Security – Account Creation Request** in the *Template* field:

new world  
myFavorites | Financial Management | Human Resources | Utility Management | Community Development | Maintenance

### Email Template Setup

Template: Human Resources - eSuite Security - Account Creation Request

From Address: someone@newworlderp.com

Subject Line: eSuite HR Portal Account Creation Requested

Body Text/HTML

**B I U**

eSuite HR Portal Account Creation Requested

Hello [FirstName],

We have received your request to create an account on [RequestDate].

[Click here to finish creating your account.](#)

If you are unable to click this link to create your account, please contact your system administrator. If you did not request to create an account, please disregard this email.

Best regards,

**New World Human Resources**

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Save Reset



The default template contains the following tags:

- [FirstName]
- [Request Date]

The template also contains a link that will take the recipient to the Activate Your Account page in eHR to complete the account activation process.

## ACCOUNT INFORMATION UPDATED

To view or modify the template for updating an eHR user's account, select **Human Resources – eSuite Security – Account Information Updated**:

The screenshot shows the 'Email Template Setup' interface. At the top, there is a navigation bar with the 'new world' logo and links for 'myFavorites', 'Financial Management', 'Human Resources', 'Utility Management', 'Community Development', and 'Maintenance'. The 'Email Template Setup' title is displayed in a blue header. Below this, the 'Template' dropdown is set to 'Human Resources - eSuite Security - Account Inform'. The 'From Address' is 'someone@newworlderp.com' and the 'Subject Line' is 'eSuite HR Portal Account [AccountInformationChangeType]'. The 'Body Text/HTML' area contains a rich text editor with the following content: 'eSuite HR Portal Account [AccountInformationChangeType]', 'Hello [FirstName],', 'Your user account has been [AccountInformationChangeType] as of [RequestDate].', 'If you believe this was in error and can no longer connect to your account, please contact your system administrator.', 'Best regards,', 'New World Human Resources', 'Account Information Change Type: [AccountInformationChangeType]', 'First Name: [FirstName]', 'Full Name: [FullName]', 'Last Name: [LastName]', and 'Request Date: [RequestDate]'. A '461' character count is shown in the bottom right of the editor. At the bottom left, there are 'Save' and 'Reset' buttons.

The default template contains the following tags:

- [AccountInformationChangeType]  
Depending on the eHR account activity, this tag will be replaced with **added**, **activated**, **deactivated**, **locked** or **updated** in the body of the actual email.
- [FirstName]

- [Full Name]
- [Last Name]
- [Request Date]

## ACTIVATING AN ACCOUNT IN eHR

The eHR account activation process has been enhanced to send an activation email when a user first attempts to log in. The user must use the link in the email to complete the activation process.

A user who clicks the *Activate Your Account* link on the Employee Login page of the eSuite HR Portal will be asked to verify his or her identity with a last name and SSN:

eSuite HR Portal  
Powered by Tyler Technologies

### Activate Your Account

Complete the form below to begin the account activation process.

