

NAVOO Guest User Manager

Features

Features



Classification / Responsibility

Guest Users need to be classified with additional meta data upon creation. These rules also apply for existing guest users. They will be enrolled to the classification once they expire.

- Additional Contact Details
- Responsible Persons assigned
- Validation of existing Guest Users



Onboarding / Management

GUM provides you with a self service portal for Guest User creation and management. It also brings the ability to customize the invitation mail with your branding and content.

- Self Service for Guest User Invitation
- Custom Invitation Emails
- Webhooks for integration

Features



Lifecycle Management

GUM brings a range of tools for lifecycle management in your tenant. Every user will have an expiration date. Once disabled, guest users are deleted automatically after a grace period.

- Responsible Persons are informed
- Guest Users are disabled automatically
- Discovery of existing Guest
 - Set default expiration date
 - Disabled after expiration
 - Activation only when fully classified
- Deletion of disabled users (after 6 months)



Monitoring

The tool helps you to stay in charge of your Guest Users. It gives different views and lists to monitor and find security issues.

- Easy discovery of unmanaged Guests
- Various filters / lists for guest users
- Find any Guest User

Screenshots

Microsoft Teams

Search

MB

Guest User Manager Guest Users Help About

+ New User Bulk action Search by mail... Search users...

My Users Observed Users All Users Active Users Disabled Users Users without responsible persons

Display Name	Email	State	Expiration D...	Observers	Responsible...	Created by	Created	Modified by	Mo
huhu@...@...@...	huhu@...@...@...	Active	06/29...
micha@...@...@...	micha@...@...@...	Active	03/21...
demo@...@...@...	demo@...@...@...	Disabl...	02/17...
test12@...@...@...	test12@...@...@...	Disabl...	09/08...
disabl@...@...@...	disabl@...@...@...	Disabl...	09/08...
finalte@...@...@...	finalte@...@...@...	Disabl...	09/30...
wolt0@...@...@...	wolt0@...@...@...	Active	03/21...

User Lists – Guest Users are displayed in different lists depending on user permissions.

Microsoft Teams

Search

MB

Guest User Manager

Guest Users Help About

+ New User Bulk action

Search by mail... Search users...

My Users Observed Users All Users Active Users Disabled

Display Name	Email	State	Ex
...	huisu...	Active	00
...	micha...	Active	00
...	demo...	Disabl...	00
...	test12...	Disabl...	00
...	disabl...	Disabl...	00
...	finalte...	Disabl...	00
...	wolt0...	Active	00

New User

Email *

A user with the specified E-Mail already exists

Surname *

Forename *

Company *

Country *

Next Close

Create new Guest Users – Includes e-mail validation, required fields, responsible persons and more...

My Users Observed Users All Users Active Users Disabled Users Use

Display Name	Email
<input checked="" type="checkbox"/> Maya Lee	...
...	...
...	...
...	...
...	...
...	...
...	...


- Change observers
- Change responsible persons
- Delete
- Disable
- Edit data
- Increase duration
- Resend invitation
- Stop observing

User Actions

Depending on the permissions of the current user
Guest Users can be maintained in self service.

Responsible Persons

Each Guest User has at least one responsible person assigned who will be notified upon deactivation, deletion,

