

Temporary Access for Education

<https://campus.barracuda.com/doc/16679408/>

This article applies to the Barracuda Web Security Gateway running firmware version 8.0 and higher.

For additional information, refer to:

- [How to Use Temporary Access for Students - Teacher's Guide](#)
- [Exception Policies](#) - for administrators
- [Role-based Administration Version 9 and Above](#)

The Temporary Access feature provides a portal where teachers can request and manage temporary access for students to specified domains or categories of domains that are typically blocked by school policy. In this way, students can access web content that may be useful for research projects or other classroom needs on a temporary basis.

If the teacher's requested domains are approved, the Barracuda Web Security Gateway issues a security token to the teacher to give to students to bypass block pages when browsing specific websites. The teacher can specify a time frame during which security tokens are valid, and can disable tokens at will. The administrator can revoke access for any security token, and can grant or revoke access to the Temporary Access portal to teachers. Certain domains or categories of domains can be prohibited by the administrator from ever being granted temporary access.

- With version 8.0 and higher, the administrator can choose to provide teachers with the option of simply using their network (LDAP, for example) credentials to input to block pages for temporary bypass, rather than requiring the use of tokens.

Workflow for Administrators

Administrators have full visibility into teacher and student browsing activity via the **BASIC > Temporary Access Requests** log page in the Barracuda Web Security Gateway web interface. The teacher has a log of requests they've made and tokens assigned for accessing approved websites as shown in Figure 8.

1. Begin by enabling the Temporary Access portal for teachers from the **ADVANCED > Temporary Access** page in the Barracuda Web Security Gateway web interface. From this page you can also:
 1. Create a list of teachers, or specify LDAP Groups (as defined on the **USERS > Users/Groups** page) and configure whether the teachers log in with their LDAP credentials, or with credentials you create on the **ADVANCED > Temporary Access**

page.

2. Specify maximum time frame the teacher can use for student access tokens to remain valid. If you enable **Allow Direct Override**, then no token is needed and the maximum time frame determines how long a teacher's login is valid for temporary access to the previously blocked website.
3. List domains and or categories that will always be prohibited from temporary access.
4. Specify maximum number of domains or categories that can be requested by a teacher.
5. Use the **Limited To** field to limit who can use the Temporary Access feature based on local or LDAP users, groups, LDAP organization units (OUs) or IP addresses.

See the **ADVANCED > Temporary Access** page for details about the configuration.

2. Make sure that the email address contact you want attached to the [ContactIT](#) link on the Temporary Access portal (see Figure 1 below) is entered in the **System Alerts Email Address** in the **Email Notifications** section of the **BASIC > Administration** page.
3. Copy and paste the URL for the Temporary Access Portal from the **ADVANCED > Temporary Access** page into an email to the teacher. The URL is defined as `https://YourWebFilterIPAddress/portal`. Include in the email the credentials you created on the page for the teacher, or instruct them to use their LDAP credentials if you checked the **Use LDAP Authentication** checkbox. Also include a link to the article [How to Use Temporary Access for Students - Teacher's Guide](#), which has step-by-step instructions for the teacher to request domains and get tokens to give their students. This article is also linked from within the help file that appears upon clicking the **Help** button on the Temporary Access Portal pages. If you enable **Allow Direct Override**, then instruct the teacher that no token is needed - they simply log in to bypass block pages.
4. Go to the **BLOCK/ACCEPT > Configuration** page and set **Enable HTTPS Filtering** to Yes and set **Enable HTTPS Block Page** to Yes, OR go to the **ADVANCED > SSL Inspection** page and enable **SSL Inspection**.
5. Use the **BASIC > Temporary Access Requests** page to monitor activity of tokens by teacher username and date/time. You can also revoke tokens on that page.

