

User Guide

for the Registration of a User with ESAA

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Education Sector Authentication and Authorisation (ESAA)

Introduction

ESAA is an identity management, authentication, authorisation and single sign-on service for the Education Sector; ESAA aligns the Education Sector with industry and government security protocols and will support a seamless link to relevant Education Sector online services, independent of the entry point into the sector networks.

This User Guide sets out the requirements that users must comply with in becoming a registered ESAA user to access the following Education Sector online services;

Ministry of Education (MoE)

- National Student Index (NSI)
- Services for Tertiary Education Organisations (STEO)

Tertiary Education Commission (TEC)

- Electronic Receipting System (ERS)
- TEC STEO
- TECQualCheck

New Zealand Qualifications Authority (NZQA)

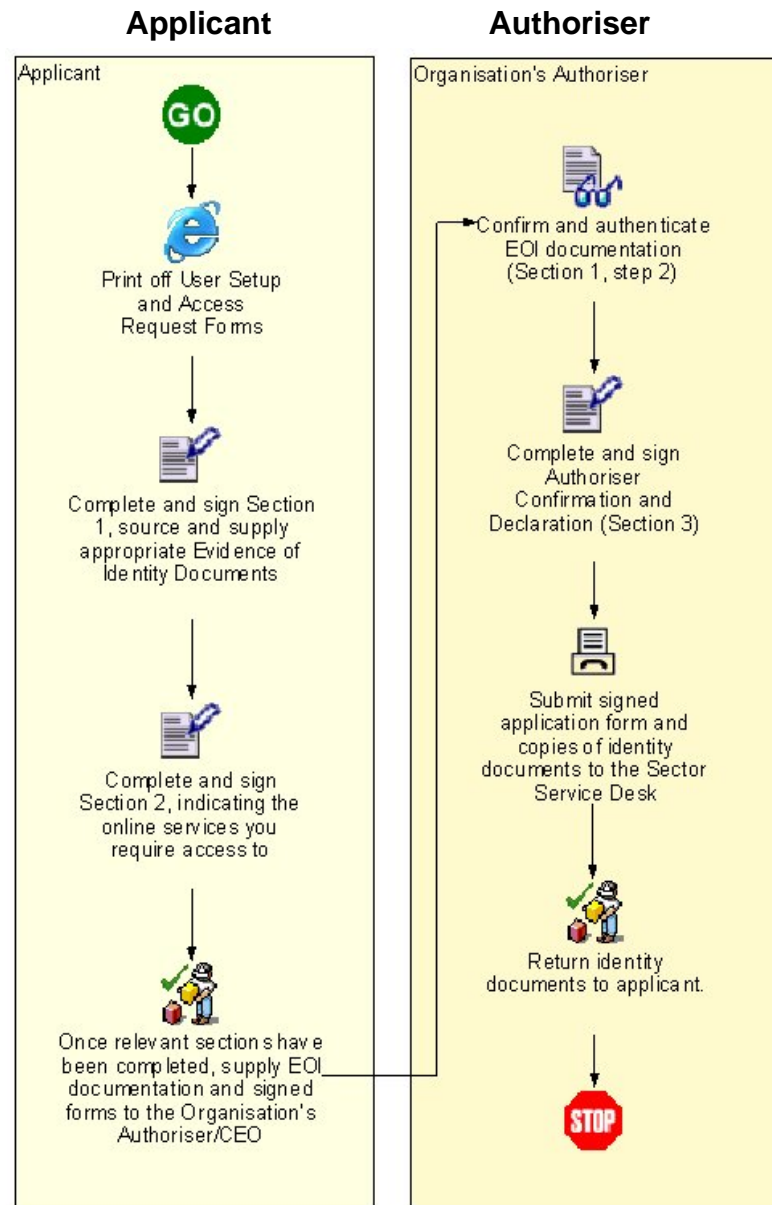
- Tertiary Education Organisation Extranet (TEOE)

1. Registering with ESAA

The User Setup and Access Request form can be found on STEO Downloads.

If you are having any problems completing the form please do not hesitate to contact the Sector Service Desk on **0800 422 599**.

The registration of a user of Education Sector online services is a two person process.



1. **You**, the applicant, must complete the application form and sign; acknowledging acceptance of conditions for the use of ESAA; these are basic rules and recommendations for access to the services and can be found later in this User Guide. Once you have completed the application form, sourced and detailed your [Evidence of Identity](#) (EOI) documents you should supply these to the Organisation's Authoriser.

