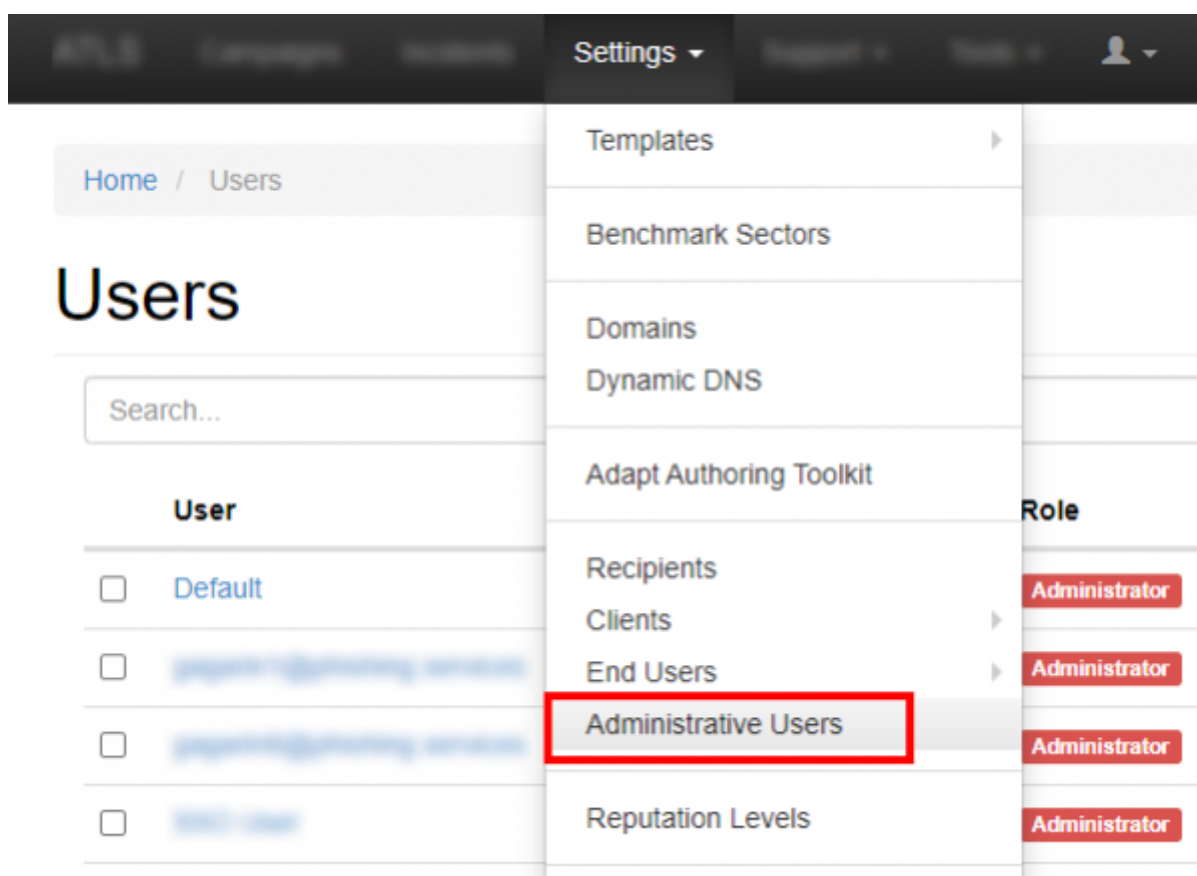


Introduction

LUCY offers a role-based access control (RBAC), restricting system access to authorized users. The permissions to perform certain operations are assigned to specific roles within the user settings. Members or staff (or other system users) are assigned particular roles, and through that role, assignments acquire the computer permissions to perform particular LUCY functions.

Where can you configure the user settings?

In LUCY you will find the user settings under "Settings/Users":



Is there a limitation on how many users can access LUCY?

No. You have the ability to create as many LUCY users that can access the web console as you want.

What are the different user roles?

- **User:** this user role created by the admin user can be given individual rights for each LUCY feature. The user can later be added to a specific campaign.

New User

Email

test@user.com

Country Code

Please select...

Phone

Two-Factor Authentication is not configured.

Name

Role

User

Client

Test Client

Password

Password (repeat)

Lucy Phishi...