Prohibited Categories and Domains

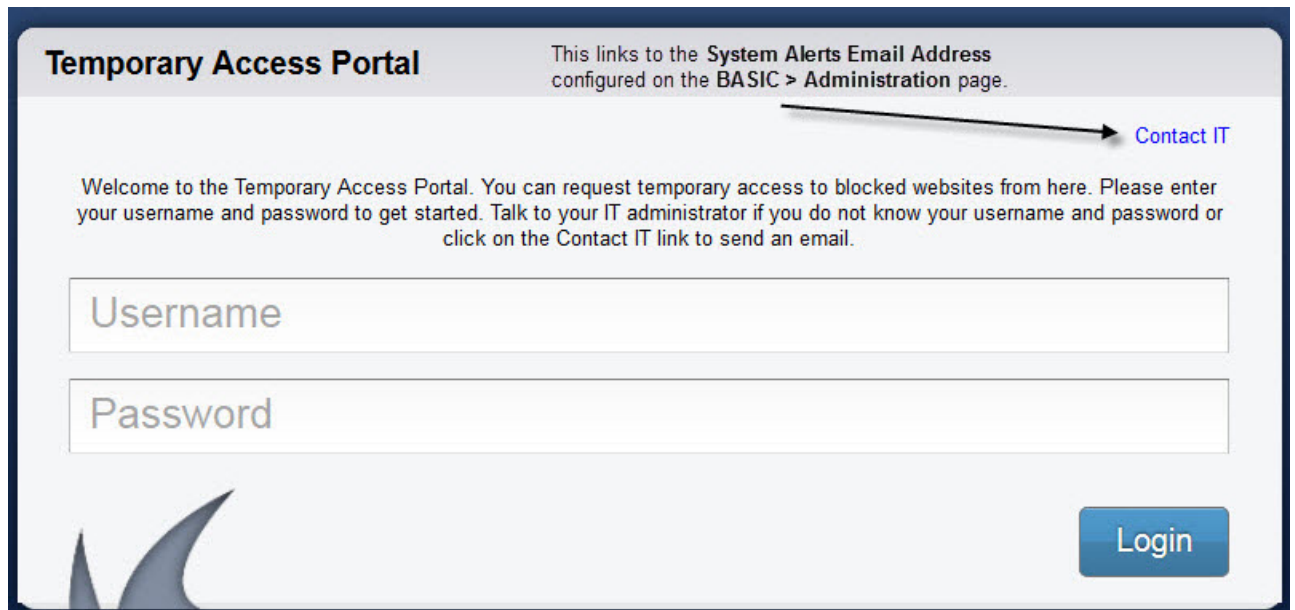
If you have specified, from the **ADVANCED > Temporary Access** page, any categories or domains that are *prohibited* from temporary student access, be sure to let the teacher know which ones are prohibited; otherwise, if the teacher requests those domains or categories, he/she will receive an error message in the Temporary Access Portal.

Workflow for the Teacher

The workflow documented here helps the administrator to understand how to use the **ADVANCED > Temporary Access** page to configure this feature, and answers some questions the teachers might have about getting and managing security tokens to give students to access specific websites. For a set of instructions to give to teachers, see [How to Use Temporary Access for Students](#), which can also be printed out as a PDF.