#### Verify Your Identity

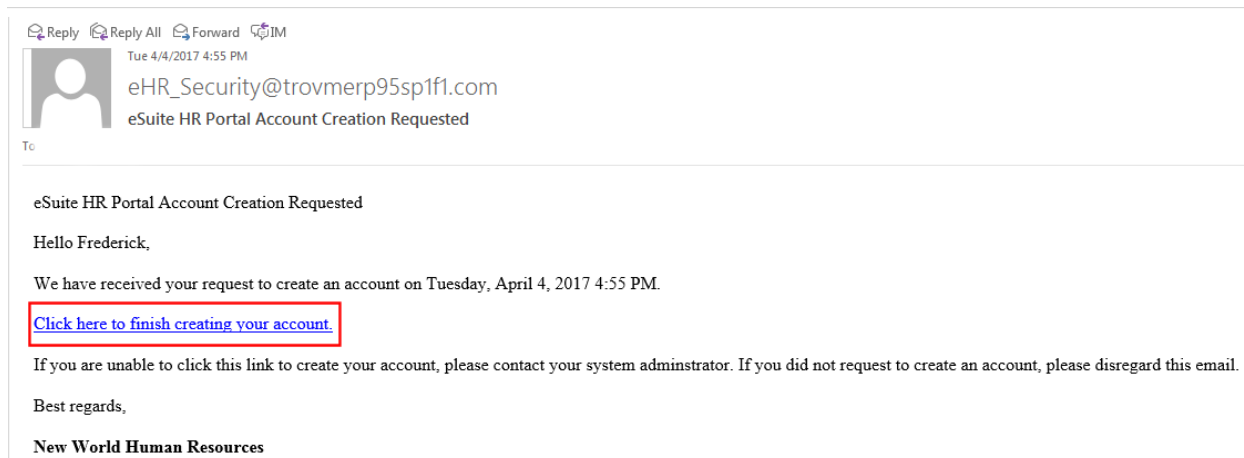
LAST NAME

SSN

CONFIRM SSN

[CONTINUE...](#)

When the user clicks **CONTINUE**, eSuite will determine whether the last name-SSN combination matches a valid user account, then will grab the user's primary email address in Workforce Administration and, using the **Account Creation Request** template from the Email Template Setup page in new world ERP, send an email with a link the user will need to click to complete the activation process:



Clicking the link will take the user to the account creation page in eHR, where the validity of the link will be verified. The user then will enter a user name, password and confirming password:

The screenshot shows the 'eSuite HR Portal' logo at the top, with the text 'Powered by Tyler Technologies' below it. The main heading is 'Activate Your Account' in blue. Below this, it says 'Complete the form below to begin the account activation process.' There is a section titled 'Create Your Account' in orange. It contains three input fields: 'USERNAME' with the value 'FMeason33', 'PASSWORD' with masked characters '\*\*\*\*\*', and 'CONFIRM PASSWORD' also with masked characters '\*\*\*\*\*'. To the right of the password fields, there is a note: 'Must be between 6 and 25 characters' repeated twice. At the bottom of the form is a blue button labeled 'CONTINUE...'

## UPDATING LOGIN INFORMATION IN eHR

If a user's login information is updated from eHR or eAdministration, the user will receive an email verifying the update.

A user may update login information from the eHR Maintain My Account page:

## eSuite HR Portal > My Account link

**eSuite HR Portal**  
Powered by Tyler Technologies

HOME MY HR TIMESHEET BENEFIT ENROLLMENT LOGOUT

Home »

### Maintain My Account

#### Account Information

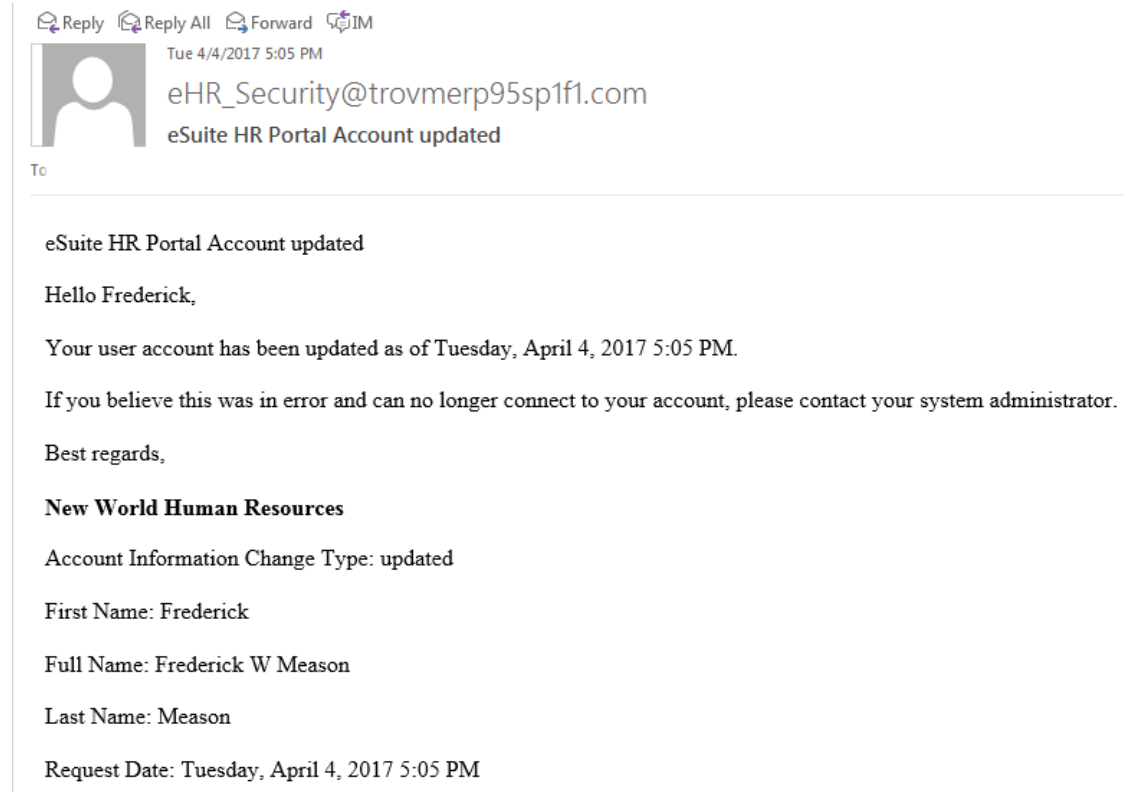
Username:

