



Open Mobile Login Assist

VERSION 1.3, NOVEMBER 2011

Login Assist, available in Open Mobile 2.x for Windows, expedites the login process for many commonly visited Web sites by automatically presenting the user's credentials to the site's login page. Login Assist can be used on both external and internal web sites. Login Assist-enabled sites are configured in the Open Mobile Portal, and enabled for all users of a given profile.

Login Assist can be a powerful and convenient access management capability.

Requirements

In order to use Login Assist with a website, the following is required:

- **HTML Login:** The site must have an HTML-based login page. The login entry cannot be part of a separate popup but must be contained in the page. Flash logins are not supported.
- **Internet Explorer:** Users must use Microsoft Internet Explorer to browse to the site.
 - If Windows User Account Control (UAC) is enabled, then Internet Explorer must run in the administrator context.
 - The feature uses an Internet Explorer Browser Helper Object (BHO).
 - In Internet Explorer, the option Internet option **Enable third party browser extensions** must be selected.
 - Browser Helper Objects (BHOs) can sometimes be identified as spyware, so users may need to allow the BHO in their individual anti-spyware configuration. Administrators may need to whitelist the BHO in the enterprise's anti-spyware configuration.
- **Profile:** The Login Assist entry must be included in the user's Open Mobile profile, and an account definition in the profile must be created (or assigned) to store the user's login credentials.

Because of the many variables in the dynamic, real-world environment of the World Wide Web, Login Assist cannot be guaranteed to work on all Web sites. However, for the vast majority of sites with HTML login pages, and reachable by Internet Explorer, Login Assist will be a major convenience for users.



Using Login Assist

When a user first browses in Internet Explorer to a site enabled for Login Assist, Open Mobile prompts for and stores the user's site login credentials. On all subsequent visits, Open Mobile automatically supplies the stored credentials to the site. The administrator can also enable automatic credential submission, which triggers the submit button and makes the login process automatic.

The user is informed when credentials are being passed and when automatic logins are taking place. As a result, users can log in to enabled sites with no (or very little) interaction.

Preventing Site Lockouts

Open Mobile does not validate login credentials, but merely passes them to Internet Explorer, which in turn passes them to the site. If the credentials have been incorrectly entered by the user the first time, or are no longer valid, these credentials could be passed repeatedly to the site and rejected, possibly causing a site lockout. As a result, Login Assist will pass login credentials to a login page once per navigation per Internet Explorer tab.

For example, after a long absence from Login Assist enabled Site A, a user navigates to it again. Because the user's credentials stored in Login Assist have expired, the login fails. If the user were to navigate to Site A again in the same IE tab, Login Assist would not attempt to pass any credentials to Site A. However, if the user were to navigate to Site B in the same tab, and then navigate to Site A again, Login Assist would be invoked for Site A.

If the site returns a login error, the user can manually enter the correct site credentials, and then later take steps to edit the credentials recorded in Open Mobile. (In the example, the user could correct the Site A credentials after the first failed login.)

To edit a user's Login Assist credentials,

1. In Open Mobile, click **Options | Accounts**.
2. Select the account used for Login Assist.
3. Edit the credentials as needed, and then click **Close**.

Initial entry of site credentials (when the user first browses to the page) is crucial to login success. Even if incorrect credentials are entered by the user, Open Mobile will still store them. The user will need to manually edit them later to correct them.

Auto-Submit

If Auto-Submit is configured for the site, Open Mobile will automatically trigger the submission button on the login page after the credentials are entered. When logging into a site with Auto-Submit configured, the user will receive a message that reads, "Logging into <site>..." where <site> is the name of the site.

If Auto-Submit is not configured, the user will need to click the button manually, after Open Mobile automatically passes the credentials. When logging into a site without Auto-Submit configured, the user will receive a message that reading "Passing credentials to <site>..." where <site> is the name of the site.

Login Assist Logo

If configured for the site, the Login Assist logo is displayed on the login page, adjacent to the login credential entry boxes. This serves as a visual indicator to the user that the site is enabled for Login Assist. The logo is not stored locally, but hosted by iPass.



Quick Launch

Login Assist can work in conjunction with Quick Launch (although it is not required). A Quick Launch item can be created to launch a Login Assist-enabled site. Login Assist will then automatically pass the credentials to the launched site. If Auto-Submit is enabled, site login will be a routine 1-click experience for the user (just by clicking the Quick Launch menu item).

In order for this process to work optimally, Microsoft Internet Explorer must be set as the user's default browser.

Configuring Login Assist

There are two Open Mobile profile components involved in Login Assist.

Account Definition: The first profile component is an account definition used to store the user credentials for the site. It can be one of two types:

- *A general Open Mobile account definition.* This can be useful for logins to multiple sites that share credentials. If these credentials change later on, they only need to be changed in the single Open Mobile account, rather than changing them in multiple places in Internet Explorer.
- *A dedicated account definition, created expressly for storing credentials for a single site.* This can be easier to maintain from a user perspective, because each account stores only a single set of credentials and can be named appropriately (For example, an account used just for Facebook logins could be called FacebookAccount).

