



SurfProtect[®]

Real Time Alerts Panel Guide

SurfProtect Real-time Alerts User Guide

SurfProtect Real-time Alerts is a monitoring system that looks for specific types of behaviour when users are web browsing. When a set of requests within a given timeframe are identified as something that should be reported upon, an incident is created with those requests as events within it.

The interface on the panel allows a user to view and manage these incidents as they are reported.

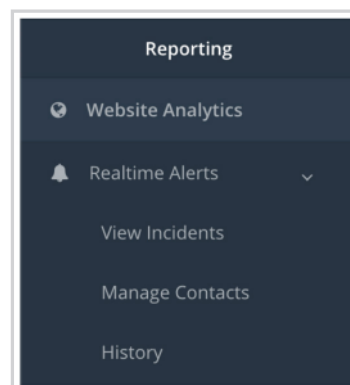
Where do I find reports?

When viewing the SurfProtect panel, if the user has been granted access to view Real-time Alerts, a menu option under the Reporting area will be visible (as shown in the image).

From this menu users are able to view and/or manage three different aspects of Real-time Alerts; **Incidents**, **Contacts** and **History**.

If you are unable to see this menu this may be due to the following:

- Your user credentials are not associated with the ownership of the SurfProtect service.
- The user you are logged in with does not have sufficient access rights to view Real-time Alerts



Accounts and Access

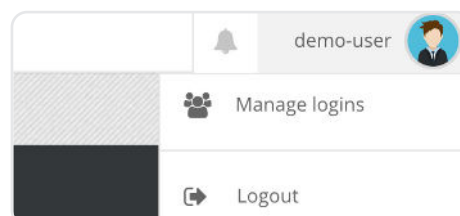
Due to the sensitive nature of the data available, specific access rights must be granted to access the panel. The ability to access Real-time Alerts can only be granted by an existing user of that account.

For example:

- If a user needs to be able to view your Real-time Alerts then the Admin user can either grant an existing user access or create a new user with access.

Managing logins

Once logged into the self administration panel, existing user logins for the account can be managed from the user menu in the top right hand corner.




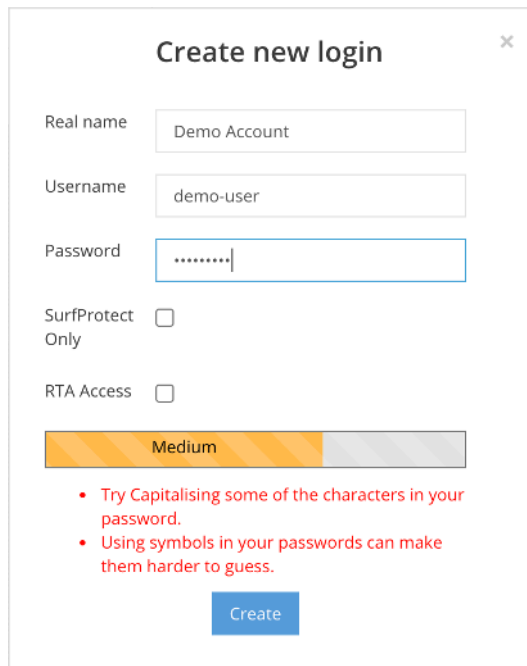
Selecting the 'Manage logins' menu option will navigate to show the list of all user logins for the account. This page then allows for the creating and updating of those users.

Login Management +						
Search						
username	Full Name	SurfProtect Only	RTA Access	Enabled	Update user	
demo-user	Demo Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
demo-user-2	Demo Account 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Showing 1 to 2 of 2 rows

Creating new users

To create a new user account, and grant Real-time Alerts access, simply click the  in the top right corner of the Login Management table. This will open the user creation dialogue, which takes the following values:



Create new login ×

Real name

Username

Password

SurfProtect Only

RTA Access

Medium

- Try Capitalising some of the characters in your password.
- Using symbols in your passwords can make them harder to guess.

Create

- **Real name:** The full name of the given user.
- **Username:** The login username for the user, and will also be displayed on the panel after logging in.
- **Password:** The password for the new user, which must at least meet the medium strength requirements to be created.
- **SurfProtect only:** This flag only lets the user log in on the *surfprotectpanel.exa.net.uk* panel.
- **RTA Access (Real-time Alerts Access):** This flag allows the user to access the Real-time Alerts data for the account.

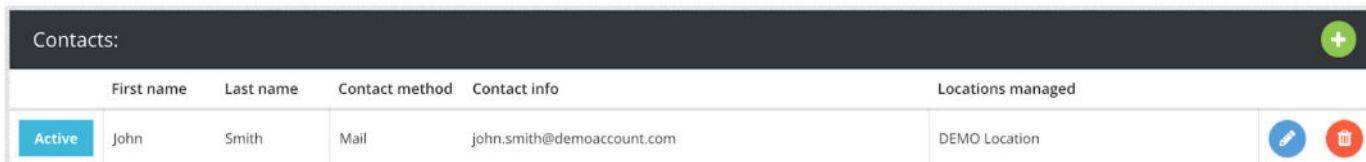
Granting/Removing access




For existing users, checking or unchecking the 'RTA Access' flag on the Login Management table will prompt to either enable or disable the ability for the user to access Real-time Alerts data on the panel.

Manage Contacts

This is the area where designated contacts for Real-time Alerts are setup and managed. A contact is defined as someone who should receive notifications about incidents (e.g. Safeguarding Officer/Lead). Each contact is made up of three parts:

- **Contact information:** First name and last name.
- **Contact method:** Email is the only available contact method currently. In future, alternative methods of contact may be developed.
- **Locations managed:** Identification of all Locations the User is to receive alerts for.



