

# Operational HOWTOs

From Matchi Wiki

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## Onboarding of New Staff

### How to set up your new email account on your email client

#### Overview

We use GMAIL for our email hosting and many of our collaboration tools. New user accounts need to be provisioned (at a cost) through the administrator interface in Google Apps.

#### Notes for Administrator

- Create the user in the Google Apps Administrator console under "Users"
- Auto-create the password

- Send the email containing the login details to the new user's private email address

## Summary of Email Configuration Settings

### Email Address

- Your email address is in the form: [firstname].[lastname]@matchi.biz
- Your password will have been emailed to you to an existing email address.

### IMAP Server

- imap.gmail.com
- Port 993
- Connection Security: SSL/TLS
- Authentication Method: Normal Password
- User Name: [your full new email address]
- Password: [your email password]

### SMTP Server

You may already be using another SMTP server for sending emails from your other email accounts, but set this one up too in The name of fields may differ slightly on your particular email client:

- SMTP Server: smtp.gmail.com
- Port: 465
- Security: SSL/TLS
- Authentication Method: Normal Password
- User Name: [your nice and shiny new email address]
- Password: [your email password]

### Webmail: gmail.com

- User Name: [your full new email address]
- Password: [your email password]

## What is my email address?

The convention we follow for email addresses is [firstname].[lastname]@matchi.biz, all *lower-case*, and no middle name or initial unless required for disambiguation.

You should have received an email in your personal email account detailing your Matchi email address and the default password.

## Change your email password

You should have your initial password emailed to you to in your private email account. You can change your password by logging in with your email address and password to gmail.com.

## Setting up a Desk-top and Smart-phone email client

Most desktop email clients are supported. You may need to set your email account up to allow a lesser security setting:

- Log in to the web email at gmail.com
- Click on this link: <https://www.google.com/settings/security/lesssecureapps>

- Select the 'Turn on access for less secure apps' option.

You also need to enable IMAP access on your email account:

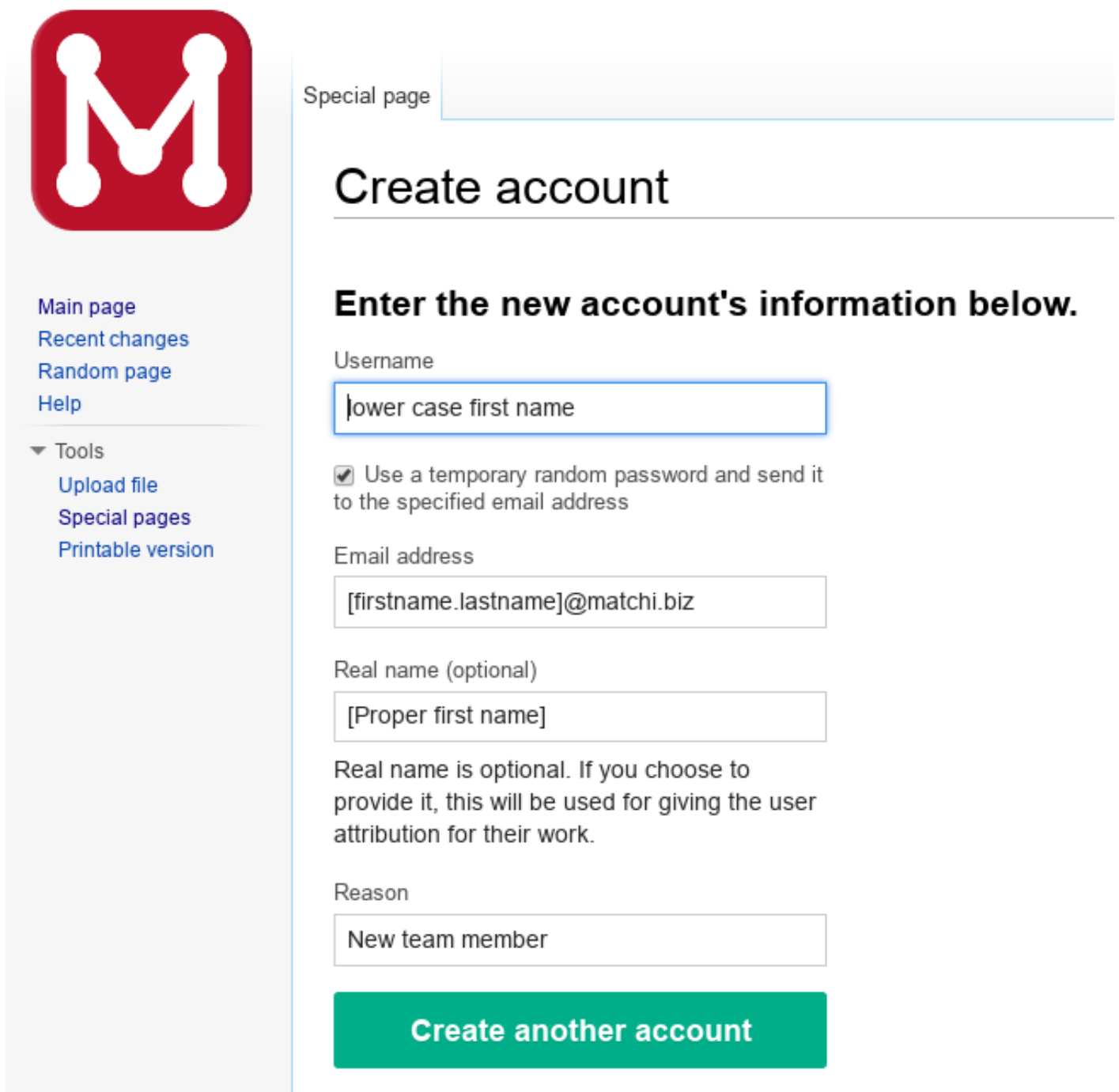
- Log in to the web email at gmail.com (if not already done)
- Click on this link <https://mail.google.com/mail/u/0/#settings/fwdandpop>
- Select the 'Enable IMAP' option
- Hit the 'Save Changes' button

