



TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

EMPOWER STUDENT LEARNING THROUGH TECHNOLOGY

Identity Management in the Classroom





20 Years



5 Million+ Active User Accounts



2,000+ Education Clients

About Tools4ever

Tools4ever centralizes your district or institution's identity data from cloud and network systems and resources to automate time-intensive, manual management. Our solutions provide your IT staff with the capabilities to intuitively manage your entire network environment and your end users with streamlined access, secure portals, and intuitive interfaces. Partnering with Tools4ever minimizes instructional downtime, solidifies infrastructure, and optimizes processes.

Solutions Overview

As a global market leader in Identity and Access Governance, Tools4ever develops and delivers several software solutions and consultancy services. Our solution suite is designed to streamline and automate otherwise-manual IT processes:

- Identity & Access Management
- Identity-as-a-Service & Single Sign-On
- User & Downstream Provisioning
- Role-Based Access Control
- Password Management & Reset
- Self-Service & Workflow Management



EdTech Trends and Concepts

Rostering

EdTech resources require class and student roster data, but manual data entry is so time consuming that classroom adoption and integration suffer. With rostering, instructors and curriculum staff can actually utilize EdTech resources instead of endlessly typing their students' names into them.

Provisioning

A new student starts their first day of school with everything they need to access EdTech resources. Automated provisioning processes ensure that all accounts are created and synchronized with the student information system, without tying up IT resources.

Single Sign-On

Student and staff log in once to access all of their applications via a secure portal. A comprehensive single sign-on solution means that downtime due to forgotten usernames and passwords is a thing of the past.

Onboarding

Getting first-time users up to speed is critical, but providing new students and staff with their accounts and credentials remains a massive risk in any organization. Secure account claiming portals remove these massive account and password vulnerabilities.

Self-Service

If resource requests require running around for approval signatures (in triplicate), your staff is wrapped up in restrictive red tape. Self-service allows users to route requests directly to resource owners or their manager for rapid response and automated fulfillment. Keep the laps in PE class.

Service Automation

- Publish and manage IT product catalog with self-service capabilities
- Assign data owners to manage relevant folders (e.g., teachers, IT, office admins)
- Data owners can create groups, their associated folders, and set Access Control Lists (ACLs)
- Request, monitor, and approve access to any resource (e.g., applications, file shares, hardware, physical items)
- Automated request fulfillment without IT intervention
- View an audit history of all requests and approvals

Empowering users with Service Automation

Easy to select.

Easy to request.

Easy to approve.

Easy to audit.

Product	Request Time	Requested for	Requested by	State
Human Resources Printer		demopol@demo.L	demopol@demo.L	Requested
Human Resources Printer		demopol@demo.L	demopol@demo.L	Requested
Adobe Illustrator - professional edition		demopol@demo.L	demopol@demo.L	Requested
New Account		demopol@demo.L	demopol@demo.L	Requested
Dropbox Business		rgamble@emysol.org	rgamble@emysol.org	Requested
CTE 3D Printer		rgamble@emysol.org	rgamble@emysol.org	Requested
New Account		rgamble@emysol.org	rgamble@emysol.org	Requested
New Account		rgamble@emysol.org	rgamble@emysol.org	Requested
Adobe Illustrator - professional edition		demopol@demo.L	demopol@demo.L	Requested



Identity and Access Manager (IAM)

On-premise Identity and Access Management

IAM centralizes user identity data through your entire environment, connecting your Student Information System (SIS) and HR System to your organization's user directory accounts. IAM connects further downstream to additional systems and resources as well, automating data transfer and enforcing role-based access rights throughout.

