Sponsor Portal Users Guide

Importance of Network Security

As you connect to your company's network or access the Internet, many processes work in the background to securely protect your computer and the network from harm. Network security is critical to maintaining your company's confidentiality and data integrity. Unauthorized users could negatively impact your company's network directly by causing it to fail or indirectly by using it to cause harm to others.

Network Access for Guests

With the increased use of and dependency on mobile devices, such as laptops, tablets, and mobile phones, people have become accustomed to being able to access the Internet from anywhere. However, access to corporate networks requires more security than free Wi-Fi at a local coffee shop. Network security is critical to maintaining your company's confidentiality and data integrity. Network security prevents unauthorized users from hacking your company's network.

To protect your company's network and to ensure that only authorized guests can access it, your company uses Cisco Identity Service Engine (ISE) guest services. Cisco ISE ensures that only authorized guests, such as visitors, contractors, consultants, and customers can access your network.

Your Role as a Sponsor

As a sponsor, you are responsible for using the Sponsor portal to create and manage guest accounts for authorized visitors to your organization. These accounts enable visitors to access your company's network or

provide access to the Internet. When creating these accounts, follow your company guidelines for providing network access to visitors. Cisco ISE saves the entire guest process for auditing and reporting purposes, which your company can use to verify that only authorized visitors have been granted network access.

Sponsor Portal

Use the Sponsor portal to create temporary accounts for authorized visitors to securely access your corporate network or the Internet. After creating the account, you can use the Sponsor portal to provide account details to the guest by printing, e-mailing, or texting. You can also use the Sponsor portal to suspend, extend, and delete accounts as well as approve or deny guests access to your network using the tabs at the top of the page.

- Create Accounts - Create guest accounts individually, by generating a group of accounts, or by importing accounts from a spreadsheet (CSV) using a Cisco-supplied template.
- Manage Accounts - Edit, delete, suspend, reinstate and extend guest accounts. Resend account details to guests.
- Pending Accounts - Approve or deny selected guest accounts.
- Notices - Check the status of background operations when creating or managing a large number of guest accounts.

Your system administrator configures the features of your sponsor account, so you might not have access to all the features available on the Sponsor portal.

Guest Portals

When people outside your company attempt to use your company's network to access the Internet, they are automatically routed to a Guest portal, which is a set of special web pages that provide Cisco ISE guest services to your visitors. These Guest portals protect your company's network from unauthorized users.

Temporary visitors, who connect to your company's Wi-Fi network, can be directed to a Hotspot Guest portal which provides network access without requiring them to log in using usernames and passwords. However, if authorized visitors need access for an extended period of time or need greater access to your company's internal resources; as a sponsor, you can create temporary usernames and passwords that they can use to log into the Credentialed Guest portals.

Your Role as Sponsor

As a sponsor, you are responsible for using the Sponsor portal provided by Cisco ISE to create and manage guest accounts for authorized visitors to your organization. These accounts enable visitors to access your company’s network or provide access to the Internet. When creating these accounts, you should adhere to your company guidelines for providing network access to visitors. Cisco ISE records and stores the entire process for auditing and reporting purposes, which your company can use to verify that only authorized visitors have been granted network access.

Sign on to the Sponsor Portal

The Sponsor portal is a web-based portal that you use to create guest accounts for authorized visitors. Once you are signed into the Sponsor portal, you will be automatically logged out after a period of inactivity, which is configured by your system administrator.

Before You Begin

Obtain the Sponsor portal URL and your username and password from your system administrator.

Procedure

Step 1 Open a web browser and enter the Sponsor portal URL provided to you by your system administrator. Your administrator customizes this URL, but it typically has a format such as: https://*ipaddress:portnumber*/sponsorportal/PortalSetup.action?portal=portalID or https://sponsorportal.yourcompany.com

Step 2 Enter your username and password and click **Sign On**.

Step 3 Click **Accept** if you are asked to agree to your company's network usage terms and conditions before logging into the Sponsor portal.

If you log in successfully on your desktop, the **Create Accounts** page, which is the home page for the Sponsor portal displays. If signing on from your mobile device, a welcome page displays. If not, contact your system administrator for assistance.

Unable to Sign On Because Account is Locked

By default, if you incorrectly enter your password for your sponsor account five times in a row, the Sponsor portal temporarily locks you out of the system for two minutes. You can make additional attempts after that, but only one attempt at a time is possible before you are locked out again for the configured amount of time. Your system administrator can change this default setting to require fewer or more failed attempts before temporarily locking your account; as well as the amount of time you are locked out.