✕


Maya Lee

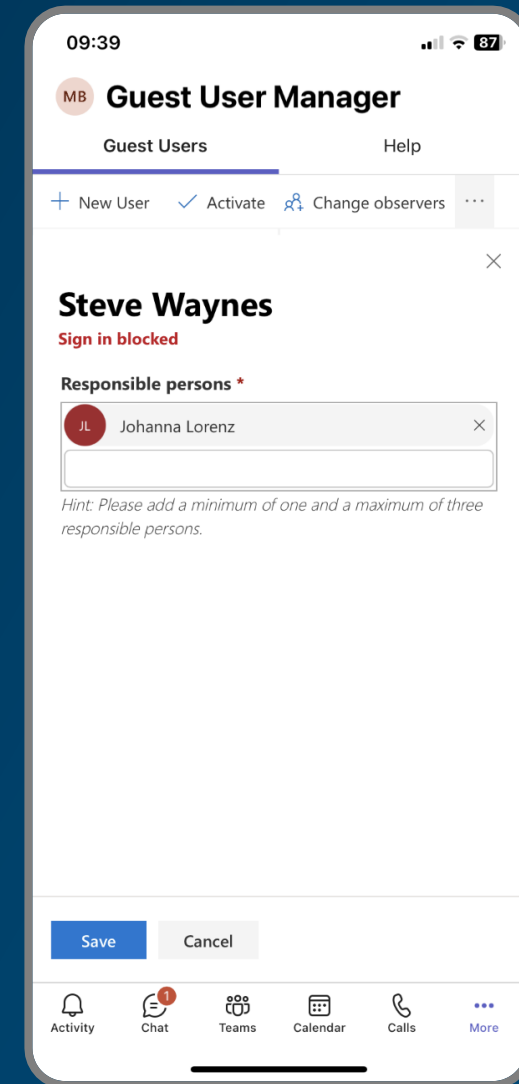
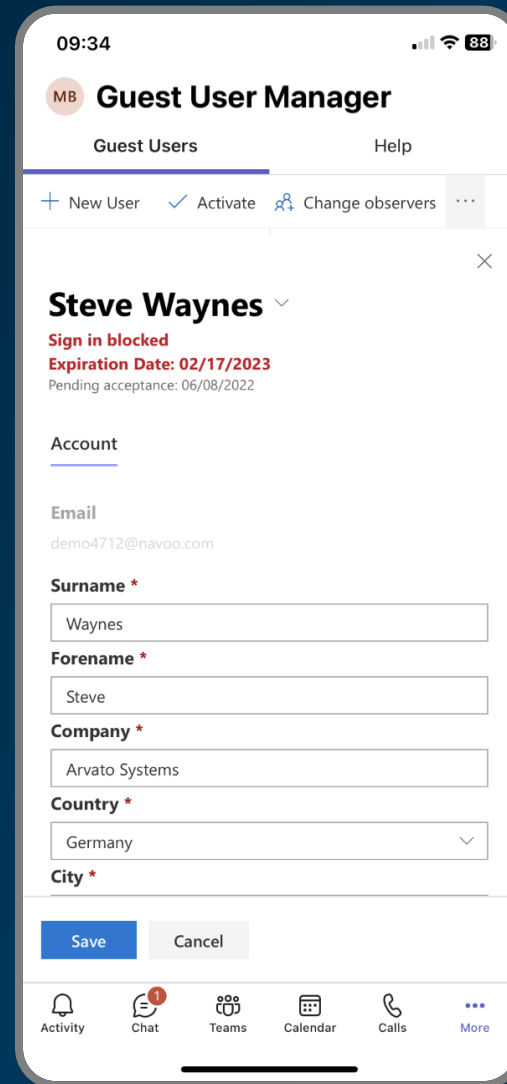
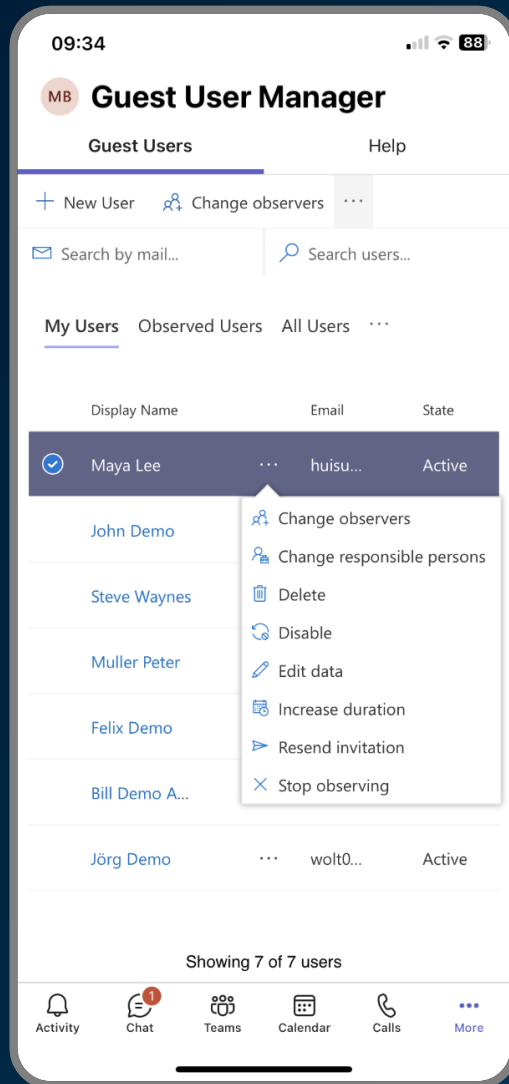
Sign in allowed