Password:

Confirm Password:

SUBMIT CANCEL

After clicking **SUBMIT**, the user will receive an email generated from the **Account Information Updated** template from the Email Template Setup page in new world ERP:



The user also will receive an email alert when an eSuite administrator updates the user's login information from the Employee Account Management page:

**new world Administration > eHR > eEmployee > Employee Account Maintenance**



## Employee Account Management

### Select an Employee

Department	<input type="text" value="All Departments"/>
Employee Status	<input type="text" value="Active"/>
Employee	<input type="text" value="1696 - Meason, Frederick W"/>

Selected employee found. Edit account details below.

### Manage Employee Account

Selected Employee	1696 - Meason, Frederick W	Access Roles	<input checked="" type="checkbox"/> Unselect All
Employment Status	Active		<input checked="" type="checkbox"/> eBenefitsEmployee
Username	<input type="text" value="FMeason316"/>		<input checked="" type="checkbox"/> eHumanResourcesEmployee
Password	<input type="password" value="••••••••"/>		<input type="checkbox"/> eRequestForActionEmployee
Confirm Password	<input type="password" value="••••••••"/>		<input type="checkbox"/> eTimeOffRequest
Active	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> eTimesheetEmployee
Locked	<input type="checkbox"/>		<input type="checkbox"/> eTimesheetSupervisor
			<input type="checkbox"/> eTimesheetSupervisorEdit
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Delete User"/>			

Emails also will be sent as a result of the following events:

- A user account is deactivated:  
**new world Administration > eHR > eEmployee > Employee Account Maintenance**

The screenshot shows the 'new world Administration' web application. The navigation bar includes links for Home, eHR, ePermits, eRFA, eSupplier, eMiscBilling, and eUtilities. The main heading is 'Employee Account Management'. Under 'Select an Employee', there are dropdown menus for Department (All Departments), Employee Status (Active), and Employee (1696 - Meason, Frederick W). A green message states 'Selected employee found. Edit account details below.' The 'Manage Employee Account' section displays details for the selected employee: 1696 - Meason, Frederick W, Active, Username FMeason33, and empty fields for Password and Confirm Password. There are checkboxes for Active (checked) and Locked (unchecked). To the right, under 'Access Roles', there are checkboxes for Unselect All, eBenefitsEmployee, eHumanResourcesEmployee, eRequestForActionEmployee, eTimeOffRequest, eTimesheetEmployee, eTimesheetSupervisor, and eTimesheetSupervisorEdit. At the bottom are buttons for Save, Cancel, and Delete User.

**new world Administration**

Home eHR ePermits eRFA eSupplier eMiscBilling eUtilities

### Employee Account Management

Select an Employee

Department All Departments

Employee Status Active

Employee 1696 - Meason, Frederick W

Selected employee found. Edit account details below.

#### Manage Employee Account

Selected Employee	1696 - Meason, Frederick W	Access Roles	<input checked="" type="checkbox"/> Unselect All
Employment Status	Active		<input checked="" type="checkbox"/> eBenefitsEmployee
Username	FMeason33		<input checked="" type="checkbox"/> eHumanResourcesEmployee
Password			<input type="checkbox"/> eRequestForActionEmployee
Confirm Password			<input type="checkbox"/> eTimeOffRequest
Active	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> eTimesheetEmployee
Locked	<input type="checkbox"/>		<input type="checkbox"/> eTimesheetSupervisor
			<input type="checkbox"/> eTimesheetSupervisorEdit

Save Cancel Delete User

- A user with a valid account (*Username*) fails to log in successfully with the correct password after the maximum number of attempts identified in eHR Settings, locking the account:

new world Administration > eHR > eEmployee > Employee Account Maintenance

eSuite HR Portal  
Powered by Tyler Technologies



Employee Login

Employees may log into the Human Resources portal using the form below.

