Security Page

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In this Article

Related Articles

As an admin, you can access and customize the security settings for your instance. Many of these features are available through the Admin Dashboard's Security page.

Secure File Scan

Overview

Improve your security by enabling Secure File Scan to check all incoming file upload field attachments on submitted forms and workflows. After a form is submitted, Secure File Scan checks all attachments for viruses and displays the results of each file scanned on the Response page. Any file(s) found to be unsafe will trigger an email notification to the content (form or workflow) owner for follow-up.

> **Note**: This is an "all or nothing" feature where you may allow FormAssembly to scan all files submitted for all forms and workflows, or opt out of secure file scanning entirely.

Requirements

- FormAssembly Enterprise or Government plan
- Administration Permission: Allow administrator to access security settings

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Getting Started

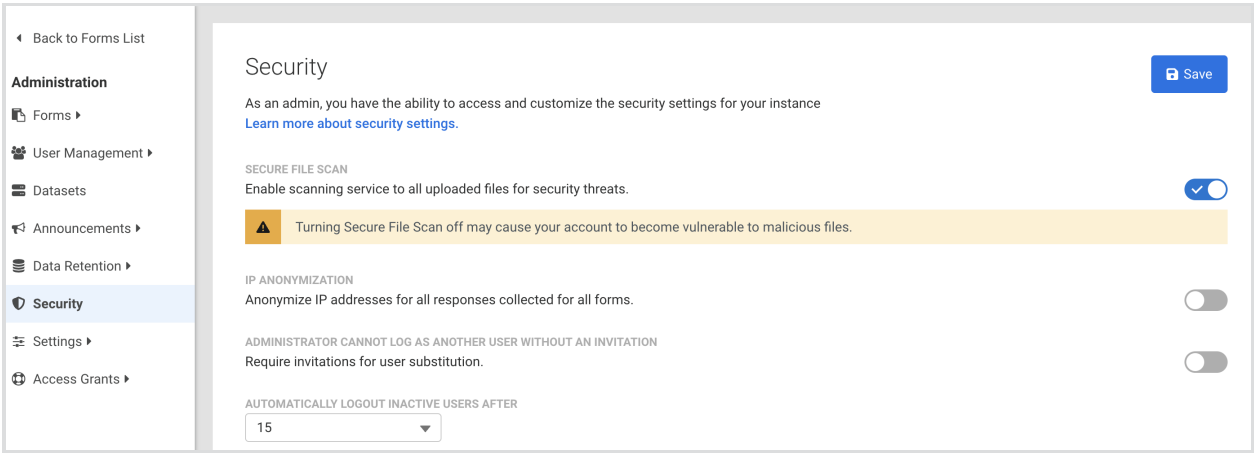
Grant Admin Access to the Security Page

1. Open the **Admin Dashboard**
2. Under "User Management", select **All Users**

3. Locate the user profile for the administrator authorized for security management
4. **Edit** the user profile
5. Open the **Permissions** tab
6. View the permissions under the **Administration** permission package
7. Expand the section for **Admin Permissions**, if not already expanded
8. Select the checkbox for "**Allow administrator to access security settings**"
9. Click **Save**

Enable Secure File Scan

- From the Admin Dashboard, click **Security** to access the Security page.
- Toggle the switch aligned with Secure File Scan to turn on the Secure File Scan feature.

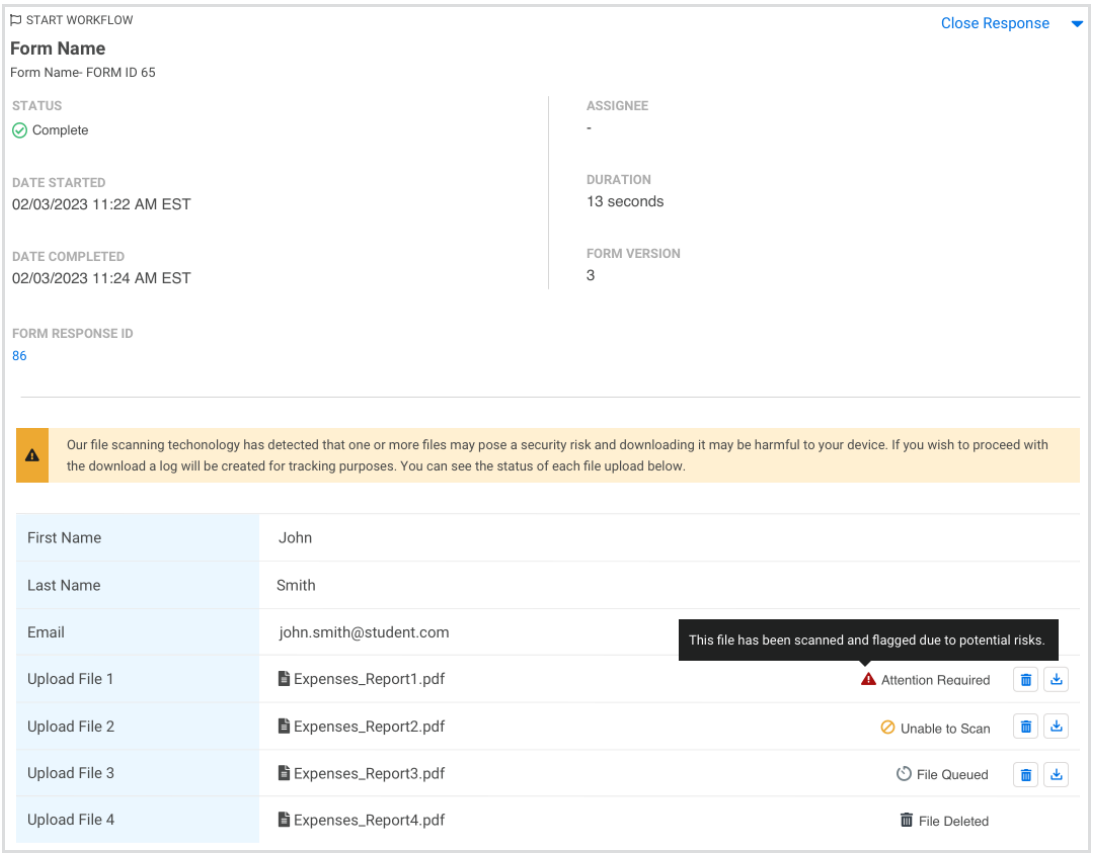


Scan Notifications

Secure File Scan results are communicated in two ways - by file upload statuses on the Response page and through email notifications to the content owner.