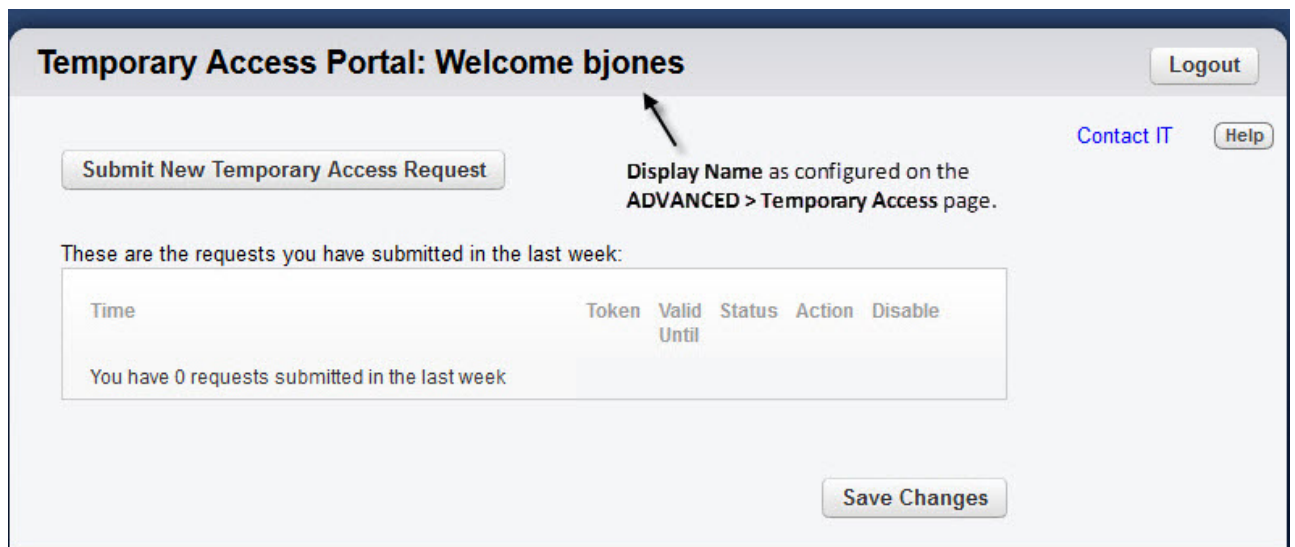
1. The teacher receives an email from the system administrator containing:
 - URL for the Temporary Access Portal
 - Either credentials for logging into the portal, or instructions to use their LDAP credentials
2. The teacher sees this login page upon browsing the URL and logs in as instructed.

Figure 1: Temporary Access Portal Login page



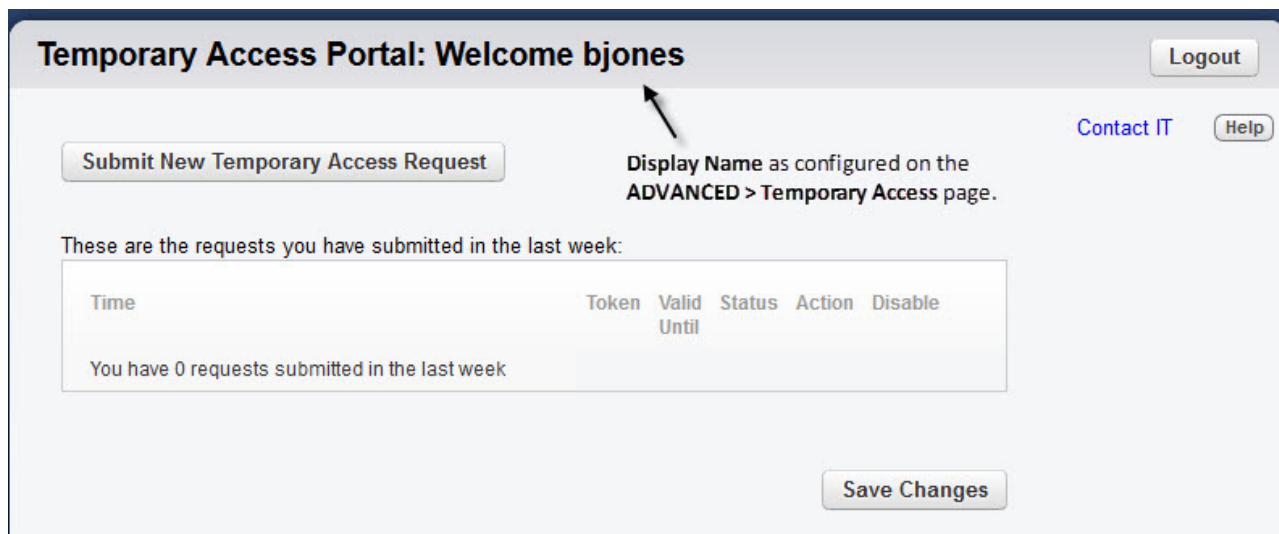
3. Once the teacher logs in, the Temporary Access Portal home page appears. In this case, the **Display Name** entered on the **ADVANCED > Temporary Access** page for the teacher who is logged in is **bjones**.

