

VPN Vendor Account Request Procedure

VPN Vendor Account

VPN access control for both MRU and external users is based on MRU Microsoft Windows Active Directory (AD) user accounts.

As a security precaution, vendor VPN accounts will be created with the following attributes which provides the least access privilege:

- Exists under the AD **User Accounts/Vendors** OU (Organizational Unit).
- Only be assigned the **domain user privilege**.

Both the new VPN access request and future access activation **MUST** be handled by the designated MRU sponsor to prevent **social engineering** attacks.

Sponsor Role

1. The designated MRU Sponsor can be an individual or a group of MRU employees. They must be able to determine if the vendor access should be granted based on the current business engagement with the vendor. Examples of legitimate access are for:
 - Technical support
 - Initial system configuration
2. To request a new vendor VPN access setup.
3. To request VPN access activation on behalf of the vendor in the future.

New access setup process

1. **AD account request:** Sponsor to request an AD account specifying the account name that it is used for vendor VPN access from [here](#).
2. **VPN access request:** Once the AD account has been setup:
 - Complete the **VPN access request - External clients** form [here](#). Please note that signatures are required for the form.
 - Open an MRU service ticket to request the vendor VPN access, attach the form above to the ticket and assign the ticket to the **ITS Security Service** team. You will be notified when the VPNset up is done.

Access activation process

1. Vendor VPN access will only be activated for a period of time. When the activation period is over, the account will be automatically deactivated until further access is requested.
 - The default activation period is five (5) business days if not specified.
 - For a longer access period, written approval is required from your manager and the ITS Security Manager.
2. To activate access, open a ticket to the **ITS Accounts Management** team to reactivate the account. Please provide the account name, required activation period and the necessary approvals.