## Create a WIKI account for the user

Log in as administrator on <http://wiki.matchi.biz>

Go to "Special Pages" and under "Login/Create Account" select the link "Create Account".

Select the option "Use a temporary random password and send it to the specified email address", and you should be presented with a screen like this:



Special page

## Create account

**Enter the new account's information below.**

Username  
lower case first name

☒ Use a temporary random password and send it to the specified email address

Email address  
[firstname.lastname]@matchi.biz

Real name (optional)  
[Proper first name]

Real name is optional. If you choose to provide it, this will be used for giving the user attribution for their work.

Reason  
New team member

**Create another account**

[Main page](#)  
[Recent changes](#)  
[Random page](#)  
[Help](#)

Tools  
[Upload file](#)  
[Special pages](#)  
[Printable version](#)

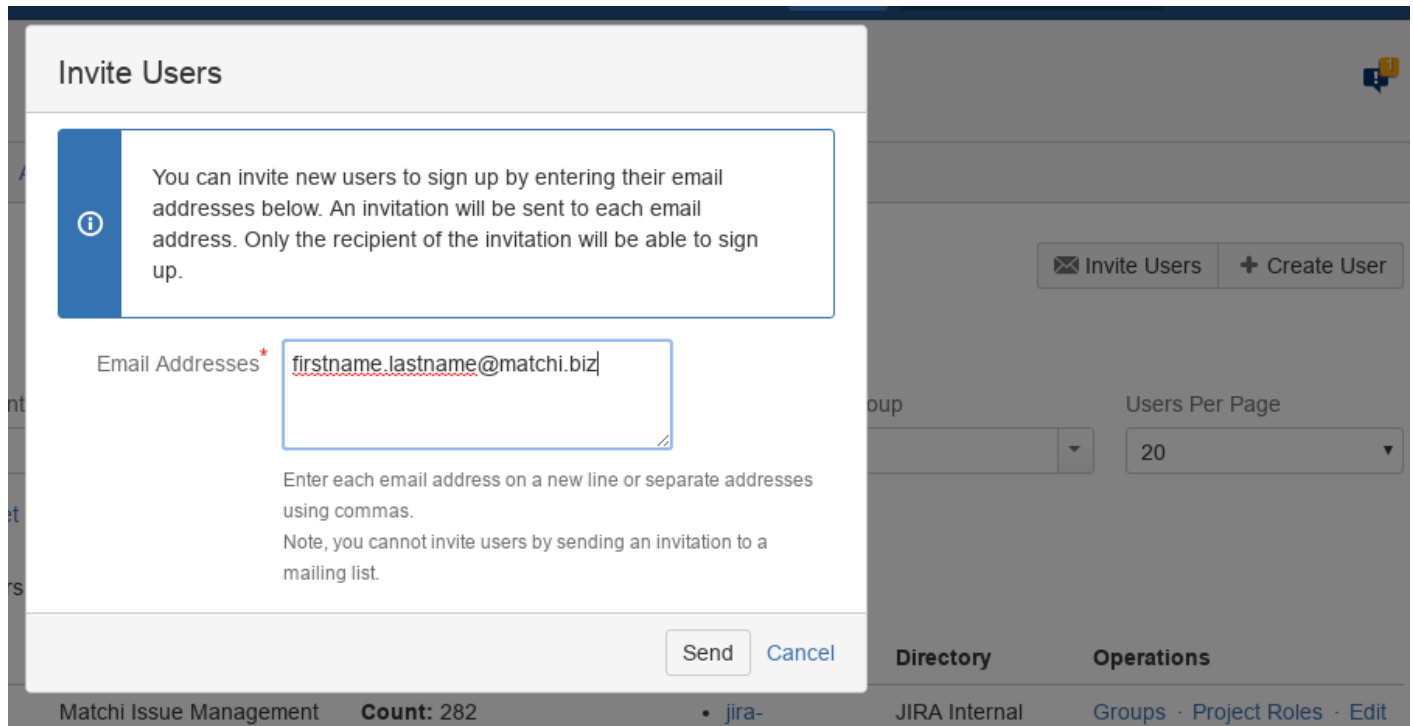
Fill in the fields and let the intended user set their own password: We use the simple convention of the login being the user's first name in lower case.

