



Processing Virtual Access Status Account Applications Standard Operating Procedure

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1. Purpose and Scope

The University of Oxford - Nuffield Department of Primary Care Health Sciences (the Department) has established the procedures outlined in this **Standard Operating Procedure** (SOP) for processing virtual access applications.

2. Introduction

The Department requires certain individuals, such as external users of Oxford administered databases, service suppliers, etc. to complete the University mandated **Information Security and Data Privacy Awareness** course before they can access any data provided by or perform any services on behalf of the Department.

In connection with other required steps to which these individuals are subject, as applicable, they must complete this University training and renew it annually thereafter. The course resides in the CoSy application, which is located here: <https://infosec.ox.ac.uk/module>.

To help facilitate getting a user access to this course, the designee from a research area within the Department that leads a given project (“Department Liaison”) must first coordinate with the user to submit a virtual access status (VAS) account application. Refer to **Attachment A**.

For more information and to download a copy of the VAS application in MS Word format, visit the University Care services site at this location:

<https://estates.admin.ox.ac.uk/card-applications#collapse1179236>

Once issued, VAS account holders receive virtual status only. They are ineligible to be issued a University physical ID card. They do not receive access to University libraries or IT Services help. VAS accounts are valid for up to twelve [12] months with renewals available thereafter.

Whenever VAS access is required for longer than the initial, twelve month period to which an account applies, the DL will need to coordinate with the user to apply for an extension before the current one expires. Refer to **Section 4** of this SOP for more information on this procedure.

3. Required Procedures

- a) The individual user submits the VAS application form to the Department Liaison (DL);
- b) The DL forwards the application form to the Information Governance Manager (IGM) at this mailbox: datasecurity@phc.ox.ac.uk. The Department Head of HR and the Head of Administration are also both available to review and approve these applications;
- c) The IGM sends approved applications to the University Card Services (UCS) team for processing;

- d) The UCS team sends the IGM an approval code for each user or, if rejected, the basis for doing so, such as missing or inaccurate information;
- e) The IGM sends the approval code (or notice of rejection) for each applicant to the DL;
 - a. **For each approved VAS request:** the DL creates an IT ticket by entering: (i) the UCS issued VAS code and (ii) the user first/last name as well as email. The DL submits this ticket through the PHC support queue (it-support@phc.ox.ac.uk);
 - b. **If a VAS request is denied:** the DL obtains the missing information and/or makes the necessary corrections on the application and resubmits it to the IGM (which initiates the process again beginning with step “c” above);
- f) The Department IT Officer generates an activation code for the user’s newly issued Single Sign On (SSO) and sends the SSO credentials directly to the users; whereupon, they activate their accounts remotely.

Refer to **Attachment B** to view the template message, which users receive. This contains the URL where users go to activate their account and set a password. Once issued, the SSO credentials will be activated *within 24 hours*.

- g) VAS account holders can also register their email address using the web link provided (below). The UCS team will send advance notice to assist with obtaining an account extension, where applicable.
https://register.oucs.ox.ac.uk/self/alternative_email (SSO required)
- h) After 24 hours, the user enters the credentials provided to register for and take the required course on CoSy (<https://infosec.ox.ac.uk/module>); and
- i) The user submits the CoSy completion certificate to the DL as evidence of completion.

4. VAS Account extensions

Whenever a user’s VAS access is required for more than the initial twelve month period, the user or the DL can initiate the process to apply for an account extension.

Virtual Access status holders can elect to register their email address at the web link below. Notification of expiry will be sent one month before the account is due to expire and, if appropriate, an extension can be requested.

https://register.oucs.ox.ac.uk/self/alternative_email (SSO required)

The DL should confirm whether an extension is needed and, if so, coordinate with the user to complete the steps outlined in Section 3 above.

Appendices A-B: The Department adopts and incorporates these as part of this SOP.

Version History:

- Version 1.0 (Initial Version) - approved and adopted on 20/04/2021.

Review History:

- Reviewed on 20/04/2021 by IGC Chair, SIRO, IT/G Head and IGM. Approved with recommendation for adoption as proposed.

**Appendix A
VAS Application Form**

**FORM
VA**

APPLICATION FOR VIRTUAL ACCESS STATUS

If you have recently submitted a form via another college/unit* there should be no need for a further application.



Please use **black** ink to complete the details below and return the form to the Secretary/Administrator of your college/unit (e.g. Your Department/Faculty/Centre)

1. Enter your full name and signature on the form.
 2. Enter the details of your most recent University card or Bodleian reader's card, if any.
- Further instructions will be sent to the administrative staff of your college/unit.**

I wish to apply for Virtual Access Status. I understand that the personal information I provide below may be used to determine access to a limited range of University and College web resources. I understand that the information I provide will be collected and used in accordance with the University's staff privacy notice and the General Data Protection Regulation (GDPR). I undertake to obey the rules of any college/unit by which I gain Virtual Access.

SIGNATURE: Please sign **INSIDE** the box in black ink

To be filled in by applicant (All names in full, but underline preferred name - nicknames are not acceptable)

Last name *printed legibly*:

Given names *printed legibly*:

Middle names:

Address:

Telephone: **Email:**

Date of birth (e.g. 23-Jan-XX)
dd. mmm yy.

Oxford College/Unit:

Type of Virtual Access required? **Academic** (e.g. Supervisor/Examiner)
 Non-Academic (e.g. Consultant)

Your status in Oxford continues until what end date? (e.g. 23-Jan-XX)
dd. mmm yy.

(Normally 1 year or less but if a supervisor date supervision ends)

This status allows no library or email access nor are you issued with a card however, for administrative purposes, if you have ever received an Oxford University card please give details of the most recent:

Barcode Number (the number appears above/below the barcode):

If you have held a card but are unable to supply details please tick:

To be completed by the Oxford Administrator I certify that all the details of this applicant's status are correct.

Signature: **COLLEGE/UNIT STAMP**

Administrator's Name (please print):

Date:

Please add your address in full here:

March 2018

Appendix B
Template IT Generated User Message – Approved SSO Credentials

Template	VAS email		
Usage	For sending out activation code and account details to VAS accounts within the department		
Last update	23/03/2021	By	John Briggs IT/IG HEAD

Content – Cut and paste the text below replacing the text between < > with relevant information

Dear <Insert first name>

Your University of Oxford Single Sign-On account is now ready for activation.
 To activate your account you will need the following information:

University card number: <INSERT CARD NUMBER HERE>
 Activation code: <INSERT ACTIVATION CODE HERE>

You can activate your account and setup your password via <https://webauth.ox.ac.uk/activate>
 For more information on the account activation process and password management see <https://help.it.ox.ac.uk/managing-your-sso-password>

CoSy access – Please note if you need to access the CoSy training system for the IT Governance module, you will need to wait for 24 hours after activating your account before logging on to the CoSy service.

PHC IT Team