Response Page

On the Response page, the status of the secure file scan appears in line with each instance of a file upload. Additionally, if a file upload is flagged, a banner message will appear to highlight the identified security risk.

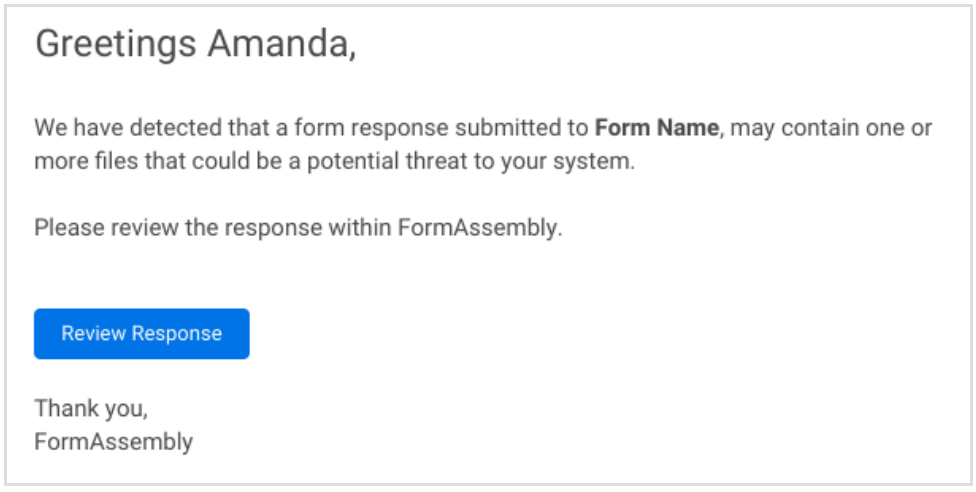


Secure File Scan Statuses

- **Attention Required** - The file is flagged due to potential risks found during the scan.
- **Unable to Scan** - The contents of this file were unable to be scanned.
- **File Queued** - The file will be scanned soon.
- If a status is not included, the file scan did not find any risks, the Secure File Scan feature is disabled, or the file upload occurred before the feature was enabled.

Email Notification

When a file is flagged with the Attention Required status, an email notification is sent to the content owner to notify them to review the response. This email arrives from noreply@formassembly.com with the subject line “A Response Requires Your Review”.

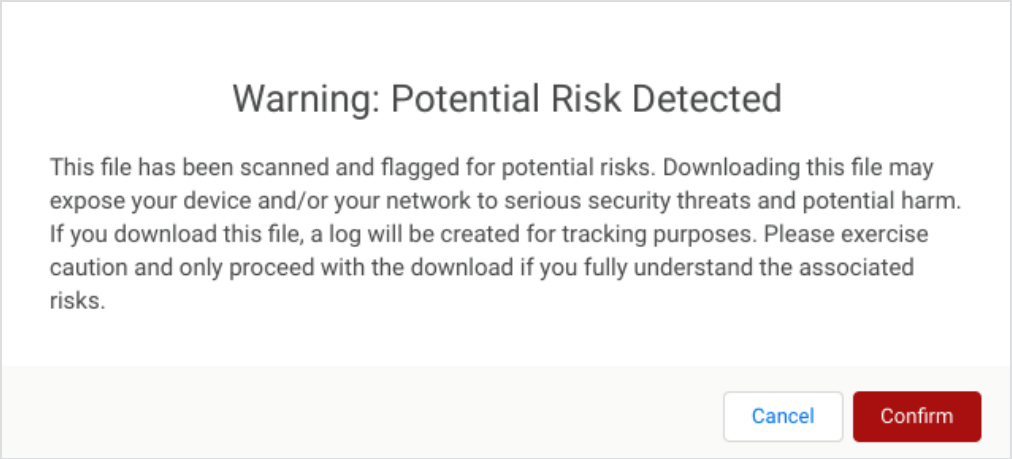


Additional Notes

Secure File Scanning does not halt any connectors or form processes. Content owners are notified of any malicious or unscannable files found, but files are still sent through any configured connectors as designated by your form or workflow's configuration.

Proceeding with a Risky Download

FormAssembly provides the Secure File Scan feature, but only your own security team can recommend what to do next when a file upload is flagged. If you choose to proceed with downloading a flagged file, a confirmation message will appear. Any confirmation is logged for tracking purposes.



AI Features

Overview

Control access to AI-powered features for all users on your instance by using the toggles available in the AI Features section of the Security page. These controls ensure that your team's usage of AI aligns with your company's internal data and compliance policies.

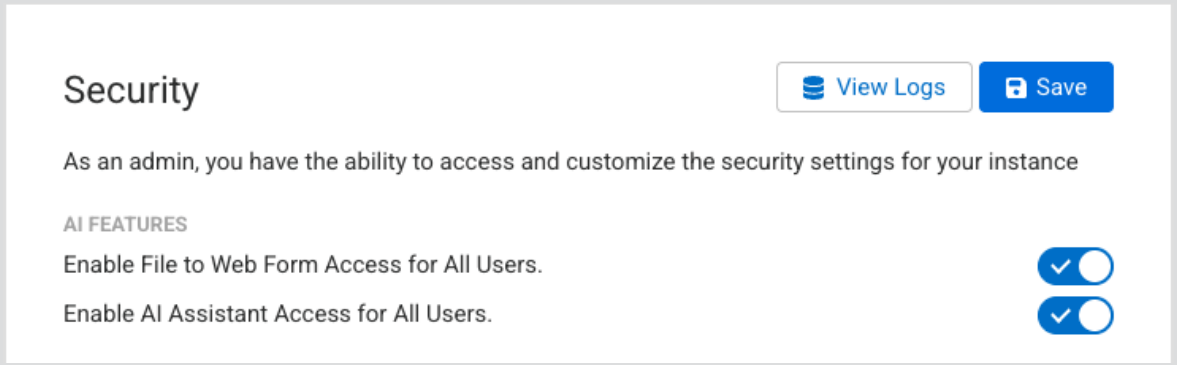
Enable or disable access to:

- **AI Assistant (Fai)** - helps users create, edit, and optimize forms through natural language prompts.
- **File to Web Form** - converts uploaded files into editable forms.

Manage AI Features

1. Navigate to the **Admin Dashboard**.
2. Click **Security** from the left-side menu.
3. Scroll to the **AI Features** section.

This section contains toggle controls for AI features available to your instance.



