



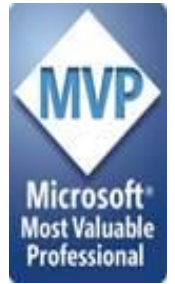
Improve Your Extranet's User Experience

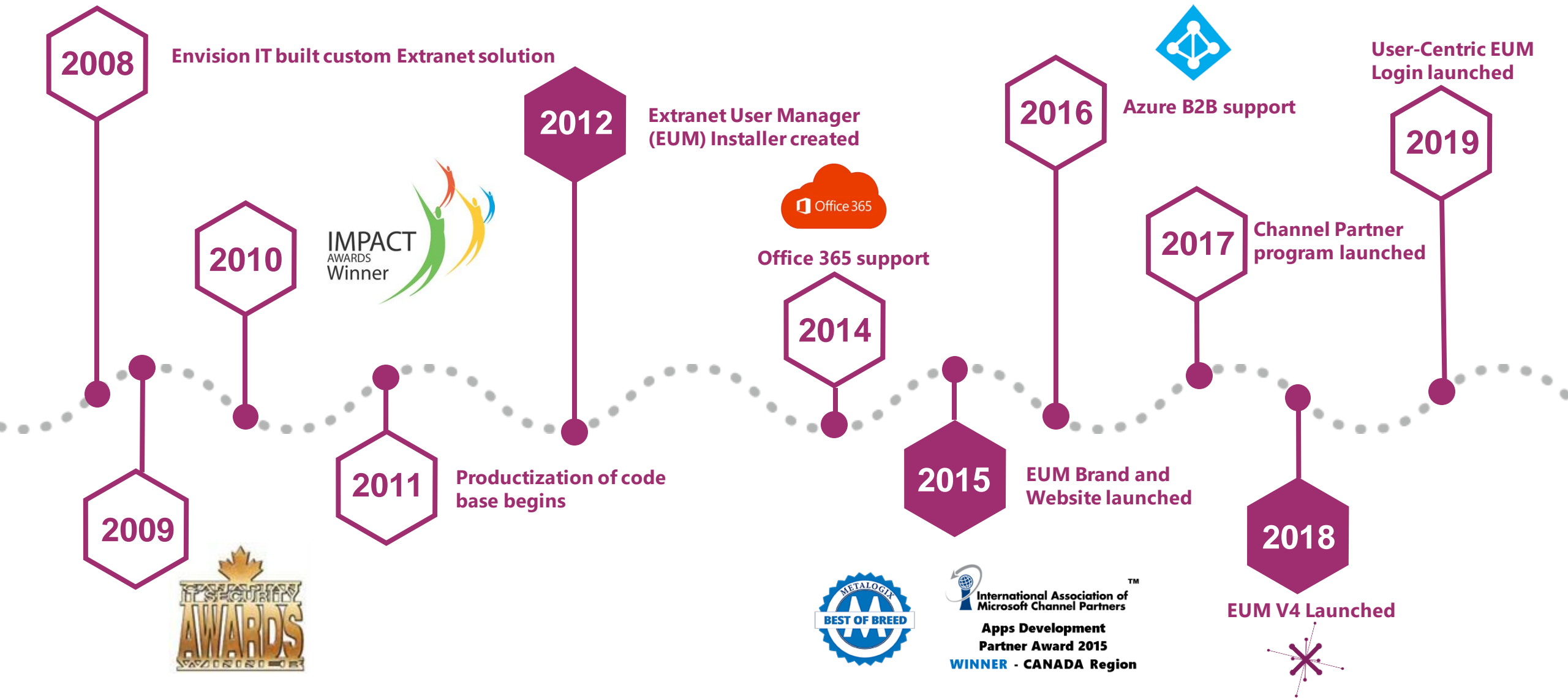
Thursday, October 10, 2019
12 - 1 PM EST

