

Frequently Asked Questions Regarding eMediaVA

Below are some of the more frequent questions people have about eMediaVA. If you don't see your question, or need further assistance, we urge you to contact Dina Richards, Online Media Officer for WHRO, at dina.richards@whro.org or by calling 757.889.9371.

What is eMediaVA account integration?

The purpose of account integration with eMediaVA is to eliminate or reduce the administrative burden of managing student, teacher, and administrator accounts in the eMediaVA application. This is achieved by Single Sign-On and Single Log-On auto-registration.

What is eMediaVA Single Sign-On (SSO) integration?

There exists some industry confusion over the terms "Single Sign-On" (SSO) and "Single Log-On" (SLO). When it comes to eMediaVA, SSO means users' accounts are managed in one place only. Once integrated, users will log in to eMediaVA with the same credentials they use to log in to their computer.

What is required on our end for account integration?

eMediaVA supports the LDAP(SSO) and SAML(SLO) account integration methods. For this to work, your users must be either:

- defined in a common directory which supports the Lightweight Directory Access Protocol (LDAP): more specifically the secure version, LDAPS (encrypted LDAP on port 636); or
- part of a SAML identity provider, for which the eMediaVA system can be configured as a SAML service provider.

Furthermore, for LDAP, the directory server must be made available to the eMediaVA production server's IP address for port 636 (unless another LDAPS port is specified).

We don't have all of that, but we do have account information in one place... is there another way?

Probably! Contact us and we'll discuss other available options. You may want to consider eMediaVA's csv-upload approach to account creation. This does not eliminate account maintenance; however, if you have all user information in one place, it will be easy for you to create initial accounts.

What do you mean by auto-registration?

SSO integration, by itself, does little to eliminate account maintenance. This is because nominally, it only provides a common place for username and password management.

The eMediaVA system may discover, through LDAP, that a user who is trying to log in for the first time is in fact a valid user. But, now what? Are they students? Teachers? What school are they in?

There are several account attributes in eMediaVA that are key to the application and its capabilities. Ideally, we want to discover all of these attributes through your directory. This would completely eliminate the need for any account maintenance in eMediaVA. The attributes eMediaVA needs are:

- **role** - student, teacher, school admin (principal), divisional admin
- **school** - (for all but division admins)
- **username** - we get this when they attempt to log in
- **first name** -
- **last name** -
- **email address** - optional, but highly recommended to enable some application features
- **grade (student)** - optional, limits the library experience (otherwise limited by the school's grade range)

These need not all be specific attributes/values in your directory. However, if we can't determine them (especially role and school) by examining one or more examples, this will prohibit successful auto-registration. In this case, you may not be a good candidate for SSO.

I don't have Role or School information in my directory. What can we do?

eMediaVA does support a pass-code system to identify a user's proper role and school upon first login.

It works like this: when users first authenticate, the application welcomes them to their new account and asks them to enter the pass-code they were supplied.

Every school in eMediaVA has three pass-codes types associated with it: student, teacher, and admin. Thus (except for Divisional Admins), new users can not only be authenticated, but also created with the proper role and school based on the pass-code they supply.

This offers some benefits; however, it has the following disadvantages:

- Divisional Admins are excluded (there are no divisional pass-codes: they need a manual account);
- Teacher/Admin pass-codes can be compromised;
- If a teacher changes schools, this must be manually updated in eMediaVA; and
- While it reduces some account maintenance, it also introduces the burden of properly communicating the codes themselves.

How long will it take from project start to finish?

We accept SSO/SLO integration applications on a first-come, first-served basis. Once we make first contact with you to begin the process, the typical project takes 30-60 days to complete. Please note that this assumes prompt responses and testing on your end. The degree to which your contacts respond in a timely fashion dictates the pace of the implementation.

What's the process?

- You contact us.
- We schedule an initial feasibility conference call and decide whether to move forward.
- Implementation begins, including responses and testing on your end.
- 30-60 days later, the implementation is complete; again, assuming prompt responses and testing at your end.

How much does it cost?

There's a one-time cost of \$4,500 to perform the integration. Please note that if we determine that the integration is NOT viable for your organization during the initial exploratory call, there is no charge.

How do I initiate the process?

Contact Dina Richards, Online Media Officer for WHRO, at dina.richards@whro.org or by calling 757-889-9371. We need a point of contact at your end, including e-mail address and phone number. Please provide that information in your initial contact.

What if I have questions prior to moving forward?

All questions can be directed to Dina using the contact information above.