- **Enable File to Web Form Access for All Users**
  - **On**: All users can access the File to Web Form feature and upload files to generate forms
  - **Off**: File to Web Form is disabled for all users
- **Enable AI Assistance Access for All Users**
  - **On**: All users can access Fai, the AI Assistant
  - **Off**: The AI Assistant is hidden and unavailable to all users

Note: Each toggle applies changes instance-wide and takes effect immediately. Users are **not** notified of changes.

Multi-factor Authentication

Overview

Multi-factor authentication (MFA) is any additional method of authenticating yourself to an application other than your standard username and password combination. These can be tokens you hold, such as security keys, authenticator apps on your mobile device, or biometrics, like fingerprints. When using multiple "factors of authentication" for an online account an extra layer of security is added. If an attacker somehow gets access to your password, an account protected by multi-factor authentication would block the attacker from gaining access to your account as they would also need access to that additional factor.

Requirements

- Multi-factor authentication is available on Essentials plans and up
- An administrator must enable MFA before use is available

Further requirements for each method of multi-factor authentication will differ per method. Refer to the specific documentation pages for each method for more details.

- Time-Based One-Time Passwords
- YubiKey

Enable MFA (Administrator Required)

- Navigate to **Admin Dashboard | Security**

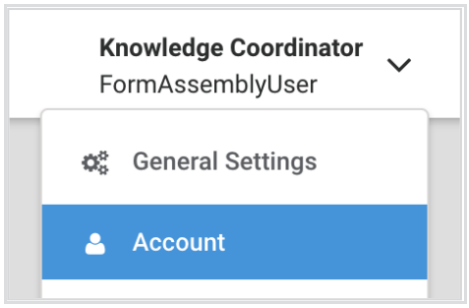
To allow users to manage MFA for their user account

- In the Multi-factor Authentication section, toggle the option to enable MFA for the instance

To force users to authenticate with MFA upon login

- In the Multi-factor Authentication section, toggle the option to Force MFA

Add a Multi-factor Authenticator



- Navigate to the "**Account**" section within your user profile
- Within the **Account Details** section, click the **Configure MFA** button
    - You will be taken to the Multi-factor Authenticators page, which displays all multi-factor authenticators you have set up for your user profile, their status (enabled or disabled), and their order of precedence.
- Click **Add Authentication Method** for a list of available multi-factor authentication options
- Select the authenticator you wish to add
    - A new disabled entry will appear on your timeline with buttons to configure or delete the added MFA method.
- Click **Configure** to continue the setup of the new MFA method.

Enable or Disable a Multi-factor Authenticator

- On the Multi-factor Authenticators page, click **Configure** on the method you wish to enable or disable.
- Within the **Status** section, select the desired option (**Enabled** or **Disabled**)
- Select **Apply** at the bottom of the configuration screen to save the selection.

Note:

- Some multi-factor authenticators require a "first-time setup" before allowing you to enable or disable them.
- If the "Force MFA" setting is enabled by your FormAssembly administrator, at least one MFA method must be enabled for your user account. To disable all MFA methods, the "Force MFA" setting must be toggled off first.

Reorder Multi-factor Authenticators on the Timeline

If you have multiple multi-factor authenticator methods set up, the timeline allows you to reorder your methods so one may challenge you before another when logging in.

- Using the drag handles to the left of each entry in the timeline, drag the entries to create your preferred order. The precedence goes in descending order.
- Click **Apply** at the bottom of the timeline to save your changes. The page will refresh and show the new order.

Delete a Multi-factor Authenticator

- On the Multi-factor Authenticators page, locate the multi-factor authentication method you wish to delete
- Click the **Delete** button
- A **Remove Authenticator** confirmation box will ask you to confirm the action. Click **Remove** to confirm.
- The page will refresh with the deleted method removed from the timeline

> **Note**: If the "Force MFA" setting is enabled by your FormAssembly administrator, at least one MFA method must be enabled for your user account. To disable all MFA methods, the "Force MFA" setting must be toggled off first.

MFA Administration

Administrators of a FormAssembly instance can manage MFA configurations for users.

> **Note**: The administrator must have the permission “Can manage multi-factor authentication” enabled for their account.

- Navigate to **Admin Dashboard | User Management | All Users**
- Select a user and navigate to their **Details** tab
- Locate the **Multi-factor Authentication** section
- For each MFA method displayed for the user account, the admin may select to **enable**, **disable**, or **delete**.

FAQs

What’s the difference between disabling and deleting a multifactor authenticator?

- Disabling a multi-factor authenticator authenticator means it will not challenge you to log in to your account. However, it remains set up and associated with your account, so you only need to re-enable the method to activate it again.
- Deleting a multi-factor authenticator will remove it entirely from your account. If you wish to use that

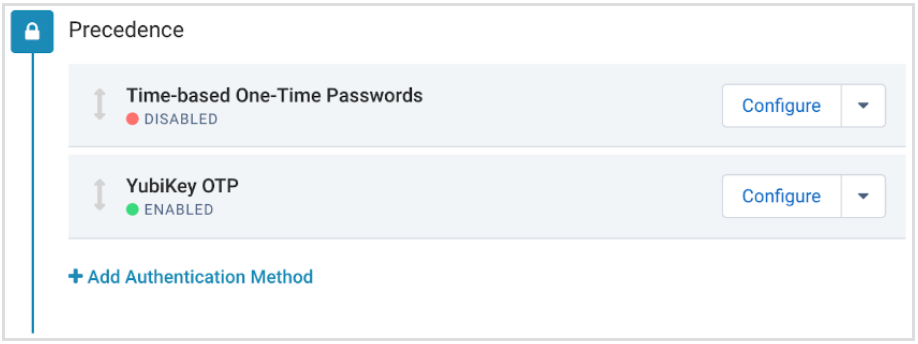
authentication method again, you would completely recreate it and re-configure it from scratch.

If I have multiple multifactor authenticators set up and enabled will I need to complete each one individually before I can log in?

- No, we currently only require the success of one of the authentication challenges you may be presented with. When verified by one of your multi-factor authenticators at login, your account may be accessed.

If I have multiple multifactor authenticators set up and the one at the top is disabled, what authentication challenge will I be presented with when logging in?

- You will be presented with the authentication challenge of the top-most enabled authenticator in your timeline's order of precedence. In the example given below, even though Time-based One-Time Passwords is set to go first, it is disabled, and so the next enabled method will be presented (YubiKey).



If I have multiple multifactor authenticators set up, and I'm having trouble with one of them, can I switch to complete another instead?

- Yes. If you have additional multi-factor authenticators enabled on your account, you will see a link to move to the next one if you're having trouble with the current one. Note that choosing to move to the next enabled method cannot be undone, and you cannot return to a previous authentication challenge.