An Authoriser is the person within an organisation that confirms your identity and has been delegated the responsibility of authorising access to Education Sector online services.

2. The **Authoriser** verifies your identity and confirms your access to the online services you require. Your documents should then be returned to you.

Copies along with the User setup and access request form should be sent to the Sector Service Desk.

- Fax – 04 463 2868, or
- Post – Sector Service Desk, Sector and Business Services, Ministry of Education, PO Box 1666, Wellington.

If your Organisation has yet to delegate the role of Authoriser, this role should be assigned to an appropriate individual within the organisation. That individual should apply for, and present appropriate EOI for this to be done. More information and the application forms can be found on STEO Downloads.

2. Type of Access

There are two options to gain access to the Education Sector online services:-

1. User ID & Password
2. Digital Certificates

2.1 User ID and Password

This is the primary method of accessing Education Sector online services.

2.2 Digital Certificates

The protection of data and authentication of identities are paramount for the successful operation of online business. Digital certificates provide encryption during data transfer (especially important when submitting data electronically), protecting it from manipulation, misuse, and destruction, while also acting as a form of electronic passport – letting others know you are sincere and trustworthy.

Why choose Digital Certificates?

Digital certificates provide a greater level of user security and accountability. Digital certificates, also known as electronic passports are part of an Internet trust/security model called 'Public Key Infrastructure' (PKI). Digital certificates and ikeys can be used in both your web browser (Internet Explorer or Netscape) and also standard email packages.

Digital certificates offer:

Confidentiality: encryption ensures that data is not disclosed to unauthorised persons.

Integrity: data contained in a transaction can not be deliberately or accidentally modified.

Authentication: messages are only being passed between two authorised and correct parties.

It is suggested that at least one member of each Tertiary Education Organisation should have a digital certificate, for further information on digital certificates or if you wish to apply for one please contact the Sector Service Desk:

- Phone - **0800 422 599** or
- Email – sector.servicedesk@minedu.govt.nz

3. Evidence of Identity (EOI)

Authentication is a fundamental part of the Digital Strategy in creating a digital future for all New Zealanders. The Education sector aims at being a world leader at using Information and Communication Technology (ICT) to realise government's goals and education priorities for New Zealand. The Digital Strategy describes authentication as *"a pre-requisite for all New Zealanders to benefit from the power of ICT and an information-empowered society"*. ESAA is aligning the Education Sector with industry and government security protocols in the authentication of users through a more secure process of authentication from Department of Internal Affairs (DIA) standards. This requires users to undergo an **Evidence of Identity** process.

What does Evidence of Identity mean for you?

Evidence of Identity (EOI) is about confirming the identity you claim and use, and assigning you with a trusted identity for use within Education Sector online services.

Trust levels are assigned, depending on the service or services you require access to, and different levels of access require a different level of Evidence of Identity documentation to be sighted by a delegated person within your organisation. This will generally require providing two documents to your organisation's Authoriser to verify your identity.

- One document must prove your identity exists (e.g. birth certificate, passport)
- The other must demonstrate that you use this identity in the community (e.g. utility bill, drivers licence).

Once your identity has been verified you gain a trusted identity within ESAA to a level concurrent with the service access you require.

3.1 Evidence of Identity/Trust Level document requirements

ESAA EOI Criteria	Trust Level 1	Trust Level 2
	With or without photo	One identity document to include a photo of the applicant
Group 1 – Identity exists <ul style="list-style-type: none"> • New Zealand Passport • Overseas passport (include NZ Immigration Visa / Permit) • NZ Emergency Travel Doc ETD • NZ Refugee Travel Doc • NZ Certificate of Identity (Passports Act 1992) • NZ Certificate of Identity (Immigration Act 1987) • NZ Firearm's Licence / Firearm's Dealer's Licence • NZ Birth Certificate • NZ Citizenship Certificate 	1x Identity Document (originals/ copies)	1x Identity Document (originals/ copies)
AND	AND	
Group 2 – Identity is used in the community <ul style="list-style-type: none"> • International Driving Permit • NZ Driver Licence • Confirmation of Permit Status • Community Services Card • Electoral Roll Record • Student Identity cards & employee identity cards • 18+ Card (must be current) • Utility Bills • Teacher's Registration Certificate 	1x Identity Document (originals/ copies)	1x Identity Document (originals/ certified copies)
<p>If the documents supplied above indicate the applicant has changed name by marriage/deed poll etc then include one or more of the following documents which demonstrate each name change.</p> <ul style="list-style-type: none"> • NZ Marriage Certificate • NZ Civil Union Certificate • Change of Name by Statutory Declaration • Change of Name by Deed Poll • NZ Divorce Papers • Certificate of Annulment 		

4. FAQ's

Q: How do I know what NZQA Level I require?