- Your account is locked. Contact the system administrator or reset your password using the link below.

Username:

Password:

☐ Remember me next time.

**Need a login?**  
I am an employee, but do not have a username and password.  
[Activate Your Account](#)

**Forgot password?**  
If you forgot your password you can reset it using the link below.  
[Reset Password](#)

- The *Username* or *Password* is updated or reset from the Maintain My Account page or Employee Account Management page:

eSuite HR Portal > My Account link

eSuite HR Portal  
Powered by Tyler Technologies

HOME MY HR TIMESHEET BENEFIT ENROLLMENT


Home »

## Maintain My Account

### Account Information

Username:

Password:

Confirm Password:  

new world Administration > eHR > eEmployee > Employee Account Maintenance



## Employee Account Management

### Select an Employee

Department

Employee Status

Employee

Selected employee found. Edit account details below.

### Manage Employee Account

Selected Employee	1696 - Meason, Frederick W	Access Roles	<input checked="" type="checkbox"/> Unselect All
Employment Status	Active		<input checked="" type="checkbox"/> eBenefitsEmployee
Username	<input type="text" value="new name"/>		<input checked="" type="checkbox"/> eHumanResourcesEmployee
Password	<input type="password" value="••••••••"/>		<input type="checkbox"/> eRequestForActionEmployee
Confirm Password	<input type="password" value="••••••••"/>		<input type="checkbox"/> eTimeOffRequest
Active	<input type="checkbox"/>		<input checked="" type="checkbox"/> eTimesheetEmployee
Locked	<input type="checkbox"/>		<input type="checkbox"/> eTimesheetSupervisor
			<input type="checkbox"/> eTimesheetSupervisorEdit
<input type="button" value="Save"/>		<input type="button" value="Cancel"/>	
		<input type="button" value="Delete User"/>	

## MAXIMUM FAILED LOGIN ATTEMPTS

Administrators no longer have the option to allow an unlimited number of login attempts. The *Maximum Failed Login Attempts* in eHR Settings may be set from **1** to **10**:



new world Administration > eHR > eHR Maintenance > eHR Settings

**new world Administration**

Home eHR ePermits eRFA eSupplier eMiscBilling eUtilities eLicensing eBids

### eHR Settings

**General Settings**

Idle Timeout (Minutes)

Maximum Failed Login Attempts  Maximum Failed Login Attempts needs to be a whole number between 1 and 10.

Block inactive employees from logging in ☐

**Password Complexity Configuration**

Minimum password length

Require uppercase character ☐

Require numeric ☐

Require symbol ☐

A user's account will be locked when the maximum number of login attempts is reached for a valid user ID.

## BROWSER SESSION LOCK

If the maximum number of failed login attempts is reached within a single browser during attempts to log in, activate an account or reset a password using invalid identifying information, the browser session will be locked, requiring the user to close and reopen it. Below is an image of the Employee Login page showing an error message and disabled **LOGIN** button following the maximum number of failed attempts to log in:

**eSuite HR Portal**  
Powered by Tyler Technologies

**Employee Login**

Employees may log into the Human Resources portal using the form below.