I know my username and password but have lost access to my additional factors, how can I recover my account?

- For our Basic plan customers, you must contact FormAssembly Support and go through a proof of identity process. On completion of that, a FormAssembly Support representative will disable the multi-factor authenticators associated with your account, allowing you to log in without them.
- For our Essentials plan and higher customers, you must contact your FormAssembly instance administrator(s) to disable the multi-factor authenticators associated with your account, allowing you to log in without them.

SAML Authentication Setup

Overview

SAML (Security Assertion Markup Language) can be used to secure access to your FormAssembly account and forms. There are two methods for using SAML with FormAssembly:

Single Sign-On: this will allow users to sign into their FormAssembly account using their SAML credentials.

Form by Form Authentication: by enabling this feature, you will be able to restrict access to your forms by only allowing users who can be authenticated by your SAML server to access a form.

Requirements

- FormAssembly Team plan or above
- SAML Metadata from your IdP
- Your FormAssembly username must match your SAML username

Note: If you are interested in using Salesforce as the identity provider, you can find more information here.

Note: If you are setting up **both** Single Sign-On and Form by Form Authentication on your FormAssembly instance, you will need two separate Identity Provider (IdP) entries, one for each configuration as noted below.

Single Sign-On (SSO)
(Replace "xxxxx" with your FormAssembly subdomain name)

- Entity ID: https://xxxxx.tfaforms.net/saml/metadata
- ACS URL: https://xxxxx.tfaforms.net/saml/index?acs

Form by Form Authentication
(Replace "xxxxx" with your FormAssembly subdomain name)

- Entity ID: https://xxxxx.tfaforms.net/authenticator_saml/metadata
- ACS URL: https://xxxxx.tfaforms.net/authenticator_saml/index?acs

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Single Sign-On (SSO) Setup

1. Navigate to the Admin Dashboard.
2. Click **Security** from the left side menu.
3. Scroll to the SAML section.
4. Click **Configure**.
    - If you're not logged in, you'll receive a notification saying, "You're not currently authenticated with your SAML Server." Click **OK** on the notification and log into your SAML Domain.
5. Under **Update Method**, choose your metadata option.
    - **Metadata URL Endpoint**
        - This is provided by the Identity Provider.
        - Enter your URL Endpoint.
        - Select **Update Domain**.
    - **Metadata File**
        - This is provided by the Identity Provider.
        - Upload your Metadata File.

        - Select **Update Domain**.
    - **Manual (Advanced)**
        - Add SAML data manually.
        - After entering your data, click **Apply**.
        - Select **Update Domain**.
6. After changes have been saved, your domain is set up and more options are shown for updating.
7. Click **Retrieve Attributes**.
    - If you're not logged in, you'll receive a notification saying, "You're not currently authenticated with your SAML Server." Click **OK** on the notification and log into your SAML Domain.
8. Your IdP attributes will be shown in the User Authentication table.
9. These attributes will be disabled by default so you can enable the attributes that you'd like to use.
10. Enable a **Unique SAML Attribute** from the table.
    - If you do not select a unique SAML attribute, you'll receive a red error indicating your changes were not saved.
    - Your unique SAML attribute must be **enabled** for SAML to be used.
11. Enter an **Authentication Formula**, if needed.
12. Click **Apply** to save your changes.

SAML Login Enforcement

Administrators can enforce a standardized login method for all users of the FormAssembly Instance or allow logins to be managed by user-level login preferences.

Login by Instance

1. Locate the **Instance Login Method** section, on the Security page in the Admin Dashboard.
2. Select **SAML** from the dropdown.
3. Select whether to allow administrators to override the SAML login method.
    - Allowing an administrator to override the login method would enable an admin to quickly recover the instance in the case of the SAML provider outage.
4. Click **Save** at the top of the page to save your settings.

Login by User

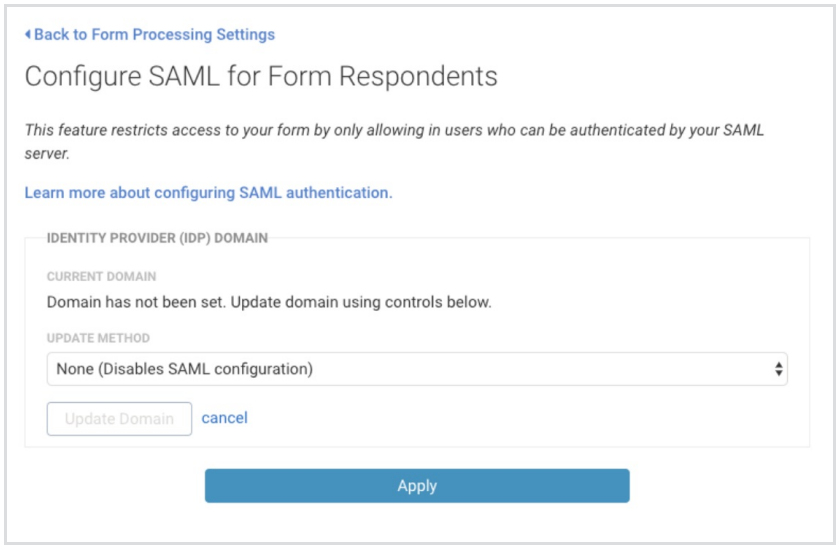
1. Access your All Users list.
2. Locate and edit the User(s) that need to use SAML
    - Select **SAML**, under the **User Login Method** of the Account section.
    - Click **Save User** at the top of the page to save the change.