Campaign Status: Running

+ Add User

Results

Summary

Statistics

Reports

Exports

Name	Role	All Campaigns Access
SergeUser	User	✓
Serge	User	✗
Nolan	User	✗

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Configuration

Base Settings

Awareness Settings

Schedule

Recipients

Advanced Settings

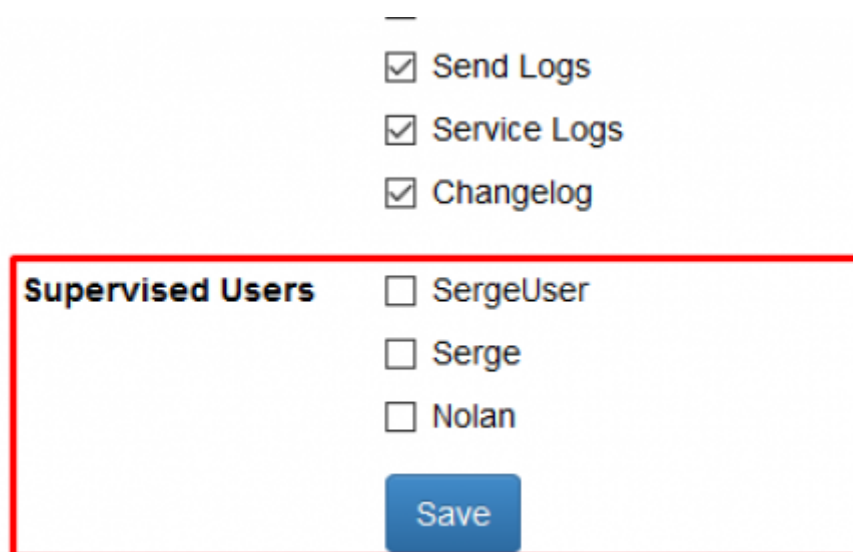
User Settings

Custom Fields

Reminders

- **Supervisor:** Maintain the overview with access to the campaign specifications. Communicate directly with the campaign creator (user) to suggest changes and give approval to green light the campaign. The supervisor is in the hierarchy above the user. Therefore it is not possible to

supervise a system admin. The Supervisor is technically the same as the user account, but you may assign users to the supervisor account and approve/reject their campaigns. Within the settings you can select which users you want to supervise:



—

☒ Send Logs

☒ Service Logs

☒ Changelog

Supervised Users

☐ SergeUser

☐ Serge

☐ Nolan

Save

You have the ability to define a supervisor who is able to START/STOP the campaign which was created by a user. To do so add a user to a campaign with all permissions selected, add his supervisor to the same campaign with "Campaign start/stop" permission selected. As a result, the supervisor will only be able to go into the campaign and approve or reject the start.

- **Administrators:** The LUCY admin can save all settings within LUCY and run the campaign. This is the user that you need to perform your awareness campaigns. You cannot segregate administrators in a way, that an admin A doesn't see the clients from an admin B. This can only be done in the LUCY SaaS edition.
- **View Only Users:** The View Only User can only see certain statistics of the campaign. This user cannot start/stop a campaign. The user also has no rights in viewing or changing any of the campaign settings. First, you need to create a client name. The client name is always associated with a campaign. Then you can associate that user with the client. As a result, the View Only User will only see all the campaigns which belong to that specific client.

New User

E-mail	<input type="text" value="test@test.com"/>
Country Code	<input type="text" value="Please select..."/>
Phone	<input type="text"/>
Two-Factor Authentication is not configured.	
Name	<input type="text" value="test"/>
Role	<input type="text" value="View"/>
Client	<input type="text" value="Please select..."/>
Password	<input type="password"/>
Password (repeat)	<input type="password"/>

Save

Please make sure you also add the view only user to the specific campaign:

Lucy Phishi... Campaign Status: Running

Results

Summary
Statistics
Reports
Exports

Configuration

Base Settings
Awareness Settings
Schedule
Recipients

Advanced Settings

User Settings
Custom Fields
Reminders

Name	Role	All Campaigns Access
SergeUser	User	✓
Serge	User	- ✕
Nolan	User	- ✕
test	View	- ✕