## Create a JIRA account for the user

Log in as administrator on <http://jira.matchi.biz>

Under the Administrator Menu, go to User Management (you may be prompted to confirm your login), and select the "Invite Users" option.

Enter the user's email address and let the user complete their own registration.



You can assign the user to projects once the user has confirmed their invite.

## Create a ZOHO account for the user

Not all new staff users require this. Note that each new account on ZOHO incurs the cost of approximately \$10 per month.

## Create a Matchi Website Operations account for the user

Not all new staff users require this.

Access to servers and databases is via Public/Private key-pairs.

## Create and deploy a key-pair for Windows users

### Creating the key-pair

- Install the PuTTY suite of applications from <http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>
- Run the PuTTYgen application

- Generate a 2048-bit RSA keypair.
- Save the private key in the Window user's home directory, subdirectory `.ssh`, as `id-rsa`
- Save the public key in the Window user's home directory, subdirectory `.ssh`, as `id-rsa.pub`

### Deploying the public key

- Append the content of the public key to the file `/home/madman/.ssh/authorized_hosts` on the server to which the user should have access to.

# Offboarding of Staff

## Equipment Return

Return all borrowed equipment. This may include:

- Laptop & charger
- Mobile Phone & charger
- USB Storage devices
- 3G USB
- Monitor, keyboard, mouse
- Access card, keys and keyfob

## Security Checklist for Leavers

### For all Leavers

#### Email

- Change the access password.
- Set the email to reply with a `_I don't work here anymore_` message
- Set a forward to a nominated person
- Do not delete the account for at least 6 months.

#### Calendar

- Remove from all team calendars

#### Slack

- Remove person from the Slack team list

#### ZoHo

- Remove person from the Zoho users

#### EverNote

- Remove person from the EverNote users

### Intellectual Company Property

Leaver to demonstrate to a technical person that personal BYO laptop, mobile phone, portable USB storage

- Contains no source code or documentation
- Email account and all content is deleted on BYO laptop's email program
- All working directories relating to Matchin projects are deleted

Leaver to acknowledge that no intellectual property is held anywhere else, such as at personal premises, other devices or in the cloud

## For Developer Leavers

### Server Access

There should be one administration account to all servers (*madman*). Login should only be possible to via public/private key pair and no via password. It is sufficient to remove the leaver's public key from the server's key ring

- Remove user's public key from all servers. Look for the leaver's key in the file `/home/madman/.ssh/authorized_keys` and remove that line from the file. The file `authorized_keys` is in this format:

```
ssh-rsa [very long key string]== [user name]@[remote computername]  
...
```

- Check all other accounts that may exist on the server, even though there should only be one user account.
- Also check the *root* account for the existence of the file `/root/.ssh/authorized_keys` - it should not exist. If it does, find out how it got there (was the `/etc/ssh/sshd_config` file altered?), preserve the evidence and remove the file.

### Source Repository Access

Remove the leaver's authentication criteria from `/etc/svn-auth-users` on the server that hosts the repository (at the time of writing, it is *mapp01*). The file `/etc/svn-auth-users` is in this format:

```
[user]:[authentication key].  
...
```

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