Form by Form Authentication Initial Setup

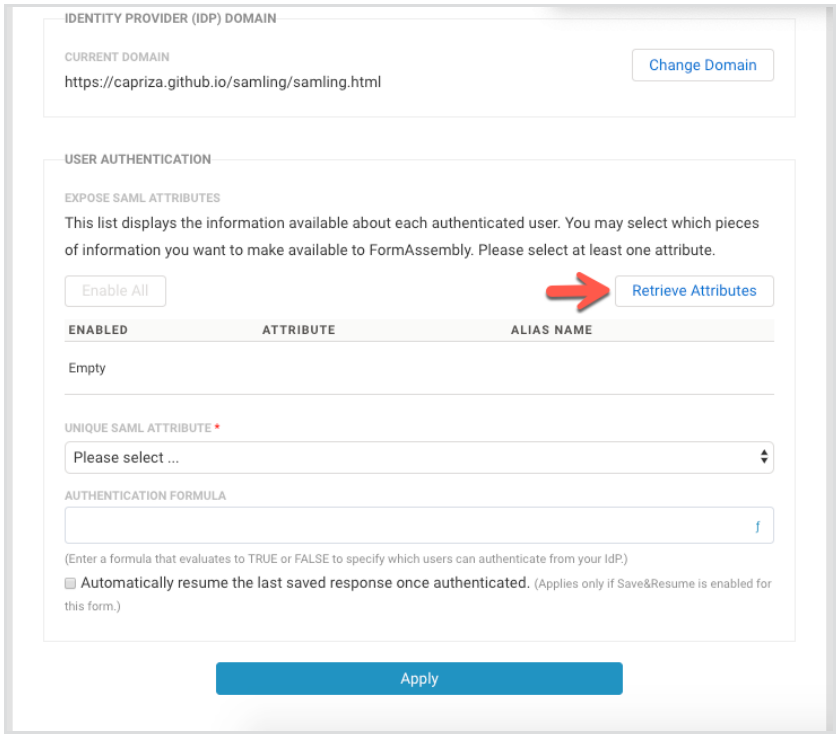
1. Open the Processing Options for your form.

- From the Forms list, hover over Configure and select **Processing**.

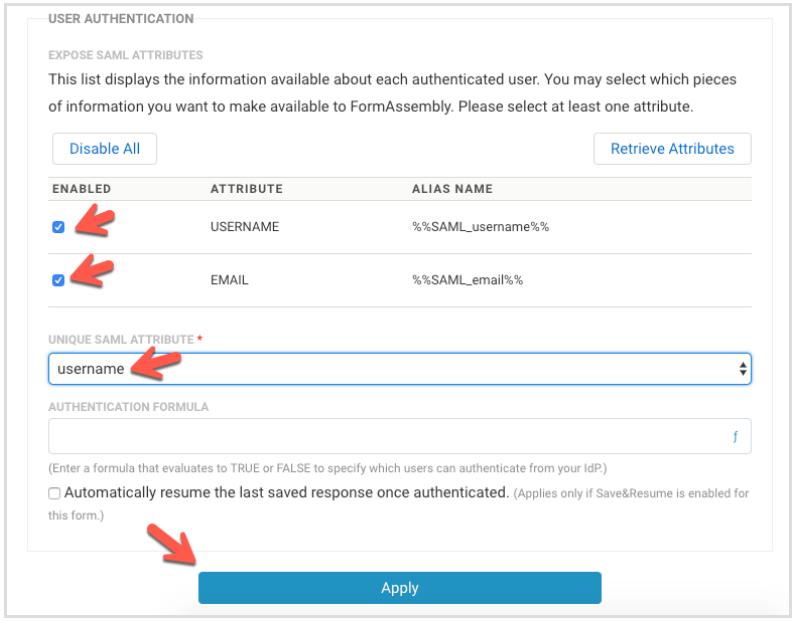
2. Choose Allow Responses from **SAML Authenticated Users**.
3. Click **Configure.**



4. Under **Update Method**, choose your metadata option.
   - **Metadata URL Endpoint**
     - This is provided by the Identity Provider.
     - Enter your URL Endpoint.
     - Select **Update Domain**.
   - **Metadata File**
     - This is provided by the Identity Provider.
     - Upload your Metadata File.
     - Select **Update Domain**.
   - **Copy from Form**
     - This is used to copy the SAML settings and setup from another form already using SAML Authentication in your instance.
     - Enter the ID of a form that already has SAML Authentication setup.
     - Select **Update Domain**.
   - **Manual (Advanced)**
     - Add SAML data manually.
     - After entering your data manually, click **Apply**.
     - Select **Update Domain**.
5. After changes have been saved, your domain is set up and more options are shown for updating.



6. Click **Retrieve Attributes**.
    - If you're not logged in, you'll receive a notification saying, "You're not currently authenticated with your SAML Server." Click **OK** on the notification and log into your SAML Domain.



    - Your IdP attributes will be shown in the User Authentication table. These attributes are disabled by default, so you can enable the attributes that you'd like to use.
7. Enable a **Unique SAML Attribute** from the User Authentication table.
    - If you do not select a unique SAML attribute dropdown, you'll receive a red error that your changes were not saved.
    - Your unique SAML attribute must be **enabled** for SAML to be used.
8. Enter an **Authentication Formula**, if needed.
9. You can test your settings by viewing the form (which will now require a login).

Advanced Configuration of Metadata Fields

The following metadata fields may require additional consideration or special formatting:

NameIdFormat

The default value for this field is *urn:oasis:names:tc:SAML:1.1:nameid-format:unspecified*. If this field is left blank, the default value will be used.

The following formats are supported:

- urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress
- urn:oasis:names:tc:SAML:1.1:nameid-format:X509SubjectName
- urn:oasis:names:tc:SAML:1.1:nameid-format:WindowsDomainQualifiedName
- urn:oasis:names:tc:SAML:1.1:nameid-format:unspecified
- urn:oasis:names:tc:SAML:2.0:nameid-format:kerberos
- urn:oasis:names:tc:SAML:2.0:nameid-format:entity
- urn:oasis:names:tc:SAML:2.0:nameid-format:transient
- urn:oasis:names:tc:SAML:2.0:nameid-format:persistent
- urn:oasis:names:tc:SAML:2.0:nameid-format:encrypted

RequestedAuthNContext

The default value for this field is *urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport*. If this field is left blank, the default value will be used.

The following formats are supported (*Multiple values may be entered separated by a comma ","*):

- urn:oasis:names:tc:SAML:2.0:ac:classes:unspecified
- urn:oasis:names:tc:SAML:2.0:ac:classes:Password
- urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport
- urn:oasis:names:tc:SAML:2.0:ac:classes:X509
- urn:oasis:names:tc:SAML:2.0:ac:classes:Smartcard
- urn:oasis:names:tc:SAML:2.0:ac:classes:Kerberos
- urn:federation:authentication:windows
- urn:oasis:names:tc:SAML:2.0:ac:classes:TLSClient

SAML Prefill Connector Setup

- Ensure SAML Authentication is setup on the Processing page of your form. Follow the "Form by Form Authentication" steps above.
- To enable the SAML prefill connector, click **Connectors** on the form you'd like to set up.
- Drag the **SAML Prefill Connector** into the **View** section of the timeline
- Click **Configure.**

> **Note**: If Step 1 shows SAML Authentication for Form Respondents is disabled, you'll need to configure your SAML Authentication.

- Map the fields in your form to the SAML session attributes that you would like to fill those fields.