Responsible persons *

AV	Adele Vance	✕
GA	Grady Archie	✕

Hint: Please add a minimum of one and a maximum of three responsible persons.

Save Cancel



Manage Guest Users on mobile – Optimized for your smartphone.



Guest User Manager

Hi Adele Vance

You have been invited by **Maya Lee** to access applications in the **NAVOO** m365 tenant and collaborate with them.

Useful links

- [Manage m365 Organization / Create Microsoft Account](#)
- [NAVOO SharePoint](#)

Hint: In order to access content inside SharePoint, you will need to be granted access to the specific sites separately.

This email has been sent on behalf of the NAVOO organization. Please act on this email only if you trust that organization.

Use the following button to create your guest user account.

[Get started](#)

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions please contact your User Help Desk / Administrator.

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Guest User Manager

Hi Maya Lee

the guest user **Adele Vance** will be disabled on **17/02/2024** for your m365 tenant **NAVOO**.

You can extend the expiration date if the guest user is still needed, otherwise the user will no longer be able to access your tenant's m365 services after the stated date.

Click the button below to get to the user

[Open Maya Lee](#)

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions please contact your User Help Desk / Administrator.

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E-Mail Notifications – Guest Invitation, Expiration Warning, ...

Microsoft Teams

Search

MB

Guest User Manager Guest Users Help About

Activity

Chat

Teams

Calendar

Files

Guest User ...

...

Apps

Help

↓

Installation / Setup

- Granting Permissions
- Trial License
- User Interface
- How to manage Guest Users
 - Display / List Guests
 - Create Guest User
 - Edit Guest User
 - Delete Guest User
- Notifications / Emails

Need help?
Use the [contact form](#) to get in touch with us!

Granting Permissions

The Guest User Manager deals with potentially security critical information, therefore the app requires additional role assignments. GUM uses an Azure Ad Enterprise App to manage these permissions and roles.

Permission Required notice

Users will be prompted with the following dialog when they try to access the app without having an appropriate role assignment.

Welcome to the Guest User Manager

- Almost ready to start**
Congratulations - the setup has been completed successfully!
In order to access sensitive user data, **you require additional permissions.**
- What to do next? → Request permissions!**
Please contact your IT Helpdesk / Active Directory Administrators to grant you permissions.
Your user needs to be added to the enterprise application **NAVOO (Guest User Manager)** and a role assigned.
→ [Azure Portal - Enterprise Apps](#)
- Take a look at the Help page**
While you wait for your permissions you can already have a look at the help page to check out the features of the Guest User Manager.

Roles

The Guest User Manager has different roles that result in different functions being available. The following roles exist:

Help Page – A detailed help page is provided to give a range of information

Microsoft Teams

Search

MB

Guest User Manager Guest Users Help About

+ New User Bulk action Trial License Search by mail... Search users...

