

Vetting the Remote GT User

Using the Passport Vetting Admin Tool – Finding & Selecting the Correct GT User

ASSUMPTION: TSC or CSR (IT Support Staff) feels the GT User on the phone is indeed who they say they are.

Begin the vetting process by finding the correct GT User Account.

1. Log in to **Passport.gatech.edu** and Choose **Administration (1)**
2. **Passport** will present the **Vetting Admin** page

The screenshot shows the Georgia Tech Passport Vetting Admin interface. The page title is "Vetting Admin" and it includes a search prompt: "Search for the person you'd like to vet." The form contains several input fields: "First Name" (2), "Last Name" (2), "Date of Birth" (3), "gtID Number" (4), and "GT Account Username" (5). A "Lookup" button (6) is located below the search fields. Below the search fields is a "Check Buzzcard" section (7) with a "Submit Buzzcard Number" button (8). The left sidebar has a menu with "Administration" highlighted (1). The footer contains contact information for the OIT Technology Support Center and copyright information for Georgia Institute of Technology.

3. The IT Support Staff may then look up the GT User by entering any combination of the following:
 - a. **First Name & Last Name (2) and Date of Birth (3)**
 - b. And/or **gtID Number (4)** - (this information may be used by itself since it is unique)
 - c. And/or **GT Account Username (5)** - (this information may be used by itself since it is unique)

Quick Reference Guide

Vetting Georgia Tech Users for Two-Factor Enrollment & Password Resets

4. The IT Support Staff member then chooses “Lookup” and chooses the GT User to continue Vetting Admin.
5. Alternatively, the IT Support Staff member may use the **Check Buzzcard** option and ask the GT User for the 6 digit number on lower left corner of the back of their Buzzcard.
 - a. Using the **Check Buzzcard** option, the IT Support Staff enters the GT User’s Buzzcard number (6 digit number on lower left corner of the back of their Buzzcard) in the **Buzzcard Number** field **(7)** and chooses **Submit Buzzcard Number (8)**.
 - b. The IT Support Staff then chooses the correct GT User and Passport presents the IT Support Staff the Vetting Administration page. Continue to **Using the Passport Vetting Admin Tool – Vetting the GT User**.

Using the Passport Vetting Admin Tool – Vetting the GT User

1. On the Passport Vetting Administration page the IT Support Staff will see the GT User’s:
 - a. **Full Name**
 - b. **GT ID number**
 - c. **GT Account** (GT Username)
 - d. How many possible vetting points that GT User has available.
 - i. The number of points is dependent on whether the GT User has provided **User-provided hints**.
2. The IT Support Staff will then select Vet This Person and choose the option: Start vetting process for two-factor token.
3. Passport will present the IT Support Staff the number of required points (usually 70) and the actual vetting questions.
4. The IT Support Staff will ask the GT User the list of questions, record the answers given and Passport will tally up the cumulative points.
5. When the GT User has provided enough correct answers Passport’s Vetting Administration page will display:

Vetting Successful

6. At this point the IT Support Staff can enroll the GT User with whichever enrollment application they prefer and have access to: **Passport’s “Assist Another Person”** or **IAT Application (iat.gatech.edu)**.
7. If the GT User does not answer enough questions correctly and vetting is not successful, DO NOT enroll this person in Two-factor but instead escalate the person’s request to:
 - a. Jenkins, Charles A charles.jenkins@oit.gatech.eduOR
 - b. Burse, Victoria L victoria.burse@oit.gatech.edu