- When you're finished, click **Apply.**

- You're now ready to begin testing your SAML authentication and connector!

Updating Your SAML SSL Certificate

If you need to update your SAML SSL certificate you will use the self-serve configuration steps above to do so.

- If you already have a SAML configuration set up in your FormAssembly account you would update that configuration with your new metadata file with the new certificate, which you will import as part of the configuration.
- If you do not have a SAML configuration set up in your FormAssembly account, and your SAML configuration was originally set up by FormAssembly you will need to follow the process in this document to set up a SAML configuration in your FormAssembly account to update your SAML SSL certificate.

IP Anonymization

Overview

IP Anonymization is an optional privacy setting that automatically anonymizes IP addresses collected with form submissions.

Requirements

- IP Anonymization is available on Team plans and up
- An administrator must enable IP Anonymization before use is available

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Definition

When this feature is enabled, the **last octet of IPv4 addresses and the last 80 bits of IPv6 addresses are replaced with zeros**. This guarantees that the IP address cannot be used to uniquely identify the computer used to submit a response to a form.

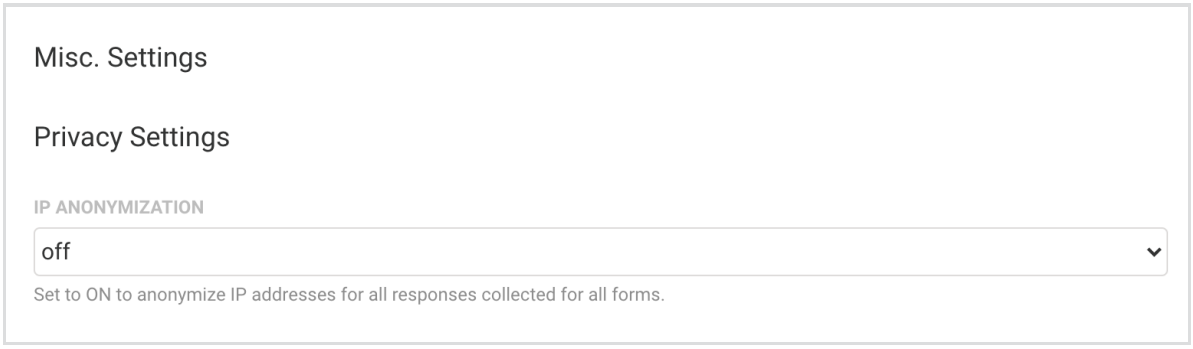
Note that the collection of other Personally Identifiable Information (PII) is under the responsibility of the form

creator. Such information, if requested through the form, is not anonymized.

How to Enable IP Anonymization

Follow these steps to enable this feature.

1. Go to **Admin Dashboard | Settings** and navigate to the **Miscellaneous** page. From here you can view the **Privacy Settings** section.



2. Set IP Anonymization to **ON.**
3. Click the **Apply** button at the bottom of the page.

Grant Access Feature

Overview

The Access Grants in FormAssembly can be used to accomplish two functions. First, if your organization needs support from the FormAssembly team, you can grant access to your forms so that we can better troubleshoot any issues you might be facing.

Second, as an Administrator, you can decide the level of access you will have to your users' forms. You can either choose to be able to use the Admin Override function to log in as any of your users, or you can choose to use Access Grants, where your users would need to permit you to access their forms.

Details on how to enable and disable this feature can be found in the following sections.

Requirements

- The feature, Access Grants, is available on Essentials plans and up
- Administration Permission: Allow administrator to access security settings
- (optional) Administration Permission: Allow administrator to access user's data

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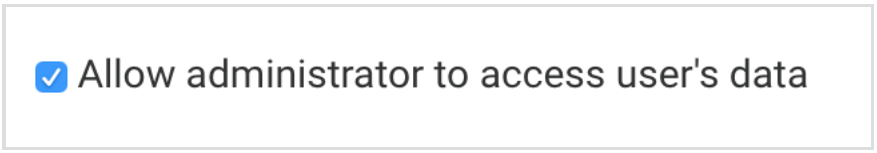
Enabling or Disabling the Access Grants for Administrators

From the Admin Dashboard, go to **Security**. Use the toggle under the header "**Administrator cannot log as**

another user without an invitation" to enable or disable the feature. If the feature is disabled, you will be able to log in as any of your users without needing them to grant you access.

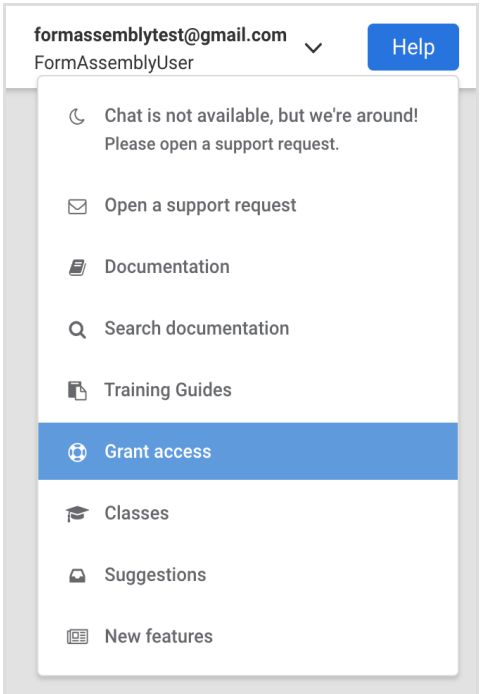
To access your users' forms without permission, you must enable the Administration Permission " **Allow administrator to access user's data**" for your account.



Please ensure that you have clicked **Save** after making changes to either of these settings.

Getting Started

To begin, use the dropdown **Help** menu at the top right of FormAssembly to select **Grant Access**.