NZQA Level 1*	<input type="checkbox"/>	<input type="checkbox"/>	1
NZQA Level 2*	<input type="checkbox"/>	<input type="checkbox"/>	1
NZQA Level 3*	<input type="checkbox"/>	<input type="checkbox"/>	1

*NZQA Select ONE level to **User Guide** for NZQA access levels

A: Provides Access to	Select only ONE level		
	Level 1	Level 2	Level 3
Record of Learning	*	*	*
Assessment Plans	*	*	
Individual Qualification Check	*	*	
Learner Details Update	*	*	
File Downloads	*		
Enter NQF Results	*		
Submit Data File	*		
Enter Qualification Check	*		
Request Result Amendment	*		
View Batches	*		
Standard Results Search	*		
Quarterly Statistics Reports (ITO)	*		

5. Conditions of Use

These conditions of use apply to your accessing Education Sector online services. Please read them before signing the Acceptance of Conditions for ESAA. You are responsible for reviewing these conditions, and on accessing any Education Sector online service, you are deemed to have agreed to these conditions.

5.1 Security

You are responsible for ensuring that you use your access to ESAA enabled services in a manner which does not contravene their, or ESAA's security policies. Further, you agree that you will:

- Take all reasonable steps to prevent someone misusing or gaining unauthorised access to your computer system.
- Ensure your computer system has appropriate anti virus software installed.

5.2 Privacy

ESAA complies with the Privacy Act 1993 and is committed to respecting the personal privacy of individuals who use Education Sector online services.

You agree:

- We can collect information about the ways in which you use ESAA. We will ask you for this information or we will obtain it from our records.
- All information you give is correct and complete.
- We may monitor / record calls made between you and the Sector Service Desk to maintain and improve the quality of ESAA.

You may ask to see information that we have about you and you may ask us to correct any errors. We will hold the information securely and will not disclose it to any person or organisation without your authority, unless required or authorised to do so by law

5.3 Disclaimer

The Education Sector, while making reasonable efforts to ensure the accuracy and completeness of information and material, assumes no responsibility for the accuracy, reliability or completeness of that information or material. In addition, the Education Sector is entitled at any time, without prior notice, to change:

- The conditions of use for accessing online services.

5.4 Your Responsibilities

You have an important role to play in the secure use of online services. You are responsible for your own behaviour when accessing online services. The following outlines rules and recommendations for online service use, password construction and management and challenge response guidelines.

5.4.1 General Use

- You must not send frivolous, obscene or defamatory messages.
- You must not look at, change, delete or tamper with files or programmes that you are not authorised to access

5.4.2 Passwords

A password within ESAA **must**:

- Have a minimum of 7 characters, and
- Contain 3 of the following – Lowercase, Uppercase, Digits, Punctuation, and Special character.
- Be changed regularly.
- Be easily remembered, but difficult to guess.

You **must not**:

- Write passwords on sticky notes, desk pads, calendars, or store online.
- Share your user name and password with another person.

5.4.3 Challenge Responses

The first time you logon to Education Sector online services you are required to set challenge response questions and answers. Challenge responses allow you to uniquely identify yourself and change your own password online should you forget it.

You **must not**:

- Reveal your password or challenge response answers to any other person.

You will never be asked for your password or challenge response answers by a legitimate ESAA administrator.

5.5 Breach of Conditions of Use

Any breach of the conditions of use, which you signed to on registration, will be dealt with appropriate to the seriousness of the breach.

Access to online services will normally be revoked during this investigative period and each incident will be considered on a case-by-case basis.

5.6 Minors

If you are under 18 you are encouraged to seek advice before accepting these conditions. Please do not accept these conditions if you do not understand any part of them.

These conditions are considered to be fair and reasonable. Should any of the conditions of use not be considered 'fair and reasonable', the condition will be reviewed and possibly amended to reflect the original intention.

In some circumstances the parents, legal guardians or employer of minors (those under 18 years of age) will also be asked to sign the Acceptance of Conditions of Use alongside the person wishing to have access to online services. The parent, legal guardian or employer of the minor, will then also be responsible for ensuring that the conditions of use are adhered to.