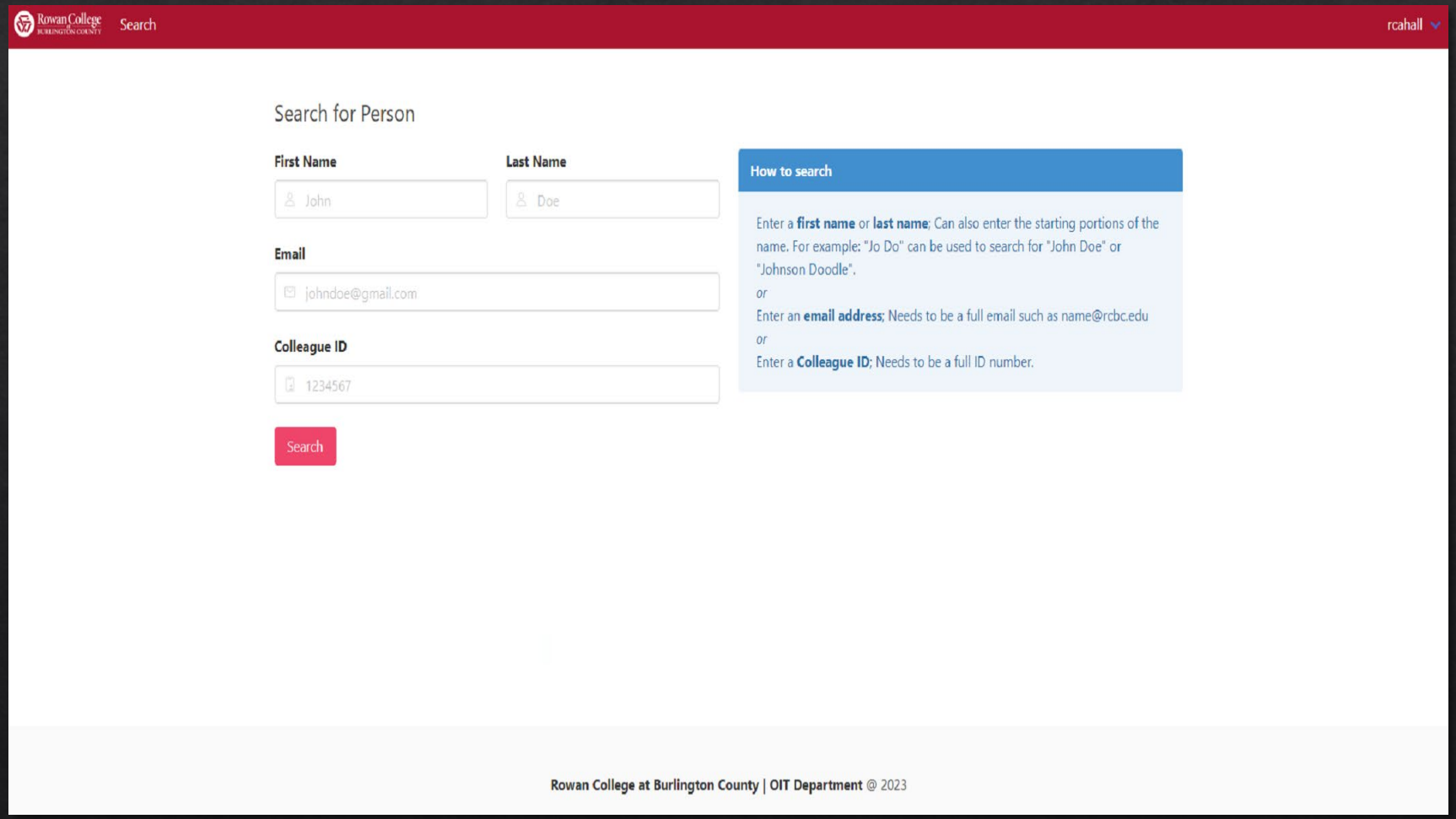
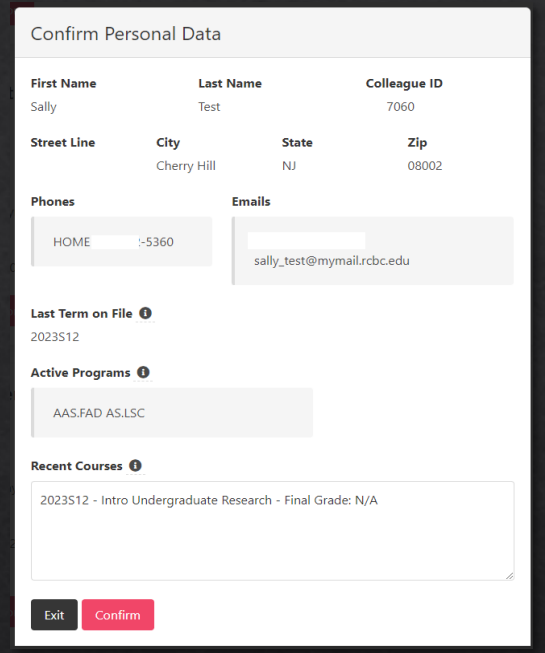
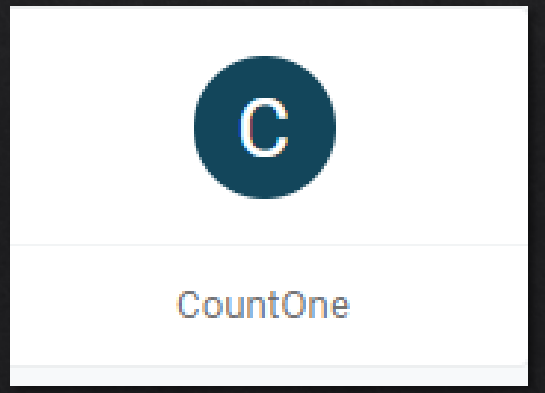
CountOne Quick Start Guide

Rev 09/25/2023





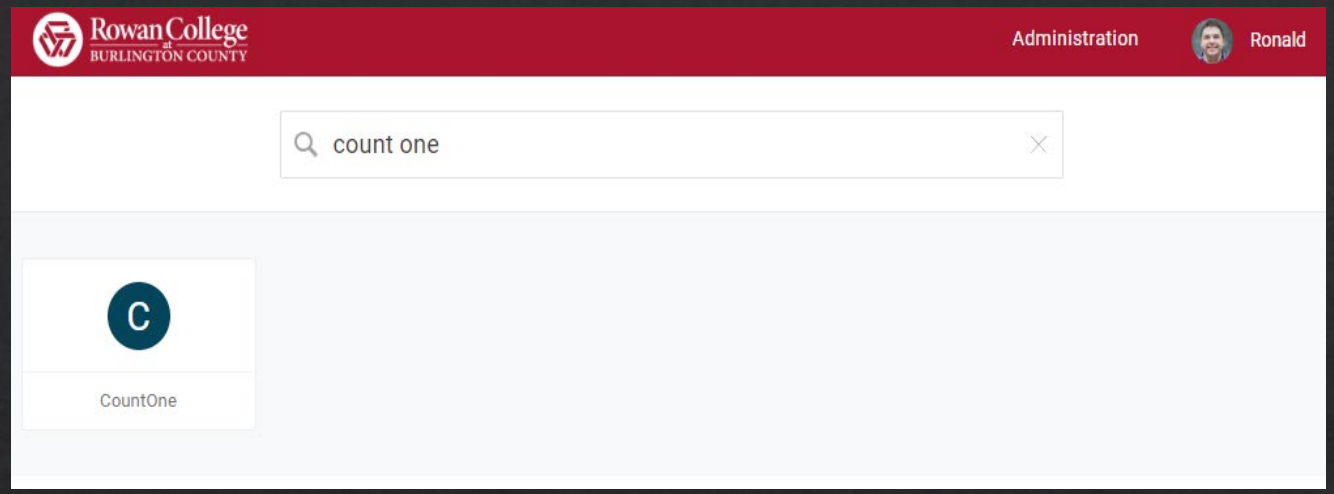


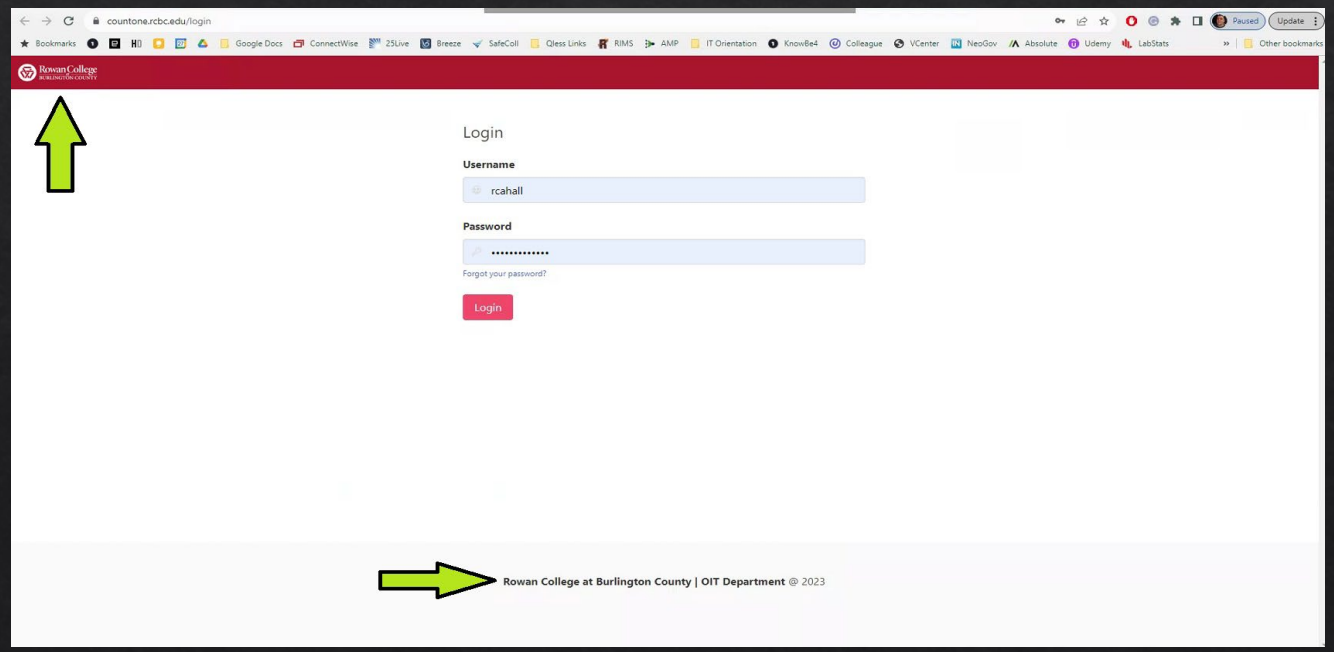
Confidentiality and Security

- **The use of CountOne is only permitted to authorized users.** You may NOT share your CountOne credentials at any time with anyone and OIT will never ask you for them.
- CountOne contains access to confidential and proprietary information about users. It is a violation of US law and RCBC Board Policy to disclose this information.
- The final step for any account action is to click the checkbox indicating that you have personally confirmed the user's identity using the method as described above. This is a legally binding statement that will be logged when you then click the Complete button. If you are not prepared to certify this, you can click the Back button. You will not be able to Complete the action until the identity verification is confirmed.
- *Never walk away from your computer with CountOne logged in and active.* If someone were to take any inappropriate action using your account, you will be held liable.
- Always log out of CountOne by clicking your name in the upper right-hand corner and select logout from the drop down.

Accessing CountOne

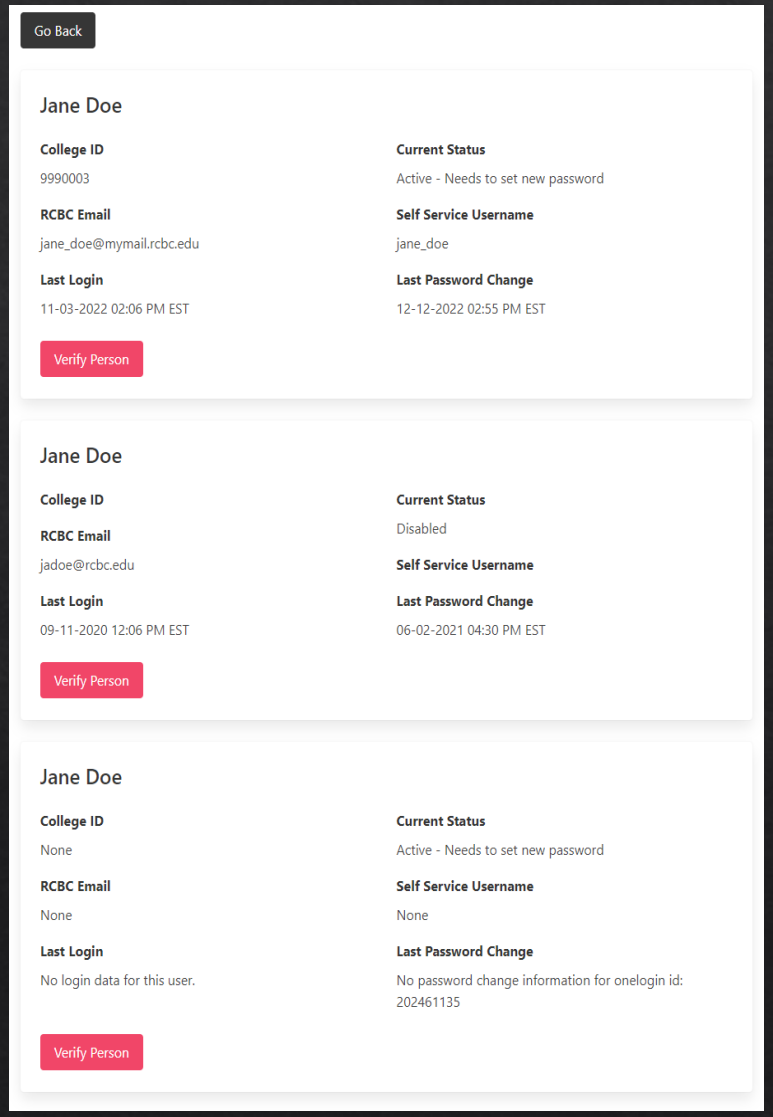
- In your BaronOne portal, search “CountOne” in the search box. Then click the CountOne tile. If you do not see the CountOne tile, but believe you should have access to it, please contact OIT.
- Confirm the RCBC logo in the upper left and the RCBC copyright notice at the bottom of the screen then enter your assigned CountOne username and password. Note that these credentials will be different from other credentials that you have been assigned at the college. Keep them secure. You may NOT share your CountOne credentials at any time with anyone! OIT will never ask you for them.

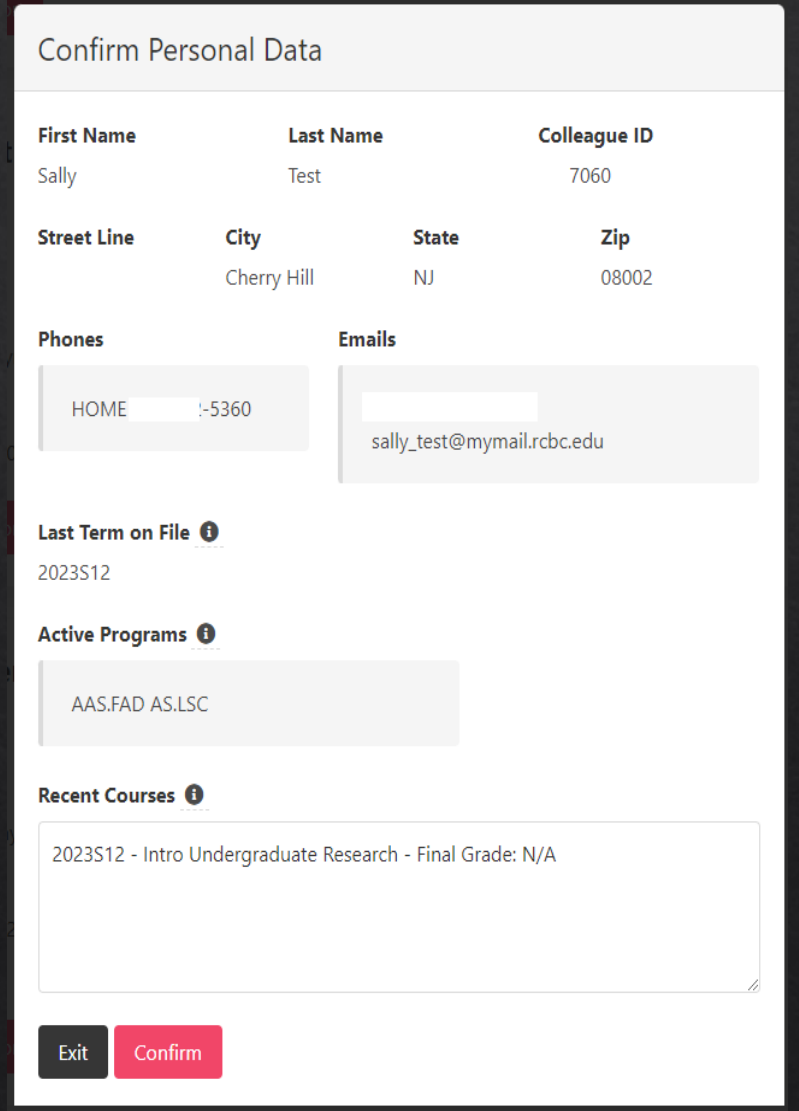




Locating a user in CountOne

- The best way to locate a user in CountOne is by entering their RCBC ID number into the search section. This will bring up any BaronOne accounts attached to that ID number. If an ID number is not available, you can also search using other criteria such as email address.
- Once you've located the account you're looking for, click Verify Person to expand additional user details.
- You will use the information you see on this screen to verify the user's identity in accordance with the guidelines on the next page.





Identity Verification Guidelines

In-person or video call identity verification (Must Have ID):

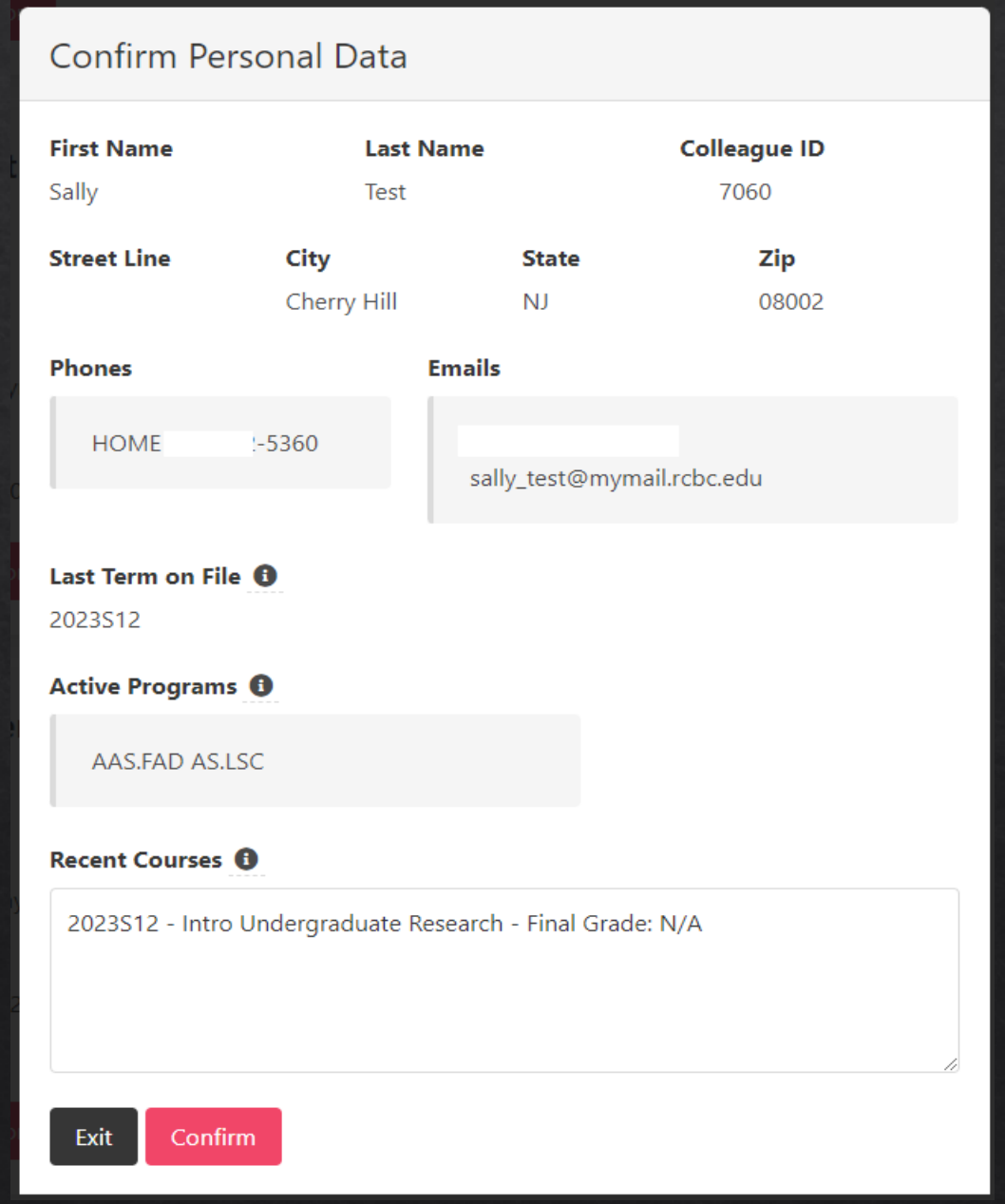
- In-person identity verification is always the preferred option when possible. If a student has their RCBC ID card with them, then this is sufficient proof of identity to proceed with using the CountOne app to restore their access. Just be sure to confirm that the person in the ID photo is the person standing in front of you.
- This type of visual identification can also be made via video call by asking the user to hold their ID to the camera.
- You may also request any of the below sources of verification to be extra certain they are who they say they are and that you are pulling up the correct account in the system.

To verify an employee's identity over the phone, please confirm at least 3 of the following:

- Their RCBC ID number
- Their primary zip code on record
- Last 4 digits of the phone number on record
- If an alternate email is listed in CountOne, ask them what their alternate email address is.
- If they called you from, or you called them at, their assigned RCBC telephone extension, then this can be considered a verification factor.

In addition to the above verification factors, you may also use the following options for additional verification of RCBC students:

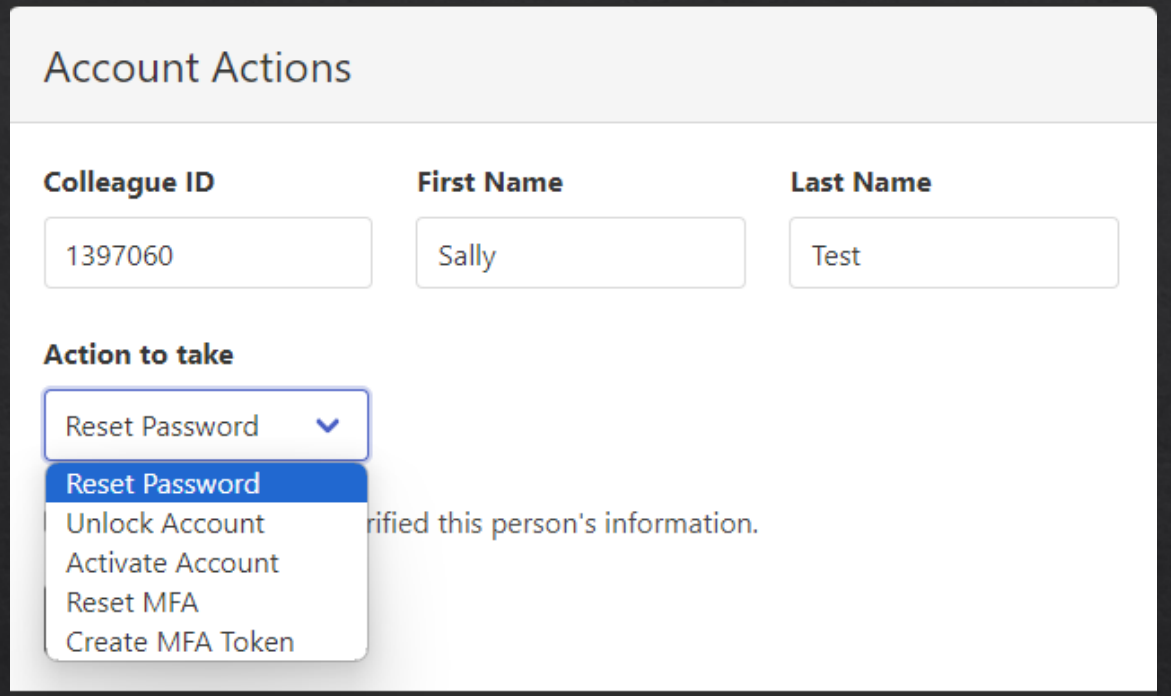
- Their current academic major
- Some recent courses they have taken at RCBC



CountOne Actions

Once identity has been successfully verified, you can proceed with assisting the user with regaining access to their account. To do this, CountOne offers 5 available Actions.

- **Reset password** – The password reset action would be used when a user has forgotten their password or what they think is their password is not working. This action will reset their BaronOne password to a standard format and will also unlock their account if locked.
- **Unlock account** - This is best if a user is certain they know their password but entered it incorrectly too many times. This will unlock their account but will allow them to try entering their password again if they are confident they know what it is.
- **Activate Account** – This action would be used to re-activate an existing user's account. This action would most often be used for past students who are returning to RCBC. Their accounts were likely disabled over time, so this action will re-enable their accounts.
- **Reset MFA** – This action resets the user's multi-factor authentication factors attached to their BaronOne account. When MFA is reset, the user will be prompted to set MFA back up at their next log-in.
- **Create MFA Token** – This action will most often be used if a user has forgotten the device they use for MFA, typically their cell phone. The Create MFA Token action will generate a code to provide to the user which will grant them temporary access to their account without their MFA device. These codes will automatically expire after 24 hours. Standard identity verification requirements still apply when selecting this action.



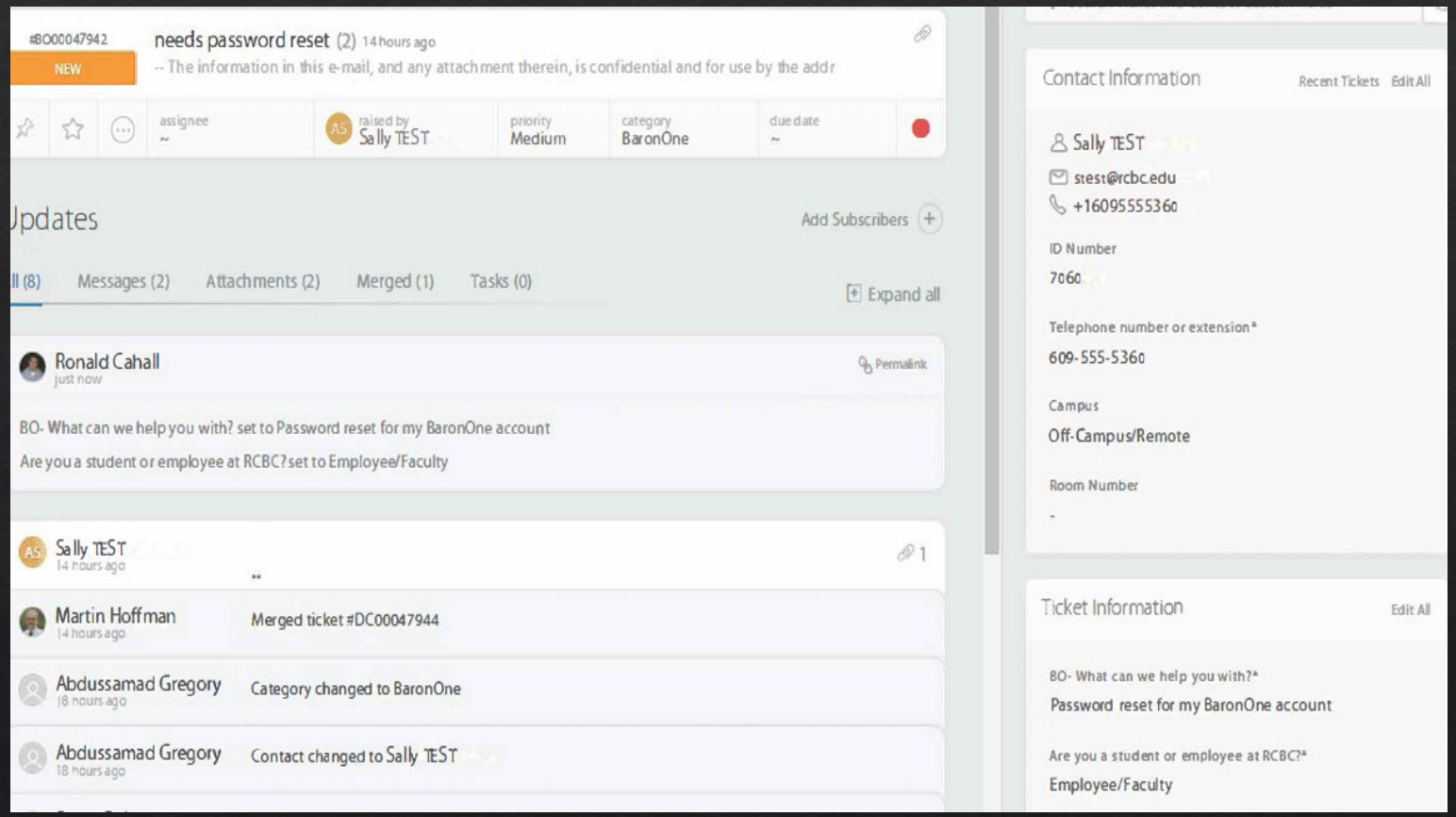
Note: Before acting on a request, always check the "Last Login" and "Last Password Change" fields. Some users submit multiple requests for assistance from various departments. You don't want to reset a password only to find out someone else just did and now you've locked the user back out of their account.