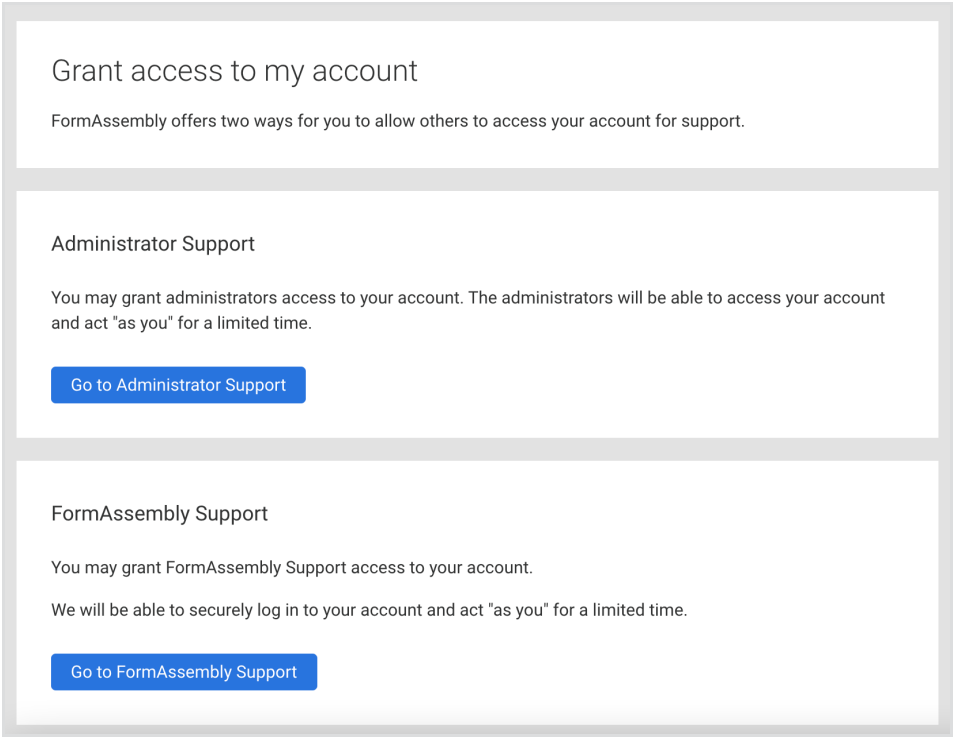


You will be taken to the Grant Access page, where you will see two options: Administrator Support and FormAssembly Support.

If your users need to grant you access, as an administrator, they would select **Go to Administrator Support**.

If you or your users need to grant access to FormAssembly to troubleshoot an issue, select **Go to FormAssembly**

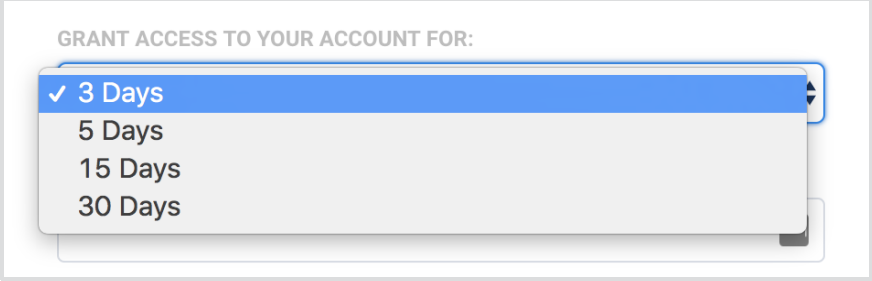
Support.



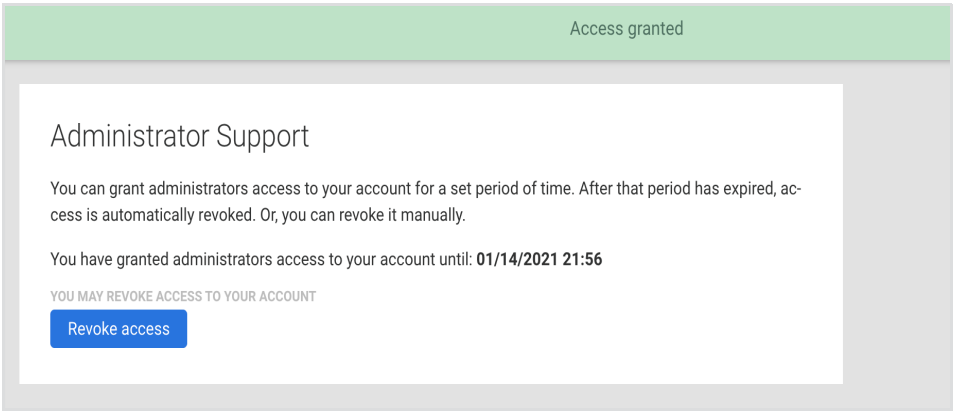
Note: If you have selected that permission is not required for administrators to log in as users, your users will not see the Administrator Support option.

Granting Administrator Access

Once you click **Go to Administrator Support**, you will be taken to the Administrator Support screen, where your users can select the number of days account access will be granted (3, 5, 15, or 30 days). When a selection is made, they will need to confirm their password and click **Grant Access**.



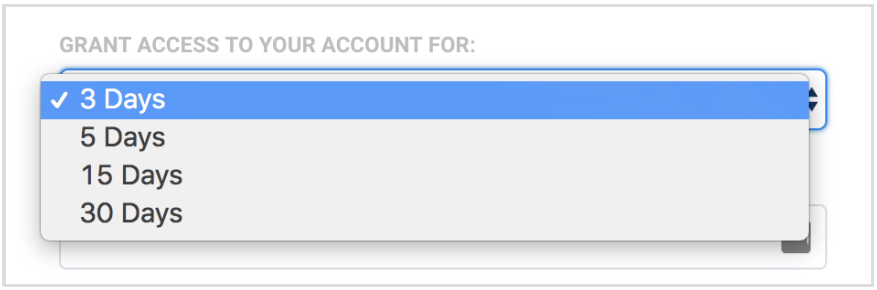
Provided the user's password is correct, the Administrator Support screen will update and display the date and time the administrator's access will expire. The user can revoke this access at any time by clicking the **Revoke Access** button.



Granting FormAssembly Access

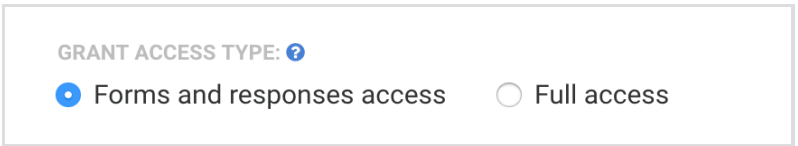
If the need arises for you to grant the FormAssembly support team access to your account, you can do so by clicking the **Go to FormAssembly Support** button.

Next, select the number of days (3, 5, 15, or 30) to allow access.