You Have Reached the Limit of Failed Login Attempts, Please Try Again Later

Username

Password

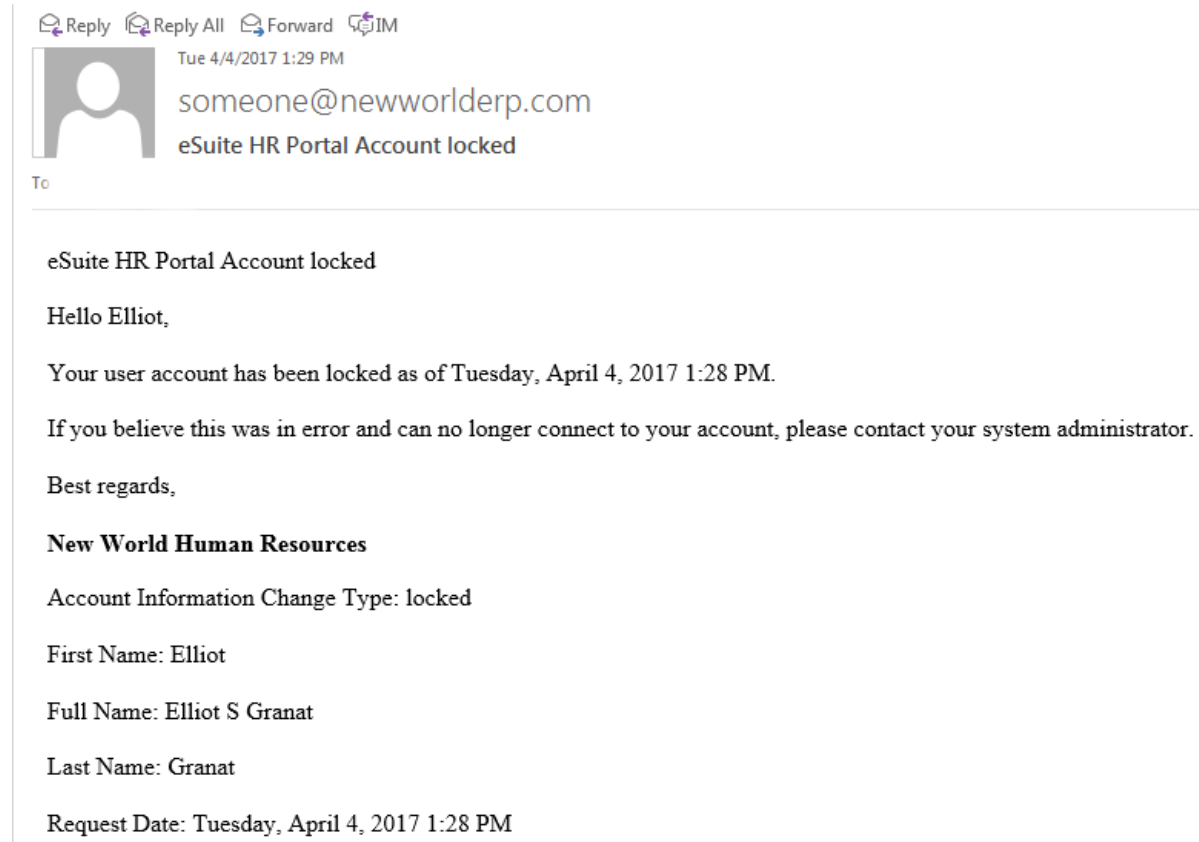
☐ Remember me next time.

**Need a login?**  
I am an employee, but do not have a username and password.  
[Activate Your Account](#)

**Forgot password?**  
If you forgot your password you can reset it using the link below.  
[Reset Password](#)

## USER ACCOUNT LOCK

If the maximum number of failed login attempts is reached and the attempts include a valid user ID, the user's account will be locked, and an email notification will be sent to the user:



## SECURE EMAIL SUPPORT


An **eHR Email** section containing SMTP settings has been added to new world ERP System Settings Maintenance to support clients using Office 365 Exchange and Gmail:

Maintenance > new world ERP Suite > System > System Settings

System Setting Maintenance	
<b>General</b> Phone Number Mask: <input type="text" value="###-###-####"/> Social Security Number Mask: <input type="text" value="000-00-0000"/> Date Format: <input type="text" value="mm/dd/yyyy"/> Time Format: <input type="text" value="HH:mm:ss"/>	<b>Communication</b> Connection Timeout in Seconds: <input type="text" value="3"/> Connection Retries: <input type="text" value="3"/> Message Timeout in Seconds: <input type="text" value="60"/> Message Delay in Seconds: <input type="text" value="0"/>
<b>Security</b> Require Number in Password: <input type="checkbox"/> Password Expiration in Days: <input type="text"/> Password Expiration Threshold: <input type="text"/> Password Minimum Length: <input type="text"/> Password Maximum Length: <input type="text"/> Password History: <input type="text"/> Encryption Level: <input type="text" value="None"/> Authentication Method: <input type="text" value="Standard"/>	<b>Email</b> SMTP Server: <input type="text" value="nwtestmailch.nwtest.com"/> From Email Address: <input type="text" value="someone@newworlderp.com"/> System Admin Email Address: <input type="text" value="someone@newworlderp.com"/> Total Attachment Size Limit: <input type="text" value="5"/> MB Maximum Attachments: <input type="text" value="5"/>
<b>System</b> Max Rows Returned by Search: <input type="text" value="1,000"/> Default Theme: <input type="text" value="Corporate"/>	<b>eHR Email</b> SMTP Server: <input type="text"/> SMTP Port: <input type="text"/> SMTP Server User Name: <input type="text"/> SMTP Server Password: <input type="text"/> SMTP SSL/TLS: <input type="checkbox"/>
<b>Html Reports</b> Convert Automatically to PDF: <input type="checkbox"/>	<b>PDF Thresholds</b> Warning Size: <input type="text" value="99"/> MB Maximum Size: <input type="text" value="1024"/> MB <b>Tyler Forms</b> Tyler Forms URL: <input type="text"/>