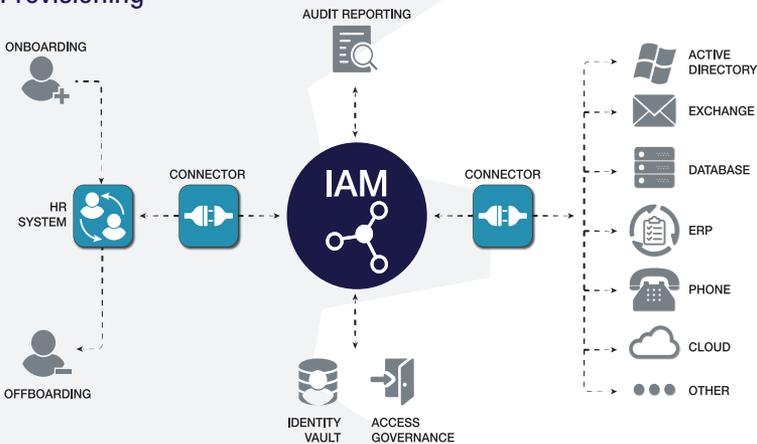
User Provisioning: Automated user and group provisioning facilitate faster onboarding for new students and staff. Provision Active Directory, Exchange, NTFS, Google, and more downstream systems and resources.

Self-Service: Request, monitor, approve, and automatically fulfill resource authorizations without requiring IT intervention.

Helpdesk Delegation: User account management requests can be delegated to less technical IT staff without also having to grant them advanced admin rights and privileges.

Access Governance: Ensures that all users maintain the correct and compliant authorizations (e.g., role-based access control for staff; grade, class, subject for students.)

IAM Provisioning





SSRPM

Passwords Made Easy

Self-Service Reset Password Manager SSRPM

Provide **24/7 password reset capability** for students and staff to manage credentials or basic Active Directory information. Customizable challenge questions remove the need for IT intervention.

Account Claiming ensures that first-time users receive their newly created accounts and credentials via a secure portal during their onboarding rather than relying on risky emails, notes, or intermediaries.

Multi-Factor Authentication (MFA/2FA) provides a second level of security, utilizing PIN codes sent via SMS or email to users.

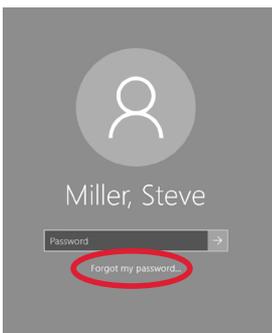
Active Directory Self-Service allows users to edit basic AD data to ensure their information is always up-to-date (e.g., name or address changes).

Helpdesk ID Verification provides IT with restricted visibility of credentials, allowing them to authenticate the caller without compromising security (e.g., “What is the fourth character of your password?”)

Synchronize credentials across numerous systems and resources, such as Office 365 and Google (G-Suite), to simplify student and staff access.

Password reset in three easy steps

Click the “Forgot My Password” button



Answer a number of security questions



Enter and confirm the new password



CASE STUDY

DeKalb County School District Atlanta, GA



- ✓ 102,000 Students
- ✓ 15,500 Staff
- ✓ 135 Facilities

Challenge

User account provisioning and password resets were too much of a burden.

Result

Automated provisioning and self-service resets eliminated the burden.

 DeKalb County School District knew they needed a more robust and efficient solution that could automate and streamline user provisioning. Unit Manager of Enterprise Servers, Ken Marshall found that “Tools4ever was very familiar with the K-12 environment and had experience with a number of systems in our state.”

“When implementing, we discovered that we had a number of complicated processes with user provisioning,” described Ken “With Tools4ever’s help, we were given a web portal to make any adjustments to user assignments in the provisioning.”

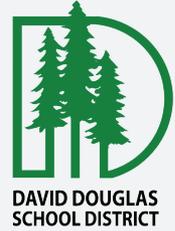
Once DeKalb County School District had automated their user provisioning processes, they explored the idea of implementing a self-service password management solution. “Before implementing SSRPM, we found that our help desk technicians were overwhelmed with help desk calls at the beginning of the school year with users that couldn’t remember their password,” said Marshall.

“The fact that Tools4ever would be able to retrieve the data it needed and then do its own processing in the small amount of time presented was a great deliverable,” Marshall concluded.