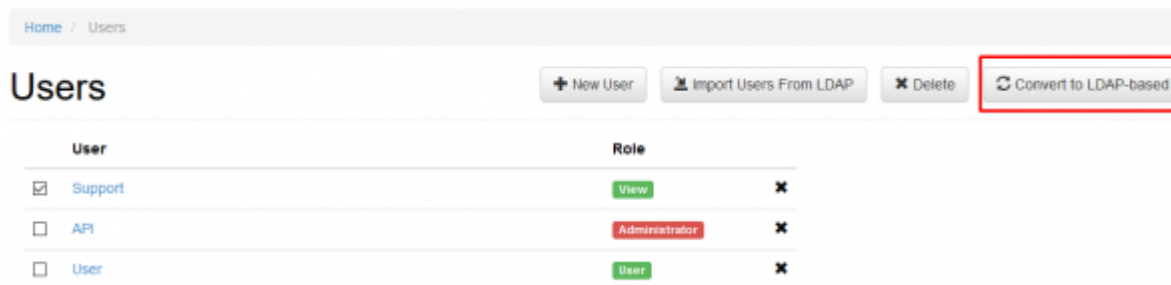
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+ Add User

How to convert users to LDAP-based?

Lucy has the ability to convert the account to LDAP-based, so existing user can be logged in through LDAP. You can convert multiple accounts at once by selecting the necessary users and clicking the button "Convert to LDAP-based":



Note: Lucy admin should configure the connection to Active Directory service to be able to use this feature. Please find more information about LDAP Integration [here](#).

Can I enforce a password policy or strong authentication?

Yes. It is possible to adjust password policy in the advanced settings. Please find more [here](#).

Can I authenticate administrative users via SSO?

Yes. It is possible using the AD Federation service and authenticate the users automatically. See [chapter SSO](#).

How to set up a multitenant capable administration

To set up a multitenant capable administration, you first need an administrator account. From there you can set up the appropriate users and rights. Here are two use cases and the corresponding configuration:

Use case 1: You create a campaign for your customer, but want to give your customer access to the statistics within the campaign. It must be ensured that the customer only sees his own data and cannot intervene in the campaign configuration.

The screenshot shows two parts of the Lucy Security interface. The top part is the 'View' user management page, and the bottom part is the 'TEST (1)' campaign configuration page. Red boxes and arrows indicate the steps for creating a view-only user and assigning permissions.

Step 1: In the 'View' page, a new user is created with the role 'View' and the client 'Lucy Test'.

Step 2: In the 'TEST (1)' campaign configuration page, the 'Client' is set to 'Lucy Test'.

Step 3: In the 'TEST (1)' campaign configuration page, the 'Add User' button is clicked to add the user to the campaign.

Step 4: In the 'TEST (1)' campaign configuration page, the 'Permissions' section is expanded, and the following permissions are checked: 'Create/View Reports', 'Export to File', 'Export to Group', 'Campaign Full Statistics', and 'Campaign Basic Statistics'.

Solution use case 1: You create a view-only account (1) in "settings/users" and assign this account to your customer. As soon as you create a campaign, you will be asked to enter the customer of the campaign (2). The customer can be yourself, an organizational unit or a third party. Next, you should add the user to the campaign (3). You can then assign the rights to view the statistics to the user (4).

Use case 2: You have a customer who wants to create their own campaigns. However, the customer should only have access to his statistics and not see other customers.

The screenshot shows two parts of the Lucy Security interface. The top part is the 'Limited Admin' user management page, and the bottom part is the 'TEST' campaign configuration page. Red boxes and arrows indicate the steps for creating a limited admin user and assigning permissions.

Step 1: In the 'Limited Admin' page, a new user is created with the role 'User' and the client 'Limited Admin'. The 'Permissions' section is expanded, and the following permissions are checked: 'Access All Campaigns', 'Create/Delete Campaigns', and 'Save Campaign As Template'.

Step 2: In the 'TEST' campaign configuration page, the 'Campaign' is set to 'TEST' and the 'Running time' is set to 'Not running'.

Solution use case 2: You create an account with the status "user" in "settings/users". Give the user only the right "Create/delete campaign" (1). As soon as the customer logs in, he can then create his campaign and see only the data of the campaigns he created himself (regardless of the assignment of the customer). He won't have access to any other menu item (2). However, there are areas where this limited administrator has access to possibly sensitive data of other customers. Examples are

custom created templates that may contain customer-related information. But also all recipient groups created on the system can be seen by this customer when assigning recipients.

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