Figure 2: Temporary Access Portal Welcome page



- The teacher clicks **Submit New Temporary Access Request** to begin requesting domains for temporary student access from the Temporary Access Portal Home page.

Figure 3: Temporary Access Portal Home page



Temporary Access Portal: Welcome bjones [Logout](#)

[Submit New Temporary Access Request](#)

[Contact IT](#) [Help](#)

Display Name as configured on the
ADVANCED > Temporary Access page.

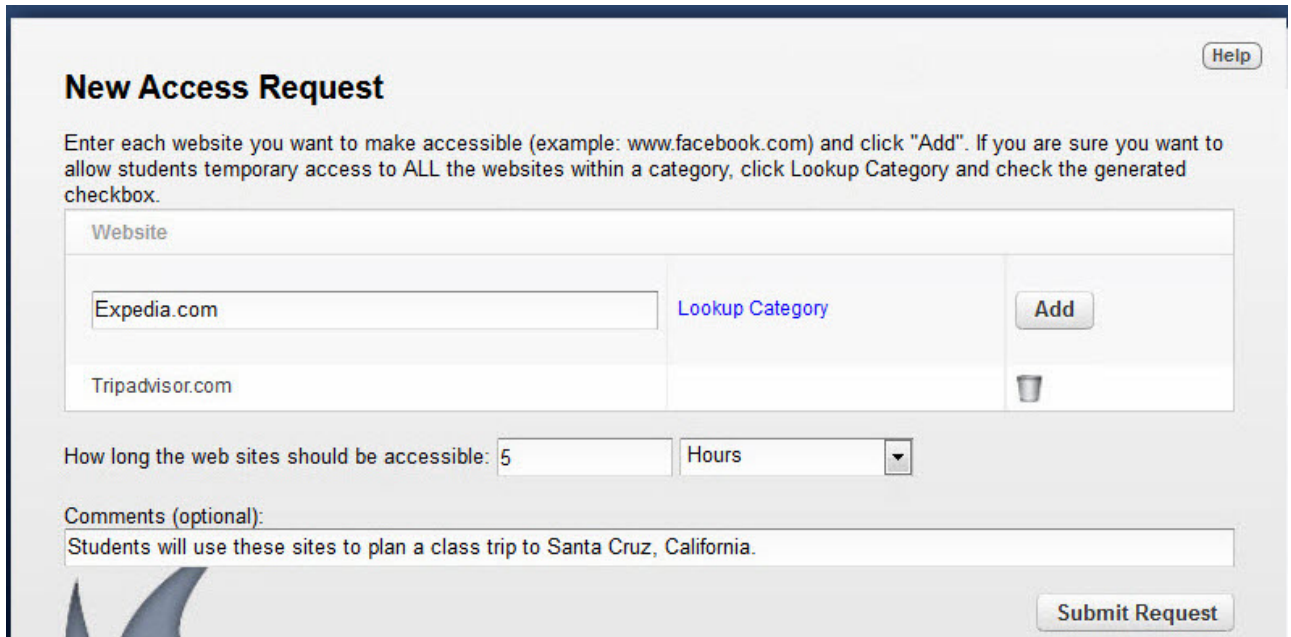
These are the requests you have submitted in the last week:

Time	Token	Valid Until	Status	Action	Disable
You have 0 requests submitted in the last week					

[Save Changes](#)


Via the portal, the teacher can enter domains and/or select from a list of **sub-categories** (not **categories**) as defined on the **BLOCK/ACCEPT > Content Filter** page, including any custom categories you have defined. In the example shown in Figure 4, the teacher has requested the Tripadvisor.com domain and is about to request Expedia.com. If the teacher had selected the **Travel** sub-category (where the category is **Leisure**), those domains would have been included along with lots of other domains categorized as 'Travel'. But if the teacher only wants the students to be able to access these two travel domains, then only the explicit domains should be requested. Discussing the **Lookup Category** option with teachers and educating them about categorization of domains may better prepare them to use it safely.