If your organization uses the **eHR Email** section, the *From Address* on the Email Template Setup page in new world ERP needs to be an authenticated account for your SMTP server:

**Maintenance > new world ERP Suite > System > Email Templates**


new world

[myFavorites](#) | 
 [Financial Management](#) | 
 [Human Resources](#) | 
 [Utility Management](#) | 
 [Community Development](#) | 
 [Maintenance](#)

## Email Template Setup

Template

Human Resources - eSuite Security - Account Inform ▼

From Address

Subject Line

eSuite HR Portal Account [AccountInformationChangeType]

Body Text/HTML

B

I

U

ABC

x<sub>2</sub>

x<sup>2</sup>

A ▼

T ▼

🔥

✍

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📧

☰

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eSuite HR Portal Account [AccountInformationChangeType]

Hello [FirstName],

Your user account has been [AccountInformationChangeType] as of [RequestDate].

If you believe this was in error and can no longer connect to your account, please contact your system administrator.

Best regards,

**New World Human Resources**

Account Information Change Type: [AccountInformationChangeType]

First Name: [FirstName]

Full Name: [FullName]

Last Name: [LastName]

Request Date: [RequestDate]

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Save

Reset

If your organization does not use the **eHR Email** section, the **Email** section directly above it will be used by default.

## eSUITE ADMINISTRATOR LOGIN FOLLOWING SECURITY UPDATE

An eSuite administrator logging in with the default username and password of ***esuiteadmin*** and ***newworld123*** the first time after this security update is applied will be presented with an Administrator Setup page requiring the selection of a new username and password:

The screenshot shows the 'new world Administration' interface. At the top left is the logo. At the top right is a 'Logout eSuiteAdmin' link. The main content area is divided into two panels. The left panel, titled 'Administrator Setup', contains the text 'For security, please choose a new username and password for the administrator account'. Below this, it shows 'Previous Username: eSuiteAdmin' and four input fields for 'Username', 'Current Password', 'New Password', and 'Confirm Password'. A 'Save' button is at the bottom right of this panel. The right panel, titled 'Requirements', lists four bullet points: 'Username and Password must be changed', 'Password must be between 8 and 25 characters', 'Password must contain a number', 'Password must contain a symbol', and 'Password must contain an uppercase character'.

This login change process will not affect other administrator accounts, only the default account.

## eSUITE ADMINISTRATOR PASSWORD COMPLEXITY CHANGES

A new or updated administrator password must contain between 8 and 25 characters and at least one number, one symbol and one uppercase letter:

This is a close-up of the 'Requirements' section from the screenshot above. It is titled 'Requirements' in blue. Below the title is a list of five bullet points. The first bullet point, 'Username and Password must be changed', is in red. The remaining four bullet points are in blue and are enclosed in a red rectangular box: 'Password must be between 8 and 25 characters', 'Password must contain a number', 'Password must contain a symbol', and 'Password must contain an uppercase character'.

## APPENDIX

### LOGIN/LOGOUT AUDITING

All login and logout activity in eAdministration, eHR, eSupplier and eMiscellaneous Billing will be tracked and stored in the eSuite database. The following items will be included in this audit:

- *User ID*
- *IP Address*
- *Session ID*
- *Area Name*
- *Username*
- *Logging Type*
- *Message*

### CROSS-SCRIPTING ATTACKS

eSupplier and eMiscellaneous Billing have been updated to prevent cross-scripting attacks.