Peter Carson

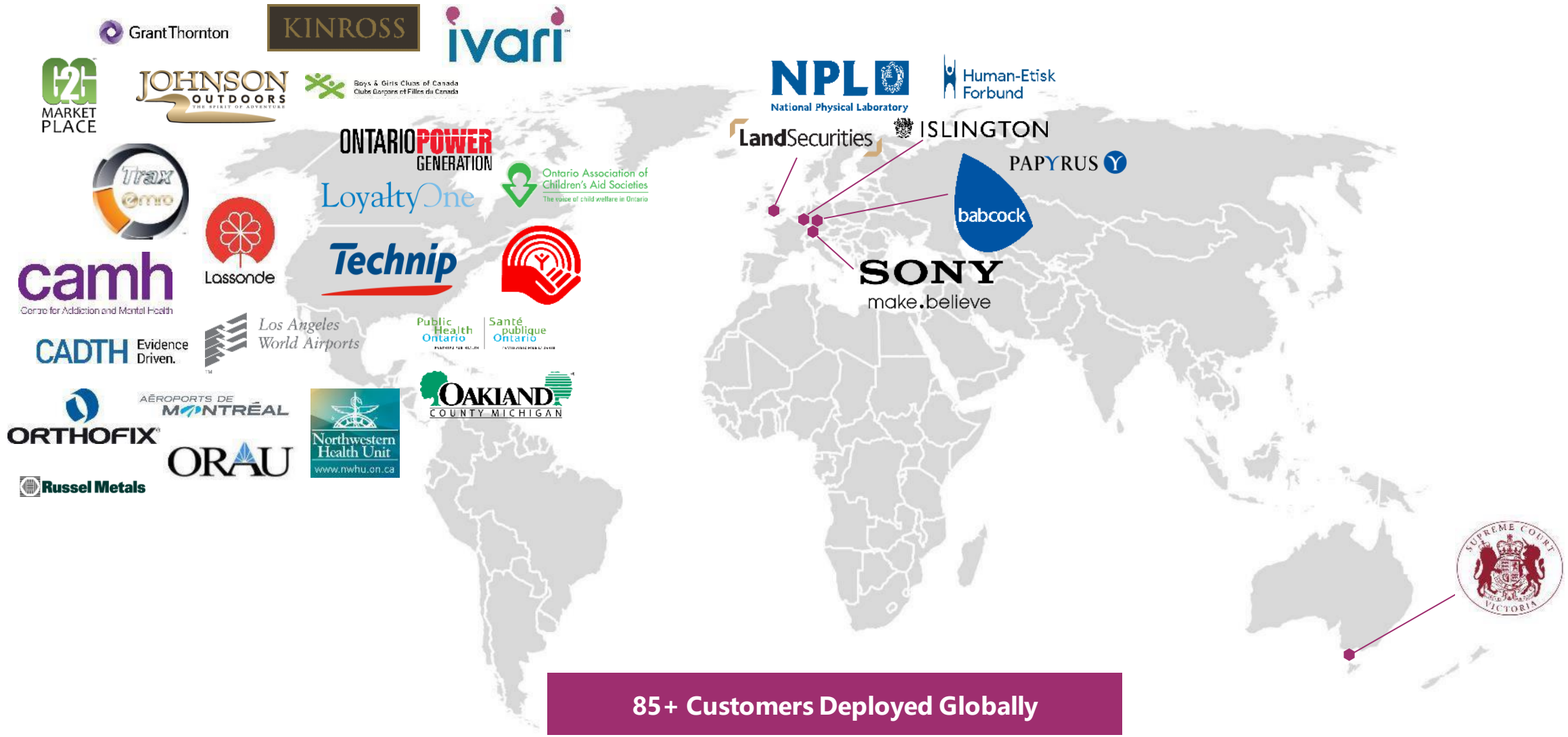


- President, Extranet User Manager
- Office Apps and Services Microsoft MVP
- peter.carson@extranetusermanager.com
- blog.petercarson.ca
- www.extranetusermanager.com
- Twitter @carsonpeter
- President Toronto SharePoint User Group