My Users Observed Users All Users Active Users Disabled

The current version is running in a trial license. You have **29 days** remaining.
→ Pricing and Licensing Info

Display Name	Email	State	Expiration D...	Observers	Responsible...	Created by	Created	Modified by	Mo
...	...	Active
...	...	Active
...
...
...
...
...	...	Active

Free Trial – 30-day free trial is granted after successful initial setup.

The screenshot shows the Microsoft Teams interface with the Guest User Manager app open. The app title bar includes "Guest User Manager", "Guest Users", "Help", and "About". A central message box contains the following information:

Welcome to the Guest User Manager

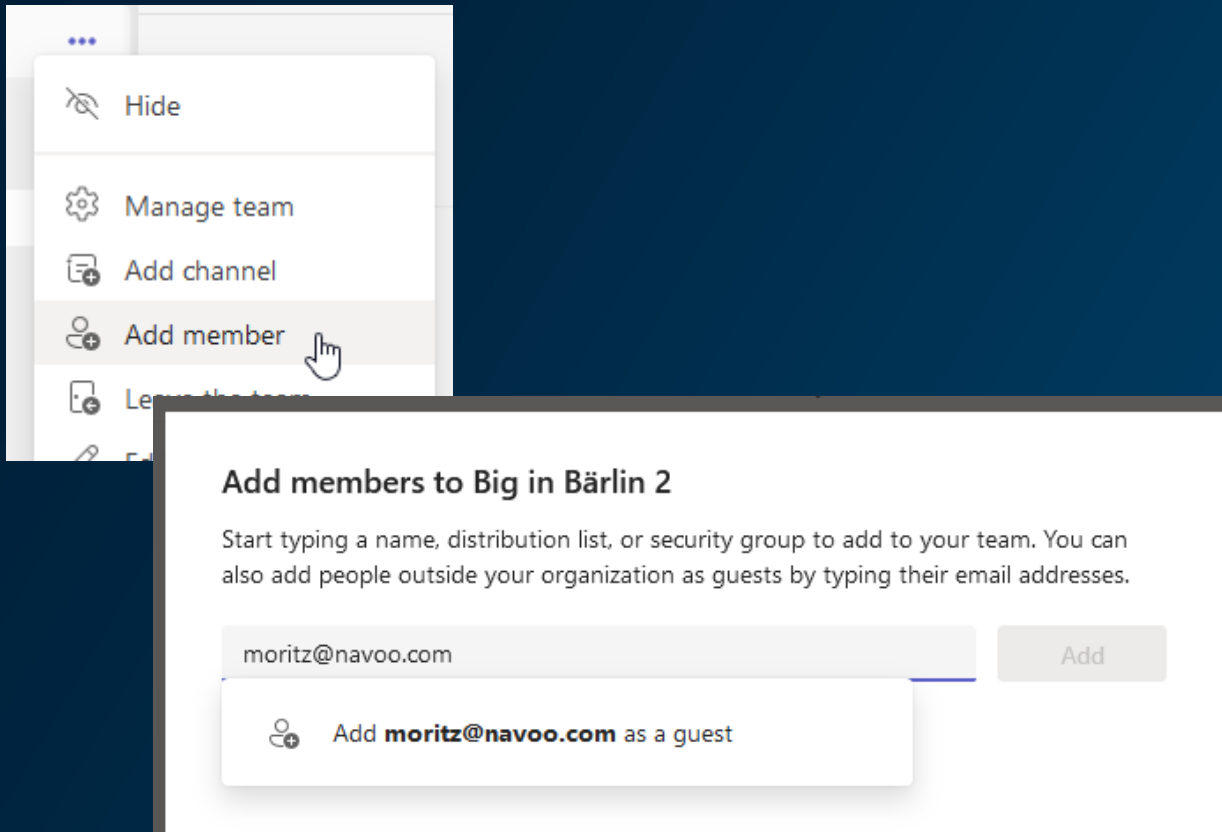
- Trial Period Expired**
The Guest User Manager can be tested for 30 days after first installation.
Unfortunately your trial period has **expired!**
- Pricing and Licensing**
You can find more information about pricing and licensing on our GUM website!
→ [Guest User Manager Website](#)
- Contact us**
You can extend your trial period and get more information about the app by contacting us.
We can also provide you with more information regarding Guest User Manager.
To contact us, please fill out the [contact form](#)

Expired License – This screen is shown once the trial license is expired.