Figure 4: In this example, the teacher has selected **Tripadvisor.com** and is about to select **Expedia.com** for temporary student access.



New Access Request Help

Enter each website you want to make accessible (example: www.facebook.com) and click "Add". If you are sure you want to allow students temporary access to ALL the websites within a category, click Lookup Category and check the generated checkbox.

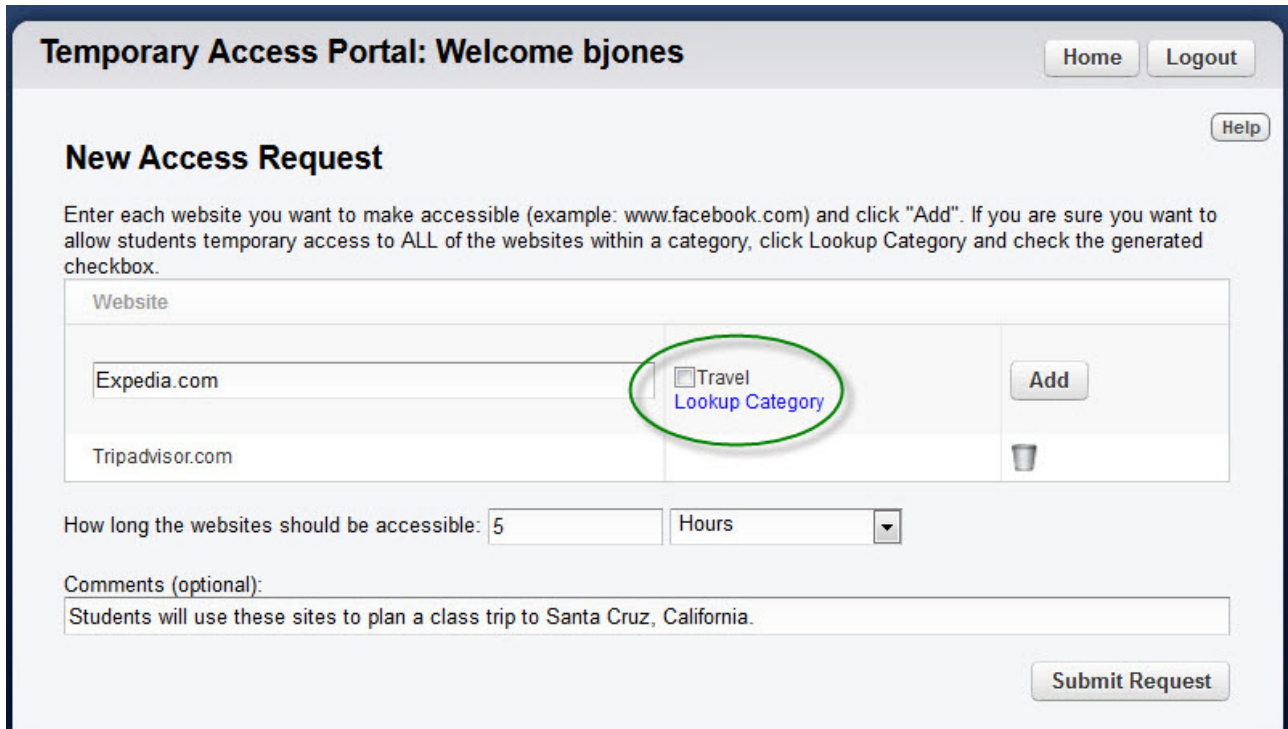
Website		
<input type="text" value="Expedia.com"/>	Lookup Category	<input type="button" value="Add"/>
<input type="text" value="Tripadvisor.com"/>		