Always Communicate!

Default Password Formats

rcbc.happyfox.com/kb/article/125-default-password-format-for-baronone/

- Throughout the process of helping the user, always be sure to keep them updated along the way. You should let them know which action you are taking on their account and what they should do next to regain access.
- Other than in-person interactions, a telephone call will typically be the primary means of communicating with users. When a user reaches out via telephone for help, the agent should compare the number they called from to their phone number on record as an additional level of verification.
- OIT agents should follow standard HappyFox practices for adding notes, closing tickets, and escalating requests as necessary.



Sample Telephone / Web Call Script

SCENARIO

Agent: Hello, this is [your name] calling from RCBC, you [left a message / sent an email / opened a ticket] about being locked out of BaronOne?

User: Thank you for calling, I tried to log in too many times and I'm locked out.

Agent: I can help you with that. May I have your name please? [User provides name while agent logs into CountOne]

Agent: Are you a student or an employee? [User answers.] Great! Do you know your [student / employee] ID number? [If yes, Agent can search by ID number, which should be faster, if no, search by name.]

Agent: Thanks, I'm looking at your record and just need to positively verify your identity before I can take any further action. What was the last class you took at the college?

User: I told you I am an employee not a student.

Agent: I understand, but many of our employees take classes. (Note: avoid "yes or no" questions or hinting at the correct answer.)

User: I haven't taken any courses at RCBC.

Agent: Thank you, that matches my information [correct answer]. Can you tell me your zip code?

User: My home zip code?

Agent: The one on file with the college.

User: [provides incorrect zip code] (Note: avoid disclosing information, just move on.)

Agent: OK, just a couple more questions and I can get you back in. What are the last four digits of the phone number you have on file with the college? [Provides correct answer.] Great, just one more, in what town did you live when you started working here? [Provides correct answer.]

Agent: Great, I've verified your identity. Now, you said you were locked out due to too many incorrect login attempts. Do you think you know your password and just want your account unlocked or do you want me to reset your password to the default?

Option 1 - User Requests Unlock

User: I think I know it; will you stay on the line while I try one more time?

Agent: Sure! Let me unlock it for you and I'll wait while you try again. [Agent unlocks account.]
User: Hey! That worked! I'm in now. Thank you.
Agent: My pleasure. Have a great day and don't hesitate to call back if there's anything else we can help with.

Option 2 - User Requests Reset

User: I definitely forgot it; will you reset it for me?

Agent: Sure! Just give me a minute. [Agent resets account.] I've reset your account. You can visit rcbc.edu/baronone and scroll down to the bottom of the page for employee password formats. They're a little different for full time, adjunct and students. Would you like me to wait while you try?
User: Will you do that? I'd appreciate it!
User: Hey! That worked! I'm in now. Thank you.
Agent: My pleasure. Have a great day and don't hesitate to call back if there's anything else we can help with.