Integration / Use Cases

User Creation – 2 Variants

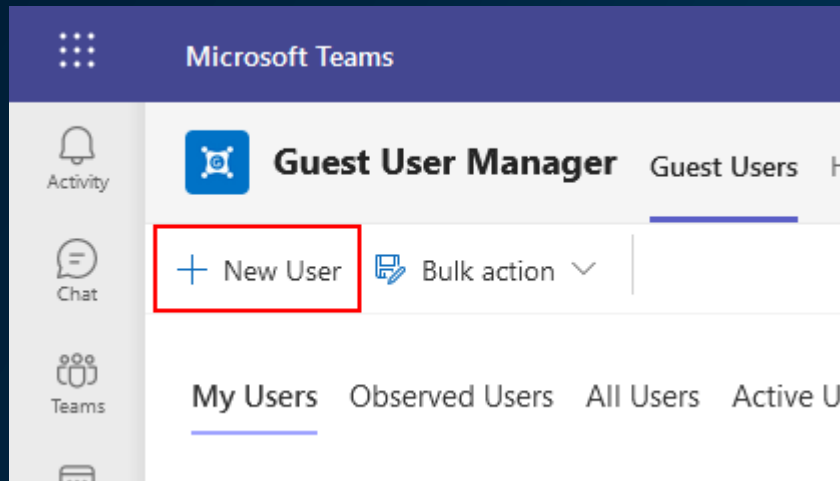
Permission first, User second



- 👍 Instant creation of guest users
- 🗨️ Creation with minimal classification possible
- 🗨️ Reminder of Responsibles needed
- 🗨️ Cannot ensure multiple responsibles
- 🗨️ No control of expiration dates
- 🗨️ More permissions required (Audit Log read)

User Creation – 2 Variants

User first, Permission second








- 👍 Managed creation of Guest Users
- 👍 Instant classification
- 👍 Min. amount of Responsibles ensured on creation
- 👍 Expiration date settled on creation
- 👎 more manual steps upfront for the inviter

❤️ This is our recommended solution!

Automatic Governance

Monitoring / Discovery

-  Discovery of newly created users, request missing info
-  Disablement of unqualified users
-  Set default expiration date
-  Deletion of disabled users
-  Check for deleted responsables / observers

Implementation Scenarios

Ideal Scenario (GUM from day 1)

Tenant Setup

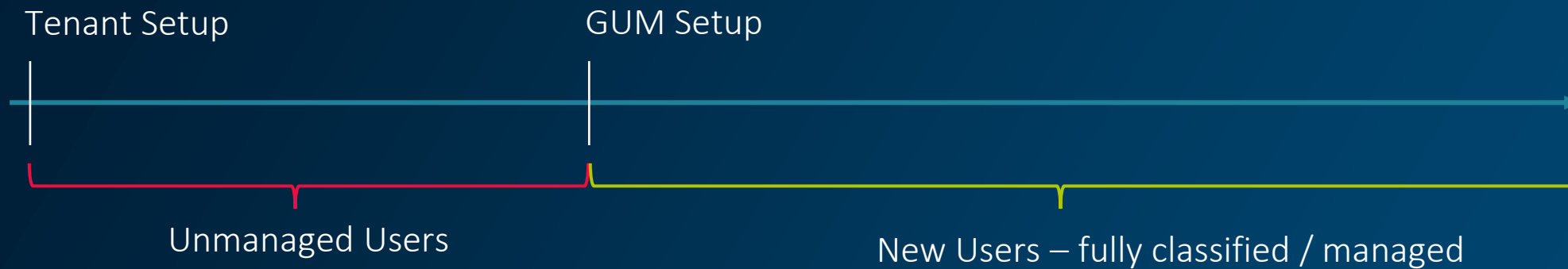


GUM Setup

- All Guest Users fully classified
- Lifecycle well managed (expiration / cleanup)
- Responsibilities settled
- Periodic validation of existing users (do Observer / Responsible Person still exist?)

