



Frequently Asked Questions (FAQ)

This document is subject for continuous update. The aim is to answer typical questions from various Collabor8 Hello stakeholders as listed below.

Stakeholder	Description
User Organization	Any organization using one or more NOROG's application Services
Application Users	Any member of staff in a User Organization with access to one or more NOROG application services.
Contract Administrators	Any member of staff in a User Organization's responsible for the contracts towards NOROG available on http://www.collabor8.no/privacy-terms
Application Super User	Any member of staff in a User Organization administrating user accounts for Application Users in an NOROG application (e.g. L2S Superusers).
Collabor8 Hello Administrators	Any member of staff in a User Organization mandated to approve, suspend and delete Collabor8 Hello accounts. This is a new role introduced by introduction of Collabor8 Hello.
Identity Management and HR Staff	Staff in a User Organization dealing with joiners/ leavers/ mover's processes within own organization.

Please issue unanswered questions to operations@norog.no.

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1 Application Users

1.1 What is Collabor8 Hello?

Collabor8 Hello is NOROG's common user authentication service to be gradually taken into use in all relevant NOROG applications. It will allow users to access NOROG's web applications securely from Internet, by re-using existing 3rd Party identities like Bank ID to access NOROG service. For more details, please have a look at the presentation called "Collabor8 Hello Introduction" available on <https://collabor8.no/help-centre>

1.2 What can Collabor8 Hello be compared with?

Collabor8 Hello have similarities with how Apple, and Google have established their own user account regime, Apple ID and Google Account allowing their users to access all their services using the same common user account. It also has great similarities how the Norwegian government is using ID-porten as common access regime for access to public facing governmental IT services.

1.3 How do I sign up for an Collabor8 Hello account?

You initiate the Collabor8 Hello sign up process via the "Sign-up" link available on the start page of each Collabor8 Hello integrated NOROG service, or directly on <https://hello.collabor8.no/>. For more information see resources available or refer to <https://collabor8.no/>.

1.4 Which 3rd party identities are supported by Collabor8 Hello for authentication?

Collabor8 Hello currently supports the following 3rd party identities for authentication (repetitive login):

- Bank ID token
- Bank ID mobile
- Buypass Code Authentication (software token smart phone App available for Android and iOS)
- Single-Sign-On (for user organizations federated with COLLABOR8 HELLO)

Note that Collabor8 Hello does not support one-time-password on mobile directly. This is on purpose as Collabor8 Hello approach is to re-use existing identities, rather than trigger yet another username and password.

1.5 How does Collabor8 Hello handle my personal information

Please refer to Collabor8 Hello Privacy Policy available on <http://www.collabor8.no/privacy-terms>.

2 For Contract Administrators

2.1 Is Collabor8 Hello GDPR compliant?

Collabor8 Hello is GDPR compliant. End users will, part of establishing their Collabor8 Hello account, be presented the Collabor8 Hello privacy statement as a link to <http://www.collabor8.no/privacy-terms>. This includes easy understandable description of how Collabor8 Hello processes the individual user's Personal Identifiable Information (PII), aligned with the GDPR regulations.

2.2 How is Collabor8 Hello embedded into the service terms

NOROG services integrated with Collabor8 Hello will have the Collabor8 Hello integration described in the service specific terms on <https://collabor8.no/terms-of-services/>.

3 For Collabor8 Hello Administrators

3.1 What is an Collabor8 Hello Administrator?

Each NOROG user organization will need to appoint, and maintain, at least two individuals acting as Collabor8 Hello Administrators. Collabor8 Hello Administrators responsibilities include but are not limited to:

- Approve or reject Collabor8 Hello account requests from staff in own organization.
- Delete Collabor8 Hello account when staff leaves the organization.
- Suspend Collabor8 Hello account for staff on temporary leave.
- Manage email domains associated with the organization record in Collabor8 Hello.

3.2 What interface is provided for Collabor8 Hello Administrators?

Collabor8 Hello Administrators will have access to administrative functions via the Collabor8 Hello self-care portal available at <https://hello.collabor8.no/>. A separate guide for Collabor8 Hello Administrators is available here Collabor8 Hello [ADMIN HOW TO](#). The interface is very simple and intuitive.

4 For Application Superusers (e.g. L2S Superusers)

4.1 How will existing users in NOROG's applications be enrolled in Collabor8 Hello?

The answer is application specific, but users must sign up for an Collabor8 Hello account as further described on <https://collabor8.no/help-centre>. This is to ensure [GDPR](#) compliance.

4.2 How does the Collabor8 Hello account relate to Application Accounts?

Each NOROG service, e.g. L2S, will still have user application account after having taken Collabor8 Hello into use. But the application account will have 1:1 association to an Collabor8 Hello account, where:

- Collabor8 Hello account is used for authentication (prove identity) of the user and will be re-used across NOROG applications.
- Application account is used by the application to set up application specific access rights for the application (authorization).

When logging into an NOROG application, user is first requested to prove own identity (authenticate) using his/her Collabor8 Hello account. After successful authentication the application will look up any application account associated with the given Collabor8 Hello account. If a match is found the user is granted access into the application, based on the access privileges defined by the application's internal user account.

4.3 What happens to Application user account if user's Collabor8 Hello account is suspended or deleted?

This is an application specific design decision. Collabor8 Hello do not push information about Collabor8 Hello account closure but offers a machine interface for applications to request information about Collabor8 Hello user account state.

4.4 How do I handle staff leaving my company?

It is the Collabor8 Hello Administrator (ref section 3.1) responsibility to close Collabor8 Hello accounts for staff leaving the organization. This will lead to the user no longer being able to log into any applications using Collabor8 Hello as log-in method.

As the second barrier, Collabor8 Hello will automatically suspend accounts after six months if account verifications are not received. Six months after an Collabor8 Hello account has been suspended it will automatically be deleted.

Superusers must close the user application accounts unless the application caters for this automatically. Check application superuser guide for details.

5 For Identity Management and HR staff

5.1 May Federation be used to improve the user experience and usage efficiency?

Yes, NOROG's members may apply for Federation between own Active Directory and Collabor8 Hello using ADFS. Generally, the member applying for federation must document that internal authentication has a two-factor security level, equivalent to methods offered by Collabor8 Hello.

5.2 Does Collabor8 Hello offer an API for automatic status update of Collabor8 Hello accounts?

EPIM plan to offer such integrations in a later phase.

5.3 How will Collabor8 Hello provide "Leavers" handling

Initially the following leavers functionality will be set up to challenge users on monthly basis to confirm that their account is still in use. Collabor8 Hello will then suspend any accounts where user does not confirm access to own company email account within 6 months. Collabor8 Hello Administrators will receive information about any suspensions in progress.

5.4 How will existing NOROG user organizations be enrolled into Collabor8 Hello

NOROG will facilitate enrolment for existing user organizations. This will be part of transition activities when a NOROG service take Collabor8 Hello in use. This will involve information packs from NOROG both towards the user organisation administrative contact points as well directly to end users of the services to ensure a smooth transition.