

Automated User Management

-- with batch files --

Automatically add, remove or update user profiles in your LiveSafe organizations with LiveSafe's automated user management. Automated batch updates make it easy to streamline changes to your user information.

Why Use Automated User Management with CSV?

The value of your LiveSafe implementation grows each time a member of your community interacts with the system. That's why we offer flexible user management options to simplify onboarding your users into the system.

The LiveSafe SCIM (System for Cross-domain Identity Management) 2.0 connector offers the most advanced integration option for automating full synchronization between your internal systems of record and LiveSafe. However implementing SCIM is not an option for all companies and schools. For these organizations, Automated User Management (AUM) via Batch offers an easy way to add, remove or update user profile data using a simple batch file via Secure FTP (SFTP).

Once uploaded, users can receive broadcast email and text messages sent through the LiveSafe platform. They will need to download the LiveSafe app and subscribe to your organization to access the full LiveSafe functionality - including SafeWalk and tip reporting. In addition, only fully registered users are included in geofence targeted broadcasts.

Getting Started

Your implementation manager will guide you through setting up your automated user management process and provide your LiveSafe IDs and server credentials.

LiveSafe will need from you:

- The IP address that will be connecting to the SFTP server
- A properly formatted test CSV file
- A public SSH key in OpenSSH format (sample provided below)

Note: If you don't operate in a Unix/Linux environment, you may need to generate the Public SSH key using PuTTY and/or PuTTYGen, which can be acquired from this link: (<https://www.chiark.greenend.org.uk/~sgtatham/putty/latest.html>).

LiveSafe will provide to you:

- a unique LiveSafe ID for your organization (typically a 32 character UUID)
- The IP address of the SFTP server
- The port number you will need to connect to the SFTP server

Sample Public SSH Key

```
ssh-rsa-AAAB3NzaC1yc2EAAAABGIZTABAQc9OEfhaZC/O+yp0I/Fqssi/HAVMjQbzJnK
PggHJCBHqkxYwSBet926hulYDGL6jbDoEHfMRNIzAAg5adyuVsa2BDc3iPN/7U8oMzL+8
yRpBTZNWFvDZ8bj0L+kJZNhDxi2kT0oj1qCsxY7JRH6FF/TH4/GmMBod4XRwJ+3Wm6
IgVCGZackugQU+KIILYQCvxNXL+ZxZ7orPSOnoJyp0+SKvEIIDu3UseSop5om2gBXc2f
Cu+AH8Y+zrykJ+Rham/qbDOdXx7RGDRdc8kjf+C9UOeHUhKKcXAP8vIGD+QAZGBoe
T8wrhP8JDLz8tsx+GpE71YNdpgzJgQUDataL0Hdh
```

Formatting Your Synchronization Mode .CSV Files

Important: The AUM process will fail if the file does not adhere to the formatting requirements listed below

Synchronization Mode: Used for adding, updating or removing user profiles. Use the following simple header formats to prepare your files for upload. Each template type uses a standard naming convention to let the system know how to process your data.

Required File Name: "livesafe_snapshot.csv"

organizationid	username	firstname	lastname	email	mobilephone	groupname
1	jjones	Jessica	Jones	j.jones@gpc.org	+15713124645	[groupname]

- **organizationid*** - The unique LiveSafe ID provided by your implementation manager
- **username*** - The unique, non-modifiable identifier for the user within your organization (If using Single Sign-On, the unique user login for user)
- **firstname*** - First name of the user to be synced
- **lastname*** - Last name of the user to be synced
- **email**** - Email address of the user to be synced
- **mobilephone**** - Mobile phone number of the user to be synced
- **groupname (optional)** - Name of the group you'd like to assign the user to

Grouping users via AUM batch file

If you DO NOT plan to group your users in an automated fashion, this column is completely optional and the process will not fail if this column is missing.

If you DO wish to group users using the AUM Batch file upload, you can add an additional column to your AUM labeled "groupname". The values listed under this column are free-form and can use any nomenclature of your choosing. However, each user can only be assigned one group.

Reminder: Make sure you double-check spelling, punctuation, etc. in group names as misspellings and mistakes will create duplicate/errant groups and may affect message delivery. Groups created by mistake, duplication, misspellings, etc. cannot be edited or deleted at this time.

Uploading the .CSV Files

To initiate adding, updating or removing user profiles for your organization, upload the appropriate CSV file to the SFTP server using the credentials provided by your LiveSafe implementation manager (we will provide you a username and require your SSH public key and IP address for authentication). Be sure to use the correct name format based on the mode you have selected.

Upon upload, the CSV file will be added to LiveSafe's queue for processing and will generally be completed within 24-36 hours of upload.

Important notice: All email addresses and mobile phone numbers uploaded via the automated user management system must comply fully with the LiveSafe terms of service. We only accept direct constituents of your organization (employees, students, faculty, tenants, etc.). Emails should be associated with your company or school domain. No temporary accounts (e.g., for public events) are allowed.

AUM Frequently Asked Questions

- 1. How often is the AUM file processed?** Upon being uploaded by the customer, Automated User Management CSV files are processed in batch and updates are typically completed within 12-24 hours.
- 2. Do users have access to LiveSafe after they have been removed from the org?** Users will not have access to the specific organization (including sub-organizations) after they have been removed via AUM. However, they can still access other organizations that they may be subscribed to. If the user does not belong to any additional organization, he/she is automatically pushed to the central LiveSafe community organization.
- 3. What type of users should be added utilizing the AUM tool?** To avoid any spam complaints against LiveSafe, it is required that you only include internal organization employees, direct contractors or students in your user uploads.
- 4. Does the AUM file need to be named in a specific format?** Yes, for consistency this is the required file name format: "livesafe_snapshot.csv". Each organization/community has their own SFTP folder, so there are no concerns about other clients files overwriting due to the name format.
- 5. What authentication formats do you support?** As a standard, we currently only support SSH keys in OpenSSH-format as they are preferred over username/password (less secure).
- 6. Where does the AUM file need to be dropped?** The file needs to be dropped into the ~/upload directory on the SFTP server.

- 7. Do I need to add a date/time stamp to the file name?** No, AUM requires that the file name be a consistent exact match for every upload. The date/time stamp is captured by the system when the file is processed.
- 8. Will an SSH public key fingerprint provide enough information to start AUM integration?** No, the entire SSH public key is required for the process to be executed securely.
- 9. What versions of IP does LiveSafe AUM support?** At this time, only IPv4 is supported for SFTP uploads. IPv6 is not currently supported.
- 10. Why does the file disappear shortly after I put it in the upload folder?** Once you drop the file into the folder, it is automatically pulled into the AWS bucket. If your file disappears shortly after you load it into the SFTP server, that is a sign that the configuration is working as intended.

Additional Questions?

If you have any additional questions or if you run into problems during configuration, please contact your Implementation or Customer Success Representative for assistance.