Implementation Scenarios

Hybrid Scenario (GUM from day X)



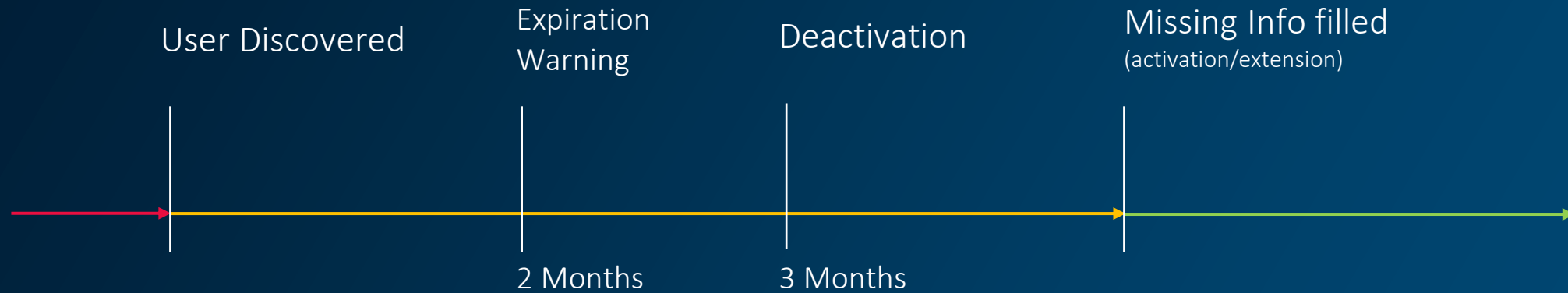
How does GUM help?

Onboard unmanaged users to classification process

- Automatically set expiration date on unmanaged Users (discovers new users)
- Delete unused guest users after specified amount of time
- Notify guest users about expiration

Expiration of Guest Users

Discovered USERS / CREATION OUTSIDE OF GUM



- Extension / Activation is only possible if required information is filled

Configuration

User Roles

- **Audit**
 - See all Users and Tabs, NO Edit at all
- **Access**
 - See My Users Tab
 - Activate / Deactivate Users (+ Increase)
 - Edit Users
- **Create (Identical to Access)**
 - + Create new Users
- **Admin**
 - All Tabs / all Users / all Actions

Enterprise Application in your AD Tenant

Home > Enterprise applications | All applications > NAVOO (Guest User Manager)

NAVOO (Guest User Manager) | Users and groups

Enterprise Application

Overview
Deployment Plan
Diagnose and solve problems

Manage

- Properties
- Owners
- Roles and administrators
- Users and groups**
- Single sign-on
- Provisioning

First 200 shown, to search all users & gr...

	Display Name	Object Type	Role assigned
<input type="checkbox"/>	GD GUM Demo Access	User	Access
<input type="checkbox"/>	GD GUM Demo Admin	User	Admin
<input type="checkbox"/>	GD GUM Demo Audit	User	Audit
<input type="checkbox"/>	GD GUM Demo Create	User	Create

Required Permissions

GUM requires the following Graph permissions:

Microsoft Graph			
Microsoft Graph	User.Read	Sign in and read user profile	Delegated
Microsoft Graph	User.ReadWrite.All	Read and write all users' full profiles	Application
Microsoft Graph	MailboxSettings.Read	Read all user mailbox settings	Application
Microsoft Graph	Directory.Read.All	Read directory data	Application

Customization

- Guest User Manager can be customized in a lot of ways
 - Custom Layout
 - Email Content
 - Required fields / hidden fields
 - Allowed actions per user / role
 - Expiration / Deletion intervals
 - Reminder periods
 - ...

The customizations need to be done by Arvato Systems currently.