Contacts:						
	First name	Last name	Contact method	Contact info	Locations managed	
Active	John	Smith	Mail	john.smith@demoaccount.com	DEMO Location	 

Adding a contact who does not already have a user profile will only generate the alert emails and will not grant access to the Real-time Alert area within the panel.

Incidents

An incident is a one or more online activities (“events”) that are deemed to be potentially harmful. There are two types of incident, category and keyword. The number of events required to trigger an incident depends on the specific category or keyword.

- **Category** - attempts to directly visit a website with containing a specific type of category, as determined by SurfProtect’s content classification system.

Category	Event count threshold
adult	2
intolerance	1
drugs	3
violence	1
weapons	1
proxies	5
suicide	1

- **Keyword** - attempts to search for restricted words or phrases from a given keyword list on websites like Google, Bing and Wikipedia.

Keyword list	Event count threshold
Weapons	1
Inappropriate	1
Sex	1
Swearing	2
Extremism	1
Intolerance	1
Drugs	3

Keywords can be set per user group (e.g. year group or teachers etc.) allowing flexibility and less notifications triggered by users who are permitted greater access than others. Please see our SurfProtect Panel Guide for instructions on how to configure your keyword lists.

Incidents Overview

Time	State	Location Name	Assigned Staff	Username	Description	
2020-02-03 08:12:52	Open	DEMO Location	Assign To Staff	John Smith	Adult	
2020-01-31 10:54:05	Assigned	DEMO Location	Jane Doe	John Smith	Adult	
2020-01-06 14:20:52	Assigned	DEMO Location	Jane Doe	John Smith	Proxies	
2019-08-12 11:24:46	Assigned	DEMO Location	Jane Doe	John Smith	Adult	
2019-07-25 13:42:03	Assigned	DEMO Location	Jane Doe	John Smith	Adult	
2019-07-24 11:49:42	Closed	DEMO Location	Jane Doe	John Smith	Adult	

Showing 1 to 6 of 6 rows

This overview lists all incidents which have occurred within the SurfProtect service.

At a glance, each incident row allows you to view

- When the incident began,
- The incident's current state.
- The SurfProtect location associated with the incident.
- The name of the staff member assigned to the incident.
- The username of the individual who generated the incident.
- The category or keyword list associated with the incident.

From here you can alter the state of an incident between **Open**, **Assigned** or **Closed**.

- **Open:** New, unassigned incident. In this state you have the option to assign the incident to a specific staff member.
- **Assigned:** Ongoing incident which is assigned to a staff member.
- **Closed:** An incident which has been deemed as complete.

Select the eye icon , to view any incident in further detail.

Viewing an incident

Viewing Incident: d9e86d8b5f455c772878b484bdb4954f					
Status	Date reported	Username	Description	Assigned to	Re-assign
Assigned	2020-02-06 11:55:58		Adult	John Smith	Re-Assign Incident

Comments:		
Time	Performer	Comment
2020-03-02 12:28:36.926593	RTATestAccount2	Incident assigned to John Smith to investigate

Showing 1 to 1 of 1 rows

Events:	
Time	Hostname
2020-02-06 11:55:18	www.pornhub.com
2020-02-06 11:55:24	redtube.com

Viewing a specific incident gives a more detailed view of the incident as a whole, broken up into three sections:

1. **Incident information** - gives you the same overview as was available on the incidents list; however in this view there is the option to reassign the incident to a different user and the unique identifier for the incident..
2. **Comments** - lists any comments that users have made on the incident itself. Each comment record shows a time stamp, the user who commented and the comment itself. Click the plus icon on the right of the comments title bar to add a new comment.
3. **Events** - shows every event that is linked to this incident. Each event is time stamped and provides the host that was visited. If the alert was raised due to a restricted keyword being searched then the search query and specific matched keyword will also be listed.

Events:			
Time	Hostname	Search Query	Keyword
2020-11-19 16:04:02	www.bing.com	extremism	extremism
2020-11-19 16:04:05	www.bing.com	behead	behead
2020-11-19 16:04:15	www.bing.com	eco terrorism	terrorism
2020-11-19 16:04:16	www.bing.com	eco terrorism	terrorism

Showing 1 to 4 of 4 rows

History

History:				
Search				
Time	Action	Performer	Comment	
2020-02-03 13:02:00	Assign incident	demo.admin		
2020-02-03 13:01:53	Open incident	demo.admin		
2020-02-03 13:01:51	Close incident	demo.admin		
2020-02-03 11:50:54	Close incident	demo.admin		
2020-02-03 11:50:51	Open incident	demo.admin		
2020-02-03 11:38:36	Close incident	demo.admin		
2020-01-31 11:36:46	Incident - Add comment	john.smith	Confirming incident can be closed.	
2020-01-31 11:36:18	Assign incident	demo.admin		

Showing 1 to 8 of 8 rows

This section details all actions performed by users within the Real-time Alerts section of your panel.

A single history record shows:

- The time the action was actioned
- What action was performed
- Who performed the action

Alongside this is any extra information that was recorded about the action, such as who an incident was assigned to. Click on the eye icon on the right of each row to view any history record in further detail.

History Detail

Time
2020-01-31 11:36:46

Action
Incident - Add comment

Performer
john.smith

Data

incident_identifier	80ed2cdc1e6e755807b49d1504de287c
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If you have any questions please get in touch via helpdesk@exa.net.uk or give us a call on **0345 145 1234**.



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