CASE STUDY

David Douglas School District Portland, OR



- ✓ 10,000 Students
- ✓ 16 K-12 Facilities

Challenge

Increasingly challenging manual management for accounts, provisioning, and access.

Result

IT staff maximizes their talents for high-impact projects.

 Already utilizing Tools4ever's solutions for user account management, provisioning, and password resets, David Douglas' staff were able to direct efforts towards whether to adopt a 1:1 in-class device ratio using Chromebooks and Macs. To support 1:1, David Douglas would need Single Sign-On.

"We were able to roll [HelloID] out by the beginning of the school year," said Network Admin Shawn Sutliff, "Tools4ever saved us 100% of the time that would have gone towards setup." Tools4ever arranged or built all the connectors to 3rd party systems and provided knowledge of real-world education challenges and integrations. Without Tools4ever, David Douglas "couldn't have done what it did." Sutliff is confident he "can drop a Tools4ever solution into any education environment and it works."

Users love the portal and staff specifically request new resources be made available within HelloID. Even years later, David Douglas' IT team regularly communicates any solution issues with "the same engineer that installed it," who is familiar with their specific environment. "I don't have to talk to 1,000 different people to get a solution," Sutliff said. "You guys are the gold standard of how you support a product."



CASE STUDY

Willis Independent School District Willis, TX



- ✓ 8,500 Students & Staff
- ✓ 9 K-12 Facilities

Challenge

Teachers integrating EdTech struggled with managing class roster data.

Result

HelloID increased Willis' resource adoption, fostering a more stimulating learning environment.

 “Ultimately, the resources just didn’t get used. A teacher might have a favorite... but not use other resources because it was just too much to manage,” described Deborah Menafee, Willis’ Executive Director of Technology. Willis tried generic accounts instead. “What we sacrificed was the progress monitoring, any kind of grading or activity, [and] accountability.”

HelloID’s management of access to the district’s educational resources directly addressed digital textbooks and resource management. According to Digital Integration Coordinator Courtney Brown, “The biggest benefit has been because it’s so easy to access, our teachers are using resources they’ve never used.”

“When a student gets home and they need to access homework or... their toolbox of digital resources, they log onto HelloID and... Mom doesn’t have to worry about ‘I didn’t bring my book home’ – it’s all there on one site,” Courtney continued. Moving forward, Willis intends to capitalize on the expanding report mechanisms within HelloID. “We used one the other day... to show [our principal] the top 10 apps currently utilized in the district,” Courtney said.



Partnerships and Certifications

OneRoster Certifications

Identity and Access Manager (IAM):

- OneRoster v1.1 CSV Rostering Import Bulk Only
- OneRoster v1.1 CSV Rostering Export Bulk Only
- OneRoster v1.1 REST Data Consumer Rostering Core
- OneRoster v1.1 REST Data Consumer Resources Core

HelloID (IDaaS & Cloud SSO):

- OneRoster v1.1 CSV Rostering Import Bulk
- OneRoster v1.1 REST Data Consumer Rostering Core
- OneRoster v1.1 REST Consumer Resources Core

Other partners

PowerSchool, Skyward, Blackboard, Aeries, Ellucian

IMS GLOBAL[®]



Current Registrations:
imscert.org



PowerSchool



Blackboard



ellucian[®]



Aeries[®]
Student Information System



Additional Information

Set up your students and staff for success by providing everyone the platform they need to be productive.

For 20 years, Tools4ever has helped K-12 school districts and above enrich education by optimizing our partners' processes, user account management, and security. From automatically creating new user accounts to ensuring students and teachers securely log into resources, Tools4ever is committed to leveraging your EdTech and IT resources into impactful, reliable solutions.

For more information regarding Tools4ever's Identity Governance and Administration solutions, please contact our team at nwsales@tools4ever.com or nainfo@tools4ever.com.

For more reading on Tools4ever's IGA solutions and consultative expertise please visit tools4ever.com/videos or tools4ever.com/references.

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