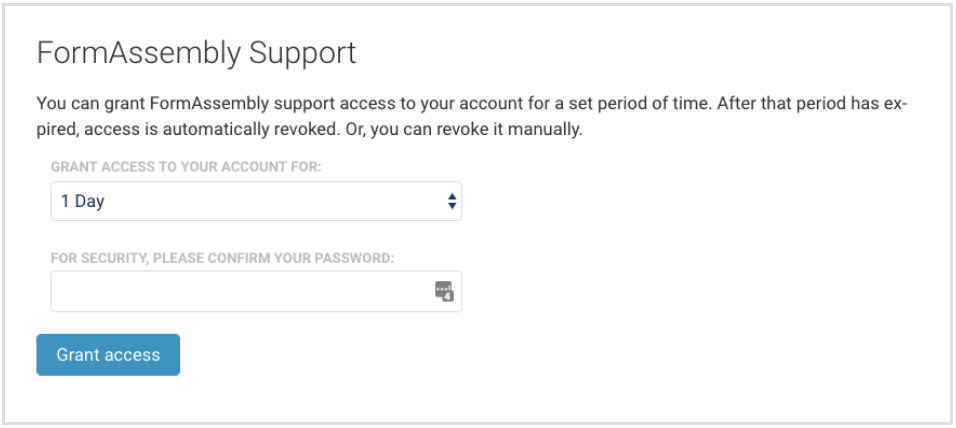


You will also need to select the access type.

- Selecting **Forms and Responses** will grant access to your forms, connectors, notifications, processing options, and form responses.
- Selecting **Full Access** will grant access to all of these options plus the Admin Dashboard (if you are an administrator), General Settings, and Account Pages.

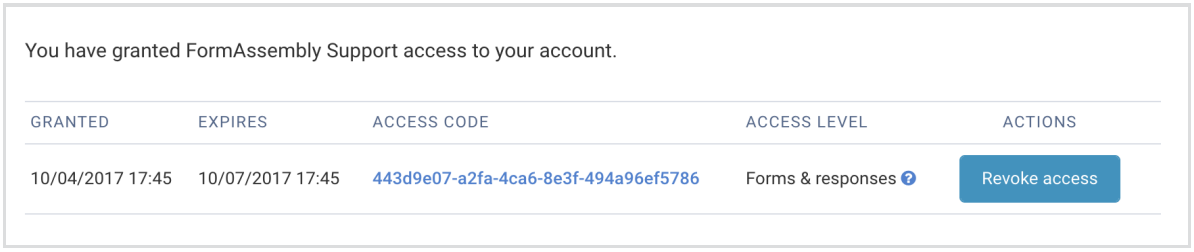


Once selected, you will need to enter your FormAssembly password and click **Grant Access**.



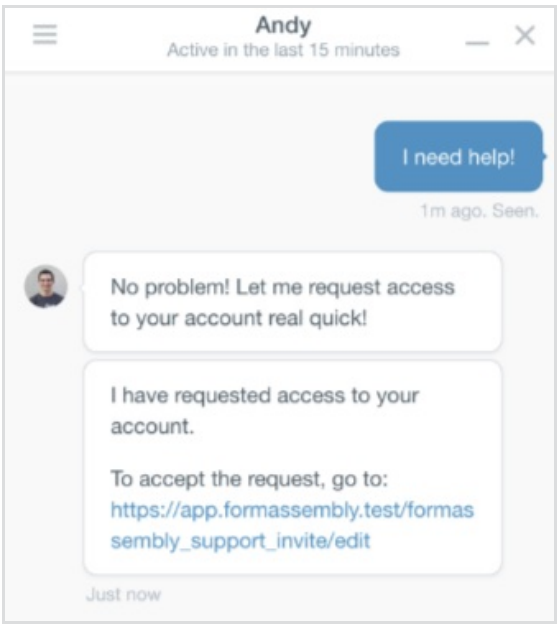
Note: If you are a Single Sign-On (SSO) user through Salesforce, you will not be required to enter your password during this step.

Once access has been granted to FormAssembly, you can see your current access grants at the bottom of the page. You can revoke this access at any time by clicking the **Revoke Access** button

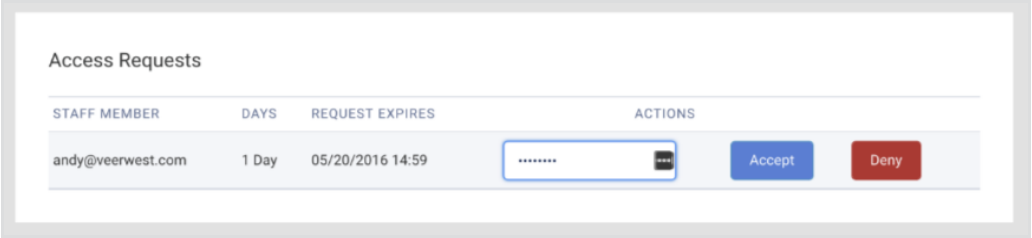


FormAssembly Access Request

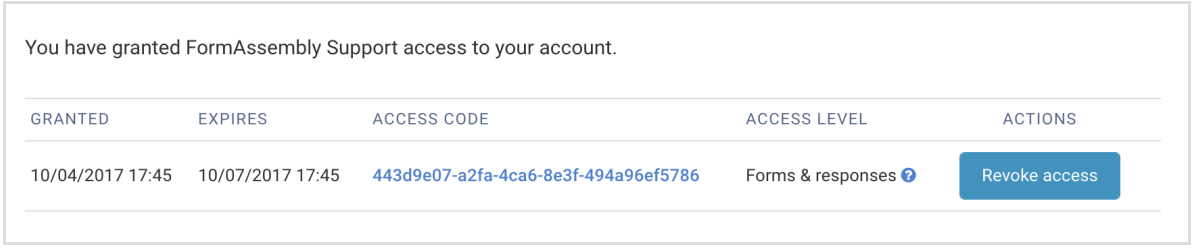
Our support team may request access through our in-app support chat. If you need assistance or troubleshooting, our support team can send you a direct link to grant access to your account.



Once you click on the link, you'll be taken to the Grant Access page, where you'll be able to see any pending Access Requests. Enter your password and select **Accept**, or choose **Deny** if you do not wish to grant access.

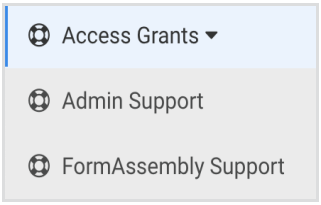


Once you have granted access, you will see that a new Access Grant has been added to your list of Current Access Grants at the bottom of the page.



Reviewing Access Grants

If you are an administrator and you need to review the active Access Grants for your instance, they are accessible on the Admin Dashboard sidebar. You have a dropdown menu labeled **Access Grants** from which you can view both Admin Support grants and FormAssembly Support grants.


Access Grants
Admin Support
FormAssembly Support