



## Organisation Administrator Guidance

To get you onboard as efficiently as possible, please follow this process.

### **1. Establish how you are going to connect to Canopy Digital Connect (CDC)**

There are two ways to connect:

- Public Services Network (PSN – Government Network), or
- Internet

If you are unsure which you will need to use, please check with your local IT support team.

### **2. Identify your initial Organisation Administrator**

Each fund connecting to Canopy Digital Connect needs at least two Organisation Administrators (Org Admins) to create and maintain their users. This is so that access is maintained for user management in the event that one Org Admin is unavailable.

The initial Org Admin is set up by Atos: all other Org Admins and all users are set up by the initial Org Admin. The process is described here:

<https://atos-csms.atlassian.net/wiki/display/CDC/Organisation+Users>

Once the initial Org Admin is identified, please forward the following details via your DWP contact:

- Org Admin Contact Name
- Org Admin Contact Telephone Number
- Org Admin Email Address
- Method of Connection (PSN or Internet)

If you are connecting via the Internet, Atos will contact you to obtain the necessary Internet Gateway IP address(es) for whitelisting: please make sure these are available when submitting the above details.

### **3. Check you can access the appropriate URLs**

(Uniform Resource Locator i.e. the internet address)

**Core Administration UI (Org Admin only)**



Access to the service and management of users, queues, directories and ability to monitor and view audit and billing data is done via the Core Administration system which has a dedicated User Interface (UI).

**For PSN connections:**

<https://admin.cdc1.canopy.gse.gov.uk>

If you can't access this URL, please ask your local IT support team to check the connection: they may need to change your organisation's security settings.

Please supply them with the following information:

*To onboard to the service, you will need an outbound **HTTPS** connection to the Canopy Digital Connect website at <https://admin.cdc1.canopy.gse.gov.uk> through your organisation's firewall.*

**For Internet connections:**

*Note: all connections via the Internet are dependent on your organisation's IP address(es) being supplied for whitelisting on the CDC firewall. Until this is done, you will not be able to access CDC via the Internet.*

<https://admin.cdc1.canopy-cloud.com>

You may need to change your browser settings. You can check your browser settings by referring to the attached guides:



Connection error  
FAQ



Browser SSL or TLS  
version

If you still can't access this URL, please ask your local IT support team to check the connection: they may need to change your organisation's security settings.

Additional supporting information can be found here:

<https://atos-csms.atlassian.net/wiki/display/CDC/Connection+details>

Supported web browsers:

<https://atos-csms.atlassian.net/wiki/pages/viewpage.action?pageId=27164847>



### **Dedicated TUO UI**

Once set up as an authenticated user of the CDC service, you will be able to send and receive messages from other participating organisations in the TUO service. This is done via a dedicated TUO UI.

Initially, you will need to check that yourself as Organisation Administrator can access the TUO UI via the following URL:

#### **For PSN connections:**

<https://dwptuo.cdc1.canopy.gse.gov.uk/>

#### **For Internet connections:**

<https://dwptuo.cdc1.canopy-cloud.com/>

Once you have set up your users (see Step 6 below), they will also use this URL to access the CDC service.

## **4. Get the necessary security certificate on your PC**

The Org Admin and all users in their organisation will each need to have a valid security certificate installed on their PC before using CDC. This is an electronic document on each individual's PC that provides an extra security check when accessing CDC.

This needs to be provided by your local IT support team – please point them at the following wiki for guidance:

<https://atos-csms.atlassian.net/wiki/display/CDC/Client+Authentication+Certificates>

Each user will need to ensure that the certificate has been installed into the personal folder of certificate manager with its *private* key. The *public* key will need to be exported into a **base 64 encoded format** (your local IT team should be able to assist with this) ready to be uploaded into the Canopy Digital Connect administration website during the onboarding process.

Your local IT support team should be able to offer assistance on how to install the certificate and how to cut/paste the certificate text (you'll need to be able to do this later in the process).

**Please ensure that you have installed this certificate on your PC before your onboarding appointment (step 5 below).**



## **5. Set Up Onboarding Appointment**

When your organisation has confirmed they are ready to onboard, you will receive an email from the CDC team providing your username and a request for an appointment for a telephone call to receive your temporary password from them.

## **6. Onboarding Appointment with the Canopy Digital Connect team**

When you are on the phone with the CDC team, **30 minutes** will be allocated for the call.

Please have the CDC login page in front of you when you call.

### **For PSN connections:**

<https://admin.cdc1.canopy.gse.gov.uk>

### **For Internet connections:**

<https://admin.cdc1.canopy-cloud.com/>

Firstly, the CDC team will check your identity: they will ask you to provide your organisation name and contact phone number. They'll use this to match against the information provided by your organisation to the DWP.

Assuming this information matches, the CDC team will give you your temporary password and wait for you to log in.

The CDC team will then ask you to navigate to the 'User Profile' page to enter your security certificate (see Step 4 above).

While you're on the phone, they'll record the public key of the certificate in the Canopy Digital Connect system which will complete the certificate set-up process.



You are now onboard to CDC. Any issues encountered beyond this point should be reported to your DWP contact in the first instance. If necessary, they will raise a support ticket with the Atos Service Desk.

## **7. Set Up Your Organisation's Users**

Once onboarded, it is required that at least one other Organisation Administrator is set up by the original Organisation Administrator. This will ensure that access is maintained for user management purposes in the event that the original Organisation Administrator is unavailable.

The process is detailed here:

<https://atos-csms.atlassian.net/wiki/display/CDC/Organisation+Users>

This guidance also covers adding your organisation's users, resetting user passwords and removing users.