An individual's account credentials are not stored in the account definition—just the credential types required by the site login.

Login Assist Entry: The second profile component is a Login Assist entry that contains information on the site URL, the required credential types, and Open Mobile behavior regarding the site. The URL can be an external Web site, an internal or intranet site, or any other site reachable by Internet Explorer. A Login Assist entry can be one of the many Login Entry presets available on the Open Mobile Portal, or can be configured by the administrator individually by a customized XML file uploaded to the Open Mobile Portal.

Considerations about Credential Types

Username Including Domain Name

For some sites, the username may include a domain name. For example, usernames based on email addresses would include domain names (such as user@domain.com). For these sites, users should always include the domain name as part of the username credential. Login Assist cannot combine username and domain credentials from an account definition to create a single credential.

Password Caching

Account passwords are saved for the duration set in the account definition. If the password is set to save forever, the user would only need to enter it a single time.

If the password save duration is set to a shorter value in the account definition (for example, a specified number of minutes, or until software restart), the user would be required to manually enter the password after the duration expires.



Login Assist Presets

The Open Mobile Portal includes a list of preset sites that can be incorporated into your profiles. These presets include Salesforce.com, Box.net, LinkedIn, Yahoo!, Gmail, Yammer, E*TRADE, and Facebook.

You should make sure an Open Mobile account has been defined for the profile before configuring Login Assist. The account must contain the required login credential types (typically username and password) for the site.

To enable a Login Assist preset in a profile,

1. From the rotating list of Login Assist Web sites, select the site you would like to add. (Use the arrow buttons to scroll the list left or right to select the entry.)
2. Under the rotating list, select **Enable <Site>**, where **<Site>** is your selected site. An enabled site is shown with a green checkmark in the rotating list.
3. In the **Assign Account** drop down, select an account. The credentials from this account will be passed to Internet Explorer when logging in to the site.
4. To enable Open Mobile to automatically submit the account credentials, select **Auto-Submit Login**.
5. To display the **Login Assist** logo on the login page, select **Show Login Assist logo by input fields**.
6. Click **Save**.

For sites not in the list of presets, or for internal Web sites, you can create a custom Login Assist file.

Creating Custom Login Assist Files

Custom Login Assist files are extremely used to enable automatic logins to internal Web sites (such as intranet and company portal sites) but can also be used for external sites as well.

A Login Assist-enabled site must include an HTML login page, with no popup login dialog. In addition, Flash and other styles of login page are not supported.

End users may not currently create Login Assist files. Login Assist is enabled on a profile basis by administrators.

Before Creating the File

You will need the following before creating a Login Assist file.

- An XML editor.
- The HTML source code of the login page for the site. The HTML source can be obtained in any browser and viewed in a text or HTML editor.
- The URL of the site's login page.
- The Login Assist display name. This is the site name that you choose to display in the Login Assist page of the Open Mobile Portal. The display name must be unique across all Login Assist entries.

You can either edit one of the sample XML files supplied or create a new XML file from scratch. However, it is strongly recommended you examine the sample XML files and edit them as needed for your own requirements.

You should be familiar with reading and writing HTML and XML tags before creating a custom Login Assist file.



Setting the XML Tags

Determine the credentials used for site login by examining the source HTML of the login page. Typically, the site will prompt for a username, password, and possibly other credentials, and may include a button to submit credentials.

The values of for two tags, `<AutoLogin>` and `<HTMLControl>`, must be set for the page. One `<HTMLControl>` tag must be set for each HTML control on the page. Other optional tags may also be included in the XML, but are not necessary.

`<AutoLogin>`

The `<AutoLogin>` tag includes general information about the site, and encloses all other tags.

`<AutoLogin>` Tag Attributes

Attribute	Description
<code>url</code>	Complete URL of the site (for example, <code>http://www.yahoo.com</code>).
<code>displayName</code>	Name displayed in the Login Assist library.

`<HTMLControl>`

Note the HTML tags for any of the credential prompts on the page, including the attributes of the tag. For example, here is an HTML tag showing a Username entry box.

```
<INPUT type="text" name="username" value="" size="15" maxlength="20" tabindex="1"
autocomplete="off" id="username" form="LoginForm">
```

In this example, the Username entry box is a text box, with the id of `username`, and is part of an HTML form named `LoginForm`. (Other HTML attributes, such as `size` and `maxlength`, are likely to be found in the HTML control, but may be ignored.)

The section specifying all HTML controls is enclosed by the `<HTMLControls>` tag.

Then, each individual control on the page (username, password, and so on) will receive its own entry in the `<HTMLControls>` section, which each must be enclosed by the tag `<HTMLControl>`.

- For most controls where Open Mobile will pass the user credentials, each `<HTMLControl>` tag must include a sub-tag, `<Account>`, which points to Open Mobile account definition used to store the credentials. The `<Account>` tag needs a further sub-tag, `<AccountField>`, which indicates the field in the account definition used to store the credentials.