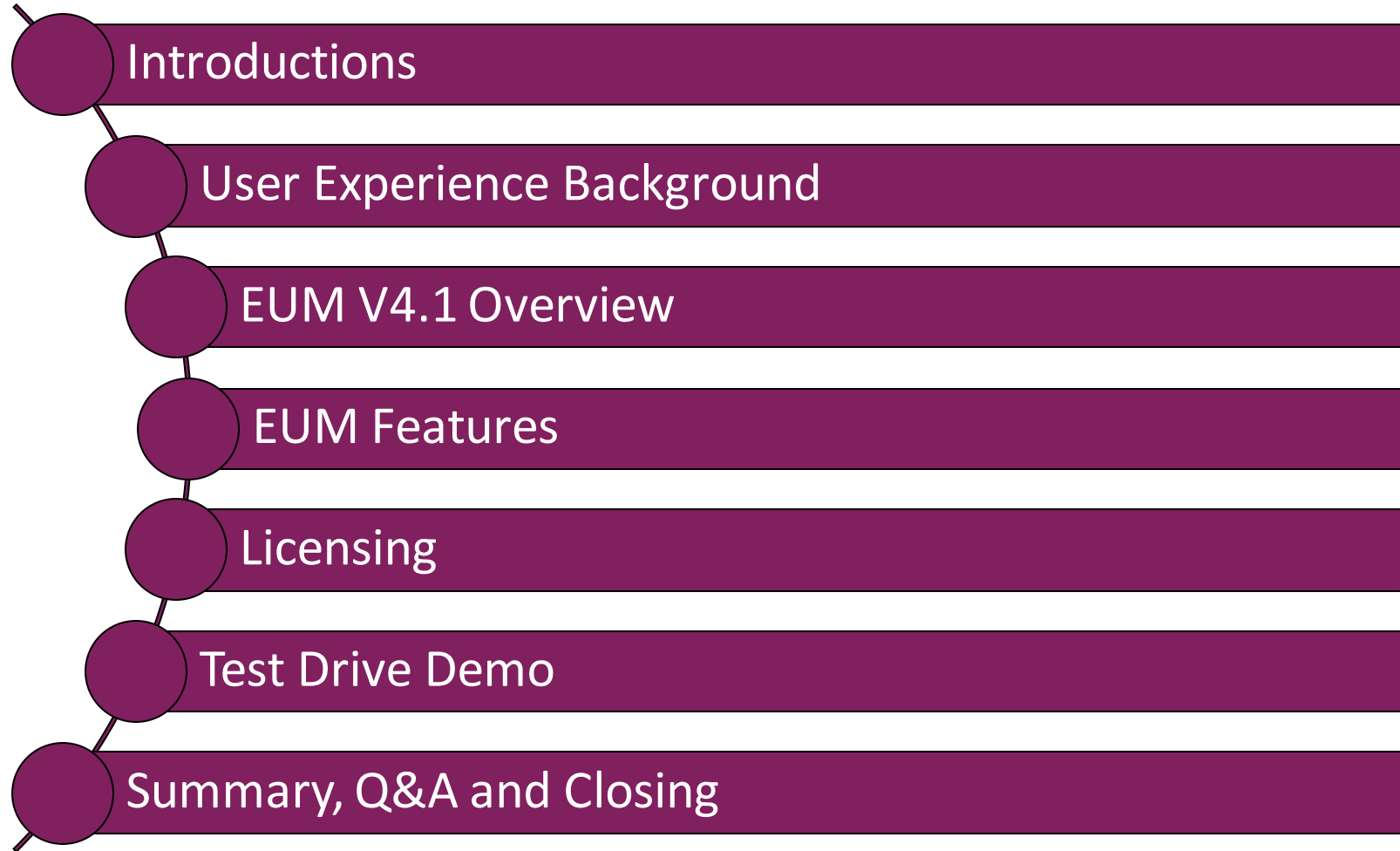


Customers around the Globe



85+ Customers Deployed Globally

Agenda

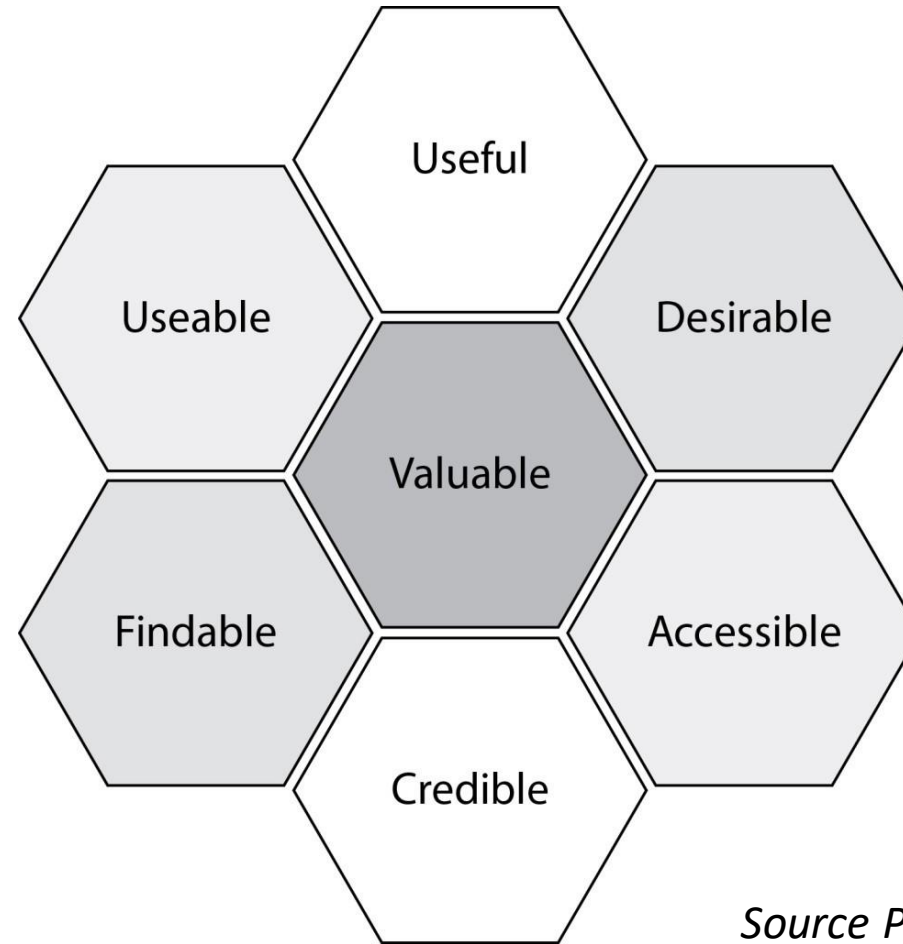


Poll – Which do you use today?

- **Office 365**
- **SharePoint On Premises**
- **Microsoft Flow**

User Experience Background

Peter Morville's User Experience Honeycomb



Source Peter Morville

Why User Experience is Important in Your Extranet

- **Your external users represent a wide range of technical competence**
- **They may not be highly motivated to use your portal**
- **How do you prevent them from dropping off or not using the portal?**
 - Account creation and onboarding
 - Being invited to, finding and joining groups
 - What's the content that's there?

Account Creation / Onboarding / Sign In

- **Which do I need to do? I don't remember if I have an account**
 - Remove this question from the user
- **Users have too many accounts to manage**
 - Remove the confusion for the external user
 - Allows user to Microsoft, Google, Facebook, or setup a local account
 - EUM performs the validation to check if already registered
- **Make it a single, seamless experience**
 - Register right through to logged in where they were trying to go, in one step
- **Provide a consistent brand throughout the experience**
 - Both Extranet User Manager and Microsoft

Groups

- **Groups can represent different projects, customers, committees, etc.**
- **Your external users need to be in a group to access their content in the portal**
- **Onboarding into a group needs to be seamless**
 - Invitations
 - Private registration links
 - Publicly discoverable groups

Owners

- Make it easy for them to invite or approve new members
- Bring it in context right into their SharePoint sites

The screenshot shows a SharePoint site interface. The top navigation bar includes the SharePoint logo, site name 'Public Group - No Approval', and options like 'Following' and 'Share site'. Below the navigation bar, there's a search box and a 'New' button. The main content area is divided into two sections. The left section, titled 'Documents', shows a file upload area with a 'Drag files here' message. The right section, titled 'Public Group - No Approval EUM Groups', contains a 'New EUM Group' button and a 'Members' tab. The 'Members' tab displays a table of group members.

Name	Email	Phone
Admin Idp	admin@eum.co	
Rishan Munasinghe	rmunasinghe@e...	
Devraj Banerjee	dbanerjee@envis...	
test4 20190806	test420190806@...	

Why Extranet User Manager?

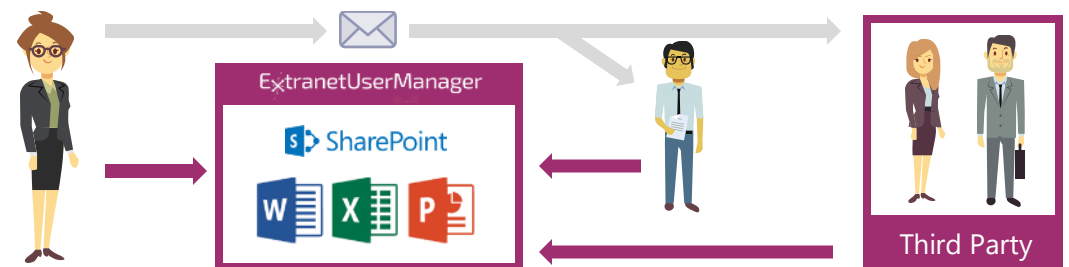
Considerations

- Who is coming into the Extranet?
- Does everyone see the same information?
- Is there a member database to interface with?
- Is it invitation only, or can people self-register
- Who approves new registrations?
- Is it just the Extranet they will be accessing, or are there other systems?

Office 365

- **External Sharing is not scalable**
 - Individual users need permissions management to invite
 - Permissions become a mess, governance goes out the window
- **Azure B2B is not end user friendly**
 - Azure portal is overwhelming
 - All or nothing delegation
- **No self-registration**
- **No integration to other line of business systems**
- **No integration to on premises AD**

- **EUM provides the self-registration, profile management, and delegation**
- **As users and groups are created by the business owners, they are setup in Azure AD by EUM**
- **EUM sends the invitations**
- **Azure AD manages the login process**
- **EUM manages the group membership leveraged for permissions**



SharePoint On Premises and Other Systems

- **EUM acts as an Identity Provider**
 - Manage single sign-on to SharePoint and other on premise or cloud based apps
 - No FBA
- **Fully branded registration and login experience**
- **Forgotten password reset**
- **Multi-factor authentication**
- **SharePoint 2010 to 2019 support**
- **Azure Web Sites**
- **SaaS applications such as Desire2Learn (www.d2l.com)**
- **SAP portals**
- **Custom applications**
- **Can create and update the user profiles in these other applications**



Extranet User Manager Features

End User Components

Home My Profile Change Password Welcome pcarson1@envisionit365.com | Sign out

ExtranetUserManager

My Profile

First Name *	<input type="text" value="Peter"/>	Street	<input type="text" value="123 Main St."/>
Last Name *	<input type="text" value="Carson 1"/>	City	<input type="text" value="Cityville"/>
Email *	<input type="text" value="pcarson1@envisionit365.com"/>	Country	<input type="text" value="Canada"/>
Telephone	<input type="text" value="(555) 555-5555"/>	Province	<input type="text" value="Provincia"/>
Fax	<input type="text" value="(555) 555-5555"/>	Postal Code	<input type="text" value="A1A 1A1"/>

Public Profile

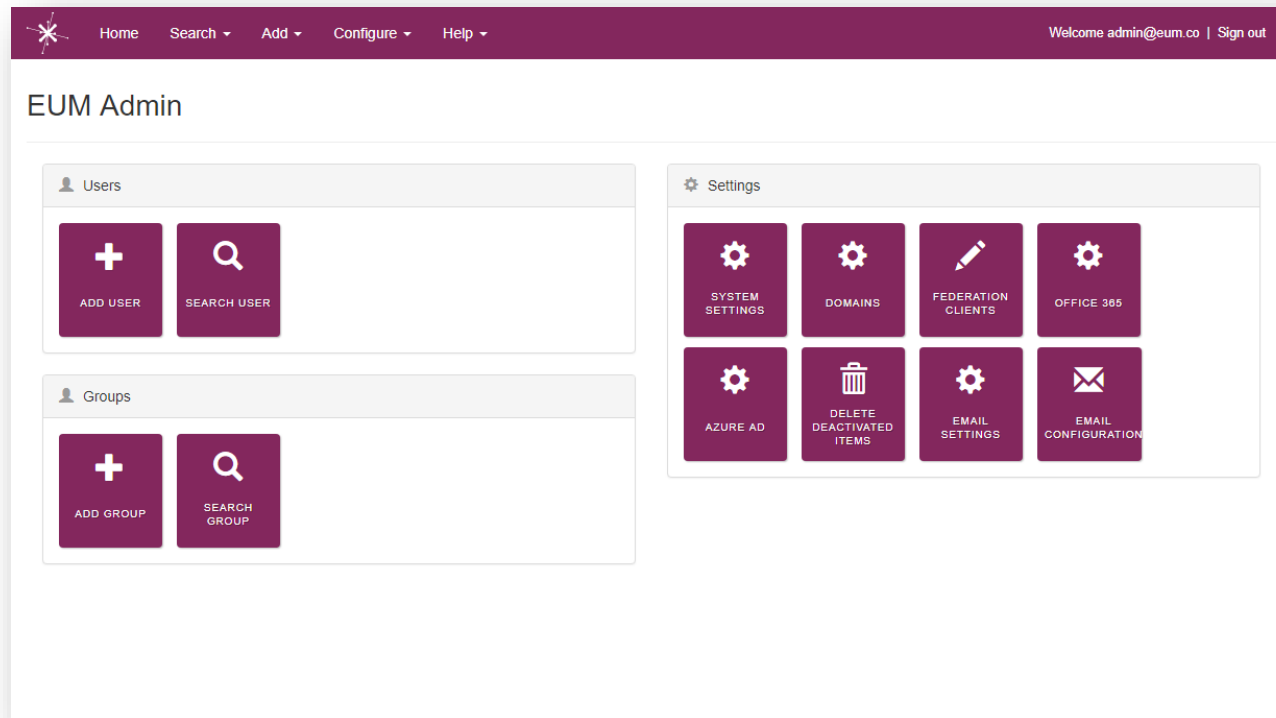
☐ I would like to receive the e-Newsletter

Update

Powered by Extranet User Manager™ © Envision IT Inc. About Privacy Policy

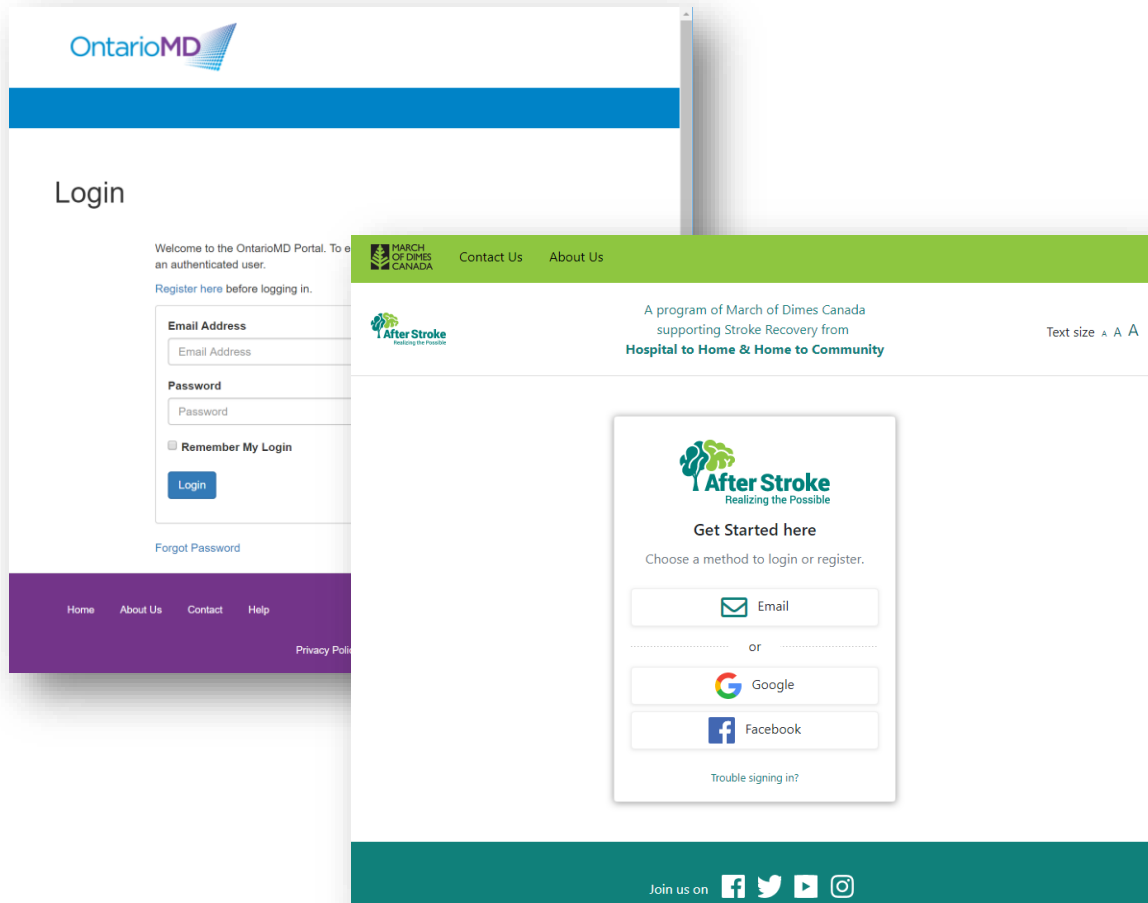
- Register/Sign In
- Set Password
- Manage your profile
- Reset forgotten password

Admin Components



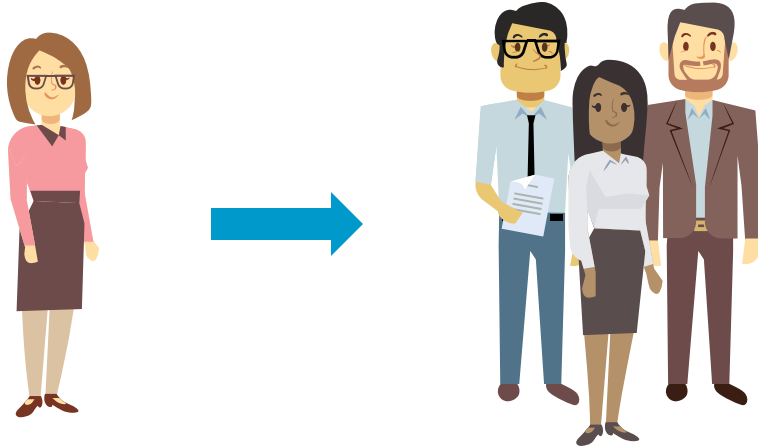
- **Delegated access for the business owners and external users**
- **Search, add, edit, and import users and groups**
- **Used by administrators to configure the system**
 - General settings
 - Federation Clients
 - Email templates
 - Office 365
 - Azure AD B2B

Branded Experience



- Maintain your corporate brand throughout the entire user experience
 - Registration
 - All end-user pages
 - Emails

Delegated User Management



- Management of the extranet users is delegated to the business
- IT does not need to manage accounts
- Can also be delegated securely to the external organizations themselves

Self-Registration

The screenshot shows a web form for self-registration. At the top, there is a green header with the March of Dimes Canada logo and links for 'Contact Us' and 'About Us'. Below this, a sub-header identifies the program as 'After Stroke' and mentions it is a program of March of Dimes Canada supporting stroke recovery. A progress bar indicates four steps: 1. Role, 2. Personal Info (current step), 3. Interests, and 4. Summary. The form fields include: Email (lguest1@envisionit.com), First Name (John), Last Name (Smith), Password (password), Password Verification (retype your password), Country (Canada), and Postal Code (A1A 1A1). A 'Text size' adjustment option is visible in the top right.

- Fully customizable registration experience
- Self service profile page
- Fields can be added or removed
- Can be integrated into back-end systems
- Customizable approval workflow
- Simple edits such as adding or removing fields done just through HTML editing of form

Works with SharePoint 2010 to 2019 and Office 365



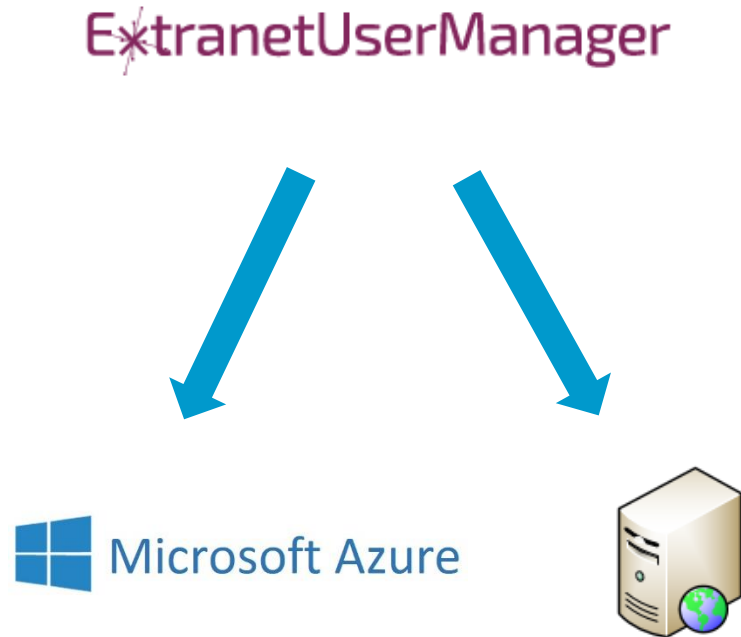
- Does not need to be installed on the SharePoint Server
- PowerShell script setups up the trust
- Office 365 supported through Azure B2B

Adaptive Design

- Leverages the Bootstrap framework
- All end-user pages adapt to smartphone, tablet, or desktop experiences

A screenshot of the ExtranetUserManager Registration page. The page has a purple header with the logo and a hamburger menu. The title is "Registration". The form includes fields for First Name (John), Last Name (Smith), Email (john.smith@example.com), Telephone ((555) 555-5555), Street (123 Main St.), City (Cityville), Country (Afghanistan), Province (Provincia), and Postal Code (A1A 1A1). There is a "Public Profile" section with a text area. At the bottom, there is a checkbox for "I would like to receive the e-Newsletter" and a "Register" button. The footer contains the text "Powered by Extranet User Manager™ © Envision IT Inc." and links for "About" and "Privacy Policy".

Azure Hosted or On Premise



- Can be installed on an on premise server
 - SharePoint Server
 - IIS Server
- Host in your Azure Tenant
 - App Service
- Host in our Azure Tenant
 - Secure multi-tenant hosting
 - Managed by Envision IT
 - 7x24 monitoring and remediation

Licensing

Extranet User Manager Licensing - Monthly

Version	# of Users	Cost	Onboarding (1 Time Fee)
Light Edition	250	\$250 /month	\$800
Standard Edition	250 – 5000	\$400 /month	\$1,600
Enterprise Edition	5000 +	\$650 /month	\$1,600

US Dollars

Full feature set and pricing details available at <https://www.extranetusermanager.com/Pricing>

EUM Test Drive Demo

Wrap-Up Points

- Really good User Experience is hard, but very important
- Think about the steps you're asking people to go through
- How do you make it as simple as possible to achieve the goal

Upcoming Events



Microsoft Ignite
November 4-8, 2019
Orlando, FL

<https://www.microsoft.com/en-us/ignite>



SharePoint Fest Chicago
December 9 - 13, 2019

<https://sharepointfest.com/Chicago/>

Thank you!

Questions?

