

Admin Session



Ideal User

- > Regular user, non-IT department
- > Occasionally requires elevated privileges

Overview

This User Guide covers the Admin Session feature: one of the core features of the Admin By Request application which allows you regular users to obtain elevated privileges on their device when needed, for a predetermined amount of time.

When to Use the Feature

This feature is ideal for users who require administrator access regularly as part of their day-to-day job. It should be used when you need to undertake a number of tasks that require admin rights, e.g., creating new user accounts, installing multiple updates, or troubleshooting system issues. It shouldn't be used in situations where you need one-off admin rights, such as installing a single application - in those cases, the Run as Admin feature is more appropriate. If your device is offline when you need elevated privileges and your organization has Require Approval enabled (see next section), you will not be able to gain elevation until the device is back online. In this case, you may want to use the PIN Code feature instead of Admin Session.

How to Use the Feature

To initiate an Admin Session, you can either double-click the Admin By Request desktop icon, or click the Admin By Request icon in the Tray Tools of your task bar and select *Request administrator access*. If your company requires a reason, you'll need to enter a valid business reason for requesting an Admin Session in the Admin By Request pop-up that appears. If your company requires approval, enter the required details in the pop-up and your request will be routed to your admin team. If the reason you provided is deemed valid, you will be notified of approval via email and a desktop notification. You can use the Admin Session approval immediately, or up to 14 days after the initial request was made.

How to Use the Feature (cont.)

When you want to use the approval, follow the request steps again: double-click the Admin By Request desktop icon, or click the Admin By Request icon in Tray Tools and select *Request administrator access*. Depending on the UAC Mode configured by your company, you'll be required to do one of three things before your Admin Session commences:

- > **Confirm Mode:** If your company only requires confirmation that you want an Admin Session, select *Yes* in the UAC pop-up window that appears, and the Admin Session will commence.
- > **Authenticate Mode:** If your company requires authentication, you first need to use the UAC pop up to verify with your account credentials, face recognition, fingerprint, smart card, or similar, before you can start the Admin Session.
- > **Single Sign-On (SSO):** If your company has configured Single Sign-On and requires Multi-Factor Authentication (MFA), you need to validate with your Identity Provider via SSO and complete MFA. If your credentials are valid, you'll receive confirmation immediately and will be able to initiate the Admin Session.

Once the Admin Session commences, you'll be notified by a pop-up in the bottom right of your desktop which indicates the amount of time you have remaining before the Admin Session ends and your elevated privileges are revoked. To end the Admin Session before the time is reached, select the *Finish* button.

About Admin By Request

Admin By Request is an application designed to protect your computer and network by providing you with temporary administrative access only when you absolutely need it. When you do need to do something on your device that requires elevated privileges, you can use the application to obtain this access.

Why is it Needed?

TO IMPROVE SECURITY ✓

Admin rights to a device are sought-after by cyber criminals as they provide a much greater degree of access and the ability to cause the most damage. With Admin By request, you only obtain Admin rights when you need them - minimizing the attack window and decreasing the risk of account compromise.

TO INCREASE PRODUCTIVITY ✓

As a regular user, you likely faced the issue of needing to provide Admin credentials to undertake elevated activity, such as software installs. With Admin By Request, you can use your own credentials. Your IT Admins will no longer be tied up entering their details for you, and you won't have to waste valuable time waiting for them to do so.