A complete `<HTMLControl>` tag for the username control shown above, based on the attributes in the HTML tag, would be as follows:

```
<HTMLControl type="text" id="username" formname="LoginForm">
  <Account name="ExampleAccount">
    <AccountField>Username</AccountField>
  </Account>
</HTMLControl>
```

This tag would pass the username to the site, after drawing the credentials from the Username field in the ExampleAccount account definition.

Attribute values for each <HTMLControl> XML tag correspond to those in the HTML source of the actual login page.

<HTMLControl> Tag Attributes

Attribute	Description
type	Type of HTML control. Valid values are: <ul style="list-style-type: none">• text: text entry box• password: password entry box• checkbox: control is a checkbox• submit: used for a button to send credentials to the site• script• autosubmit: used for a button to send credentials to the site when auto-submit is turned on.• hidden: control is hidden.
id	Actual identifier of the HTML control, taken from the HTML source.
action	(Used only if Type is auto-submit.) This is the action taken by the submit button. If a URL, the results are sent to the URL.
formname	Form name of the control, taken from the HTML source.

Domain Field

Some account definitions include the Domain field as a credential type. The Domain field (for example, domain.com) may not be passed to a login page using Login Assist.

Auto-Submit

Auto-Submit for Login Assist is enabled by an <HTMLControl> tag with a type of autosubmit. However, instead of an id attribute, an action attribute is specified. No <Account> or <AccountField> tags are necessary if the attribute type is autosubmit.

For example, this tag would auto-submit credentials to www.yahoo.com:

```
<HTMLControl type="autosubmit" action="http://www.yahoo.com" formname="LoginForm"/>
</HTMLControl>
```

Literal Values

Some sites include prompts for credentials that are shared across an entire user base. For example, a login page could include a prompt for Company ID, which would be the same for all users from the same company.

To populate a control with a pre-set value, enclose the value after the <HTMLControl> tag inside the <Literal> tag. Literal values will be pre-filled for all users with the same Open Mobile profile. No <Account> or <AccountField> tags are necessary if a literal value is specified.

For example, the login page for a Web site includes entry boxes for Username, and Password and Customer Code. The user is intended to enter an individual username and password, but Customer Code is the same for all users from the

same company. In the HTML source for the login page, the Customer Code box has an ID of `customer_code`. As part of a Login Assist file, this tag for the Customer Code control would pre-fill 'Example.com' in the Customer Code box.

```
<HTMLControl type="text" id="customer_code" formname="formName">
<Literal>Example.com</Literal>
</HTMLControl>
```

<Logo>

The <Logo> tag, used optionally, specifies attributes of the Login Assist logo.

<Logo> Tag Attributes

Attribute	Description
url	URL where the Login Assist logo is located.
height	Height, in pixels, of the logo as it is displayed on the page.
width	Width in pixels, of the logo as it is displayed on the page.

Creating the File

To modify one of the sample Login Assist files,

1. Make sure an account is created (or selected) for the site that reflects the required login credentials.
2. Open one of the sample files in an XML editor.
3. In the <AutoLogin> tag, modify the sample URL and display name with your own values.
4. Locate the <HTMLControl> tag corresponding to the username box, and modify the attribute values as needed.
5. Repeat Step 4 for the password entry box, and then each other credential entry box.
6. Enter or edit an Auto-Submit tag, if desired.
7. If desired, create a <Logo> tag containing the specifications of the Login Assist logo.
8. Save the results as an XML file.

After the file is created, you can add it to an Open Mobile profile.

Adding the Login Assist File to a Profile

To add a custom Login Assist file to a profile,

1. Prepare your Login Assist XML file.
2. In the Open Mobile Portal, open the profile for editing.
3. On the **Login Assist** page, click **Add New Application**.
4. On the **Add Application** dialog, click **Browse**, and then browse to the location of your XML file.
5. Click **Upload**. The XML file is added to your profile.



Unlike a Login Assist preset, a custom Login Assist entry is automatically enabled in the profile. In order to remove it from a profile, it must be deleted from the Open Mobile Portal.

To delete a custom Login Assist file from a profile,

1. In the rotating list of Login Assist entries, select the custom Login Assist entry you wish to delete.
2. Click **Delete**.

The Dynamic Web

Because the particulars of many Web sites are subject to change, some Login Assist entries may become incorrect or obsolete over time. This is true both for presets and for custom Login Assist entries. When and if this occurs, the Open Mobile profile with the Login Assist entry would require a revision in order to function, and a new version of the profile would need to be published to existing users.

For instance, Example.com, a site that formerly only required username and password credentials, now requires username, password and domain for enhanced security. However, the Open Mobile account definition used for Login Assist to Example.com does not include a domain credential. As a result, the existing Login Assist would fail to log a user in.

In this instance, a new account would need to be assigned to the Login Assist entry for Example.com, which included domain as part of the supplied login credentials. Then, a new version of the existing Open Mobile profile, including the revised Login Assist entry, would need to be created and pushed to users to enable Login Assist to the site once again.

iPass will make every attempt to keep Login Assist presets current. If the login page of a preset site changes, iPass will update the preset at the next Open Mobile Portal release. In the interim, if one of these sites makes alterations to its login URL or requirements, customers can create a custom Login Assist file until the next Portal update.

