Regulatory & Compliance

Cyber Essentials Plus Policy

Document Information

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Admin By Request
ZERO TRUST PLATFORM

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San Francisco, Florida
Wisconsin, New York
(+1) 262 299 4600

Denmark, Norway,
Germany, Benelux
(+45) 55 55 36 57

United Kingdom, Spain
Switzerland, France
(+44) 20 3808 8747

Sweden, Thailand
Finland, New Zealand
(+46) 31 713 54 04

sales@adminbyrequest.com | support@adminbyrequest.com | www.adminbyrequest.com

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1 Introduction

1.1 Purpose

This policy establishes the requirements for enforcing Single Sign-On (SSO) MFA Account Separation within Admin By Request (ABR) for UK customers to ensure compliance with Cyber Essentials Plus.

The objective is to prevent privileged access using a primary account and enforce multi-factor authentication (MFA) for secondary accounts where applicable.

1.2 Scope

This policy applies to **all organizations in the UK** using ABR (Windows version 8.5.1 and later), requiring privileged access management (PAM). It further applies to any organization using ABR **outside the UK** that wishes to maintain compliance with Cyber Essentials Plus.

The scope includes:

- Users who require elevated permissions.
- IT administrators managing privileged access.
- Security and compliance teams enforcing Cyber Essentials Plus guidelines.

1.3 Definitions

The following definitions are used in this document:

- **User**: a person logging-in with standard privileges using a primary account.
- **Administrator**: a person logging-in with elevated privileges using a secondary account.
- **Primary account**: the main account used by a person for day-to-day activities.
- **Secondary account**: another account available to a person which has different (typically elevated) privileges from the primary account.
- **MFA**: Multi-Factor Authentication - using more than one mechanism to verify identity.

1.4 Related Documents

This policy may refer to, and should be read in conjunction with, the following:

- Commitments and responsibilities in ABR's Data Processing Agreement
- Support provisions in ABR's Terms and Conditions and Customer Support Services
- Collection, use and disclosure of personal data in ABR's Privacy Policy and Data Privacy Settings

Refer also to ABR's Trust Center documents.

This policy is available online:

Cyber Essentials Plus Policy

2 Policy Statement

Admin By Request handles account separation natively, and as such fully complies with the Cyber Essentials Plus (CE+) account separation requirements without any modifications from its default configuration.

However, if a second separate account is needed for reasons other than a CE+ compliance requirement, this can be achieved using the *MFA Account Separation* feature.

Refer to Confirmation of Account Separation for an independent pentest assessment.

2.1 MFA Account Separation Feature Requirements

For **UK customers**, the MFA Account Separation feature is enabled by default. For non-UK customers, the feature is disabled by default and must be enabled by us for your tenant. If you are outside the UK, please contact your Admin By Request / partner account manager to enable this feature if required.

2.2 Authentication and MFA Enforcement

When configured, all users requesting privileged access must authenticate using MFA.

If a user does not have two separate accounts, an alternative approach may be applied:

- The user authenticates with minimum credentials (authentication or MFA) on the endpoint.
- The administrator must approve access via SSO to the ABR portal using a separate (i.e. secondary) account.
- This ensures that two distinct accounts are used in the process, though some auditors may interpret compliance differently.

2.3 Implementation in Admin By Request (ABR)

Organizations must update their Windows endpoints to ABR **v8.5.1+** to access the MFA for secondary account setting.

IT administrators must configure the setting in the ABR portal and ensure users comply with the new authentication requirements.

The security team must verify that access control logs reflect proper account separation practices.

2.4 Compliance with Cyber Essentials Plus

Both *native account separation* and *MFA Account Separation* align with the CE+ requirement that privileged access must be performed using a different account. If you already manage or require two user-accessible accounts per user to manage privileged access, then *MFA Account Separation* is the recommended option.

In such a scenario, the existing **admin** or **adm** account should be downgraded to non-privileged, with Admin By Request EPM providing granular privilege elevation, elevation blocking, auditing and malware protection for the account with privilege elevation capabilities via a suitably configured sub setting.

NOTE
Admin By Request's dual non-privileged per-user MFA Account Separation configuration is a far more secure approach than what is currently required by CE+:

To meet CE+ compliance, it is entirely permissible to supply each user who might need privilege elevation with a full, credentials-based, unrestricted local admin account as a separate privileged account. The standard also permits the sharing of this privileged account between users.

Neither of these things is necessary using Admin By Request MFA Account Separation.

If an alternative authentication approach is used, organizations must document and verify its acceptance with auditors.

2.5 Documentation and Review

A document outlining this policy (Cyber Essentials Plus Policy) is made available in the Documentation Center and/or the Trust Center, explaining compliance steps.

This policy shall be reviewed annually or upon updates to Cyber Essentials Plus or ABR functionality.

3 Document History

Version	Author	Changes
7 March 2025 **1.0**	Steve Dodson	Initial document release.
23 June 2025 **2.0**	Steve Dodson	Added "Documentation Center" (in addition to "Trust Center") as alternative location for this policy document. Applied latest template, aligned with Terms & Conditions and Data Processing Agreement documents.
20 September 2025 **2.1**	Steve Dodson	Clarified requirements under which ABR complies with Cyber Essentials Plus at the start of "Policy Statement".
30 September 2025 **2.2**	Steve Dodson	Added Related Documents section to "Introduction". Added note about Admin By Request natively supporting Cyber Essentials Plus to section *Compliance with Cyber Essentials Plus* in "Policy Statement".
6 October 2025 **2.3**	Steve Dodson	Adjusted section 2.1 MFA Account Separation Feature Requirements in "Policy Statement".