How long the web sites should be accessible:

Comments (optional):

The teacher cannot actually select an entire category; only sub-categories, as shown below. However, to simplify instructions for teachers, the documentation will refer to selection of **categories** for an entire set of websites. After selecting the requested domains and/or sub-categories for temporary student access, the teacher selects the time frame for access and optionally enters a comment, such as the reason for access to these domains. All of this data is logged by date and username for the administrator to monitor on the **BASIC > Temporary Access Requests** page. The domains, sub-categories and comments (if any) entered by the teacher will appear in the **Details** popup linked to that page.

Figure 5: The teacher has clicked [Lookup Category](#) for the domain Expedia.com. Travel is a sub-category of the Leisure category.



Temporary Access Portal: Welcome bjones [Home](#) [Logout](#) [Help](#)

New Access Request

Enter each website you want to make accessible (example: [www.facebook.com](#)) and click "Add". If you are sure you want to allow students temporary access to ALL of the websites within a category, click Lookup Category and check the generated checkbox.

Website		
<input type="text" value="Expedia.com"/>	<input type="checkbox"/> Travel Lookup Category	<input type="button" value="Add"/>
<input type="text" value="Tripadvisor.com"/>		<input type="button" value="Add"/>

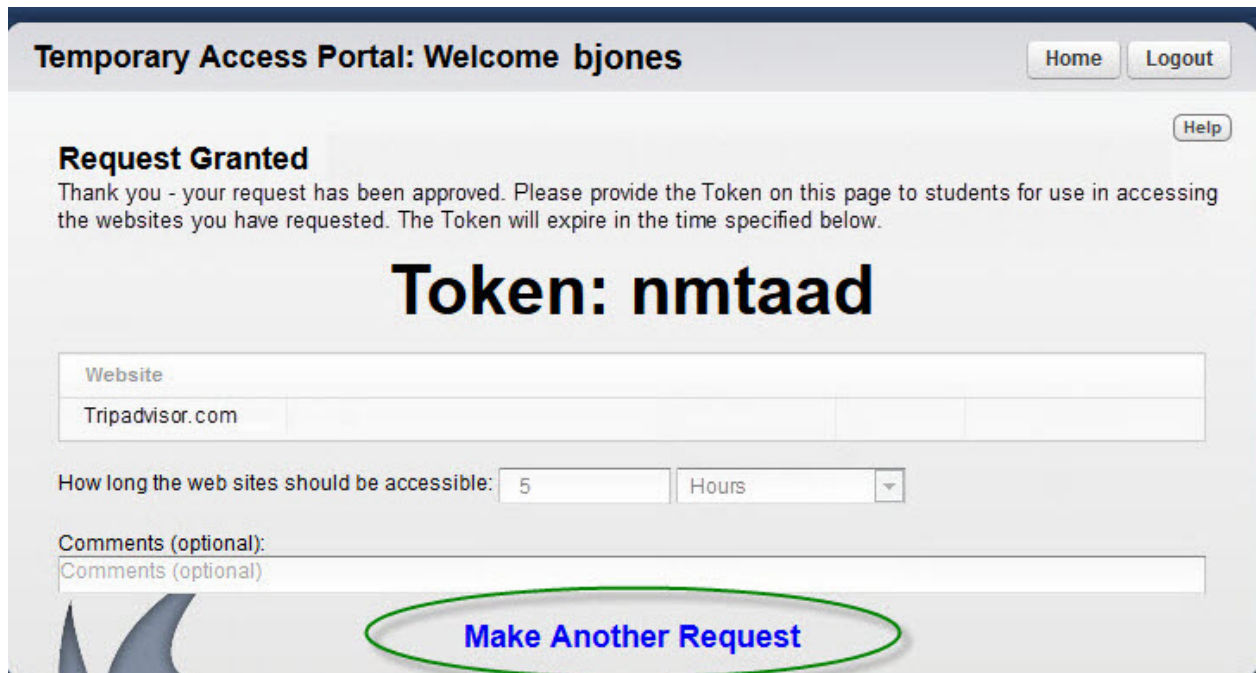
How long the websites should be accessible:

Comments (optional):

5. After the teacher makes a request for access to one or more sub-categories and/or domains and clicks **Submit Request**, the Barracuda Web Security Gateway returns a token (as shown in Figure 6), and the teacher can click the [Make Another Request](#) link at the bottom of the page for more additions. The teacher gives the domain names and token to the students, who input the token to block pages when accessing those domains.

Alternatively, you can grant the teachers the ability to simply use their temporary access (or LDAP) credentials to bypass block pages, removing the need for tokens. Do this by checking the **Allow Direct Override** box in the **Temporary Access Administrators** section of the **ADVANCED > Temporary Access** page. This simplifies the process, and the same limited time frames for student access are applied after the teacher logs in.

Figure 6: Getting a token that is associated with access to all domains and/or sub-categories in a request.



Temporary Access Portal: Welcome bjones [Home](#) [Logout](#) [Help](#)

Request Granted
Thank you - your request has been approved. Please provide the Token on this page to students for use in accessing the websites you have requested. The Token will expire in the time specified below.

Token: nmtaad

Website
Tripadvisor.com

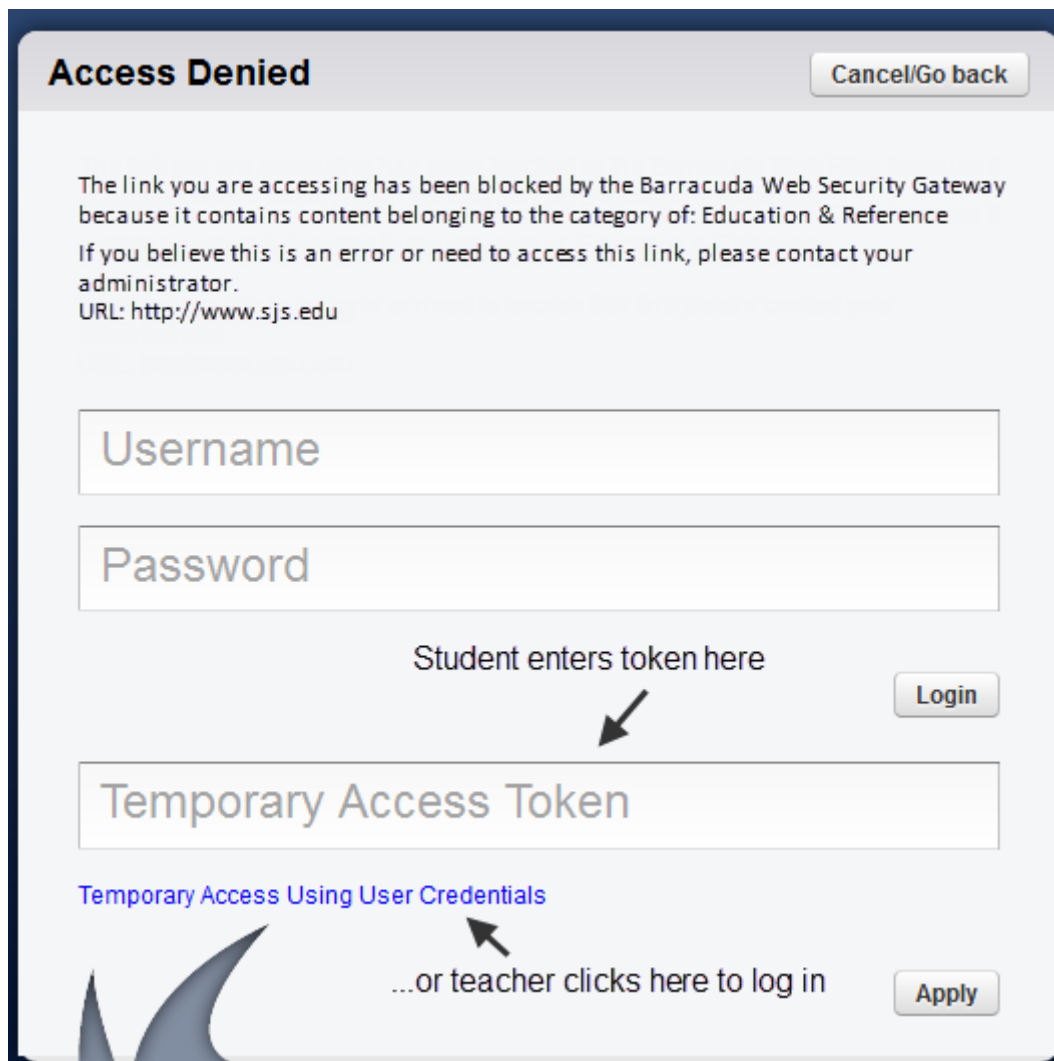
How long the web sites should be accessible:

Comments (optional):

[Make Another Request](#)

When the student tries to access a typically blocked website, he or she can enter the token as shown below to bypass the block page and browse the site for the temporary time frame requested by the teacher. If **Allow Direct Override** is enabled, as mentioned above, the teacher can click the **Temporary Access Using User Credentials** link as shown in Figure 7, and then log in with their credentials instead of entering a token.

Figure 7: The student enters the token to bypass the block page for sites the teacher has requested



Access Denied Cancel/Go back

The link you are accessing has been blocked by the Barracuda Web Security Gateway because it contains content belonging to the category of: Education & Reference
If you believe this is an error or need to access this link, please contact your administrator.
URL: <http://www.sjs.edu>

Student enters token here

[Temporary Access Using User Credentials](#)

...or teacher clicks here to log in

Login Apply

Managing Temporary Access Requests and Tokens

When the teacher logs into the Temporary Access Portal, they can view a list of their temporary access requests on the home page. To view this list from another page, the teacher clicks **Home** in upper right of the portal. For each request, the status and expiration dates are displayed for the associated tokens.

From this page the teacher can disable a token before it expires, if necessary, by selecting the **Disable** check box, or can click the [Copy](#) link to make a copy of the original request to renew it. Clicking [Details](#) for a request displays associated domains, categories, and comments.

The administrator can view the same detail about tokens and revoke tokens from the **BASIC > Temporary Access Requests** page.

Figure 8: List of temporary access requests made by *bjones* in the last week

Temporary Access Portal: Welcome bjones

Logout

[Contact IT](#) [Help](#)

[Submit New Temporary Access Request](#)

These are the requests you have submitted in the last week:

Time	Token	Valid Until	Status	Action	Disable	
2013-03-28 13:36:45	G5NcNC	2013-03-28 18:36:45	Active	Copy	<input type="checkbox"/>	Details
2013-03-28 13:31:30	n8bywA	2013-03-28 18:31:30	Active	Copy	<input type="checkbox"/>	Details
2013-03-26 09:30:24	lirkTb	2013-03-26 14:30:24	Expired	Copy	<input type="checkbox"/>	Details
2013-03-21 08:38:20	J433vt	2013-03-21 13:38:20	Expired	Copy	<input type="checkbox"/>	Details
2013-03-21 08:37:58	zzOPLJ	2013-03-21 13:37:58	Expired	Copy	<input checked="" type="checkbox"/>	Details

Figures

1. TemporaryAccessPortalLoginAdminBWSG.jpg
2. TemporaryAccessWelcomeAdminBWSG.jpg
3. TemporaryAccessRequestAdminBWSG.jpg
4. TempAccessExampleRequestBWSG.jpg
5. TempAccessCategoryLookupTeacher.jpg
6. GettingATokenBWSG.jpg
7. BlockPageLoginTempBWSG.png
8. TempListRequestsBWSG.png

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