

Ex Libris User Accounts

- **Product:** Alma

There are specific “Ex Libris” user accounts that exist in the system which are used by Ex Libris for the implementation of Alma, PrimoVE, Rialto, Leganto and Esploro before the switchover to support, and for escalated support cases that require access to your environment after the switch to support.

After the switch to support, any such access by Ex Libris support to your institution, when it is done, takes place only after approval has been given by you, the customer. In addition, any such access is made only via a secure login process which is both monitored and fully recorded.

There also exists an additional user account which is needed for technical purposes, as part of the integration between the API Gateway and the system. It serves no other purpose, and is not used for any support or implementation activities by Ex Libris staff.

Details on the different user accounts and their purpose are detailed in the table below.

For historical reasons, the names below may vary. Ex Libris has plans to standardize the name as it appears in the system and in Analytics starting in February 2020.

ID	Name	Purpose	Notes
exl_impl	Staff, Ex Libris	Serves to provide support to institutions both during implementation and after switch to support.	Sometimes appears as Implementor, Ex Libris
exl_support	Support, Ex Libris	DEACTIVATED - NO LONGER IN USE	<p>This user has no roles and cannot be used to perform any activity in the environment.</p> <p>The name of this user is now ‘Ex Libris, BLOCKED - Not in Use’</p>
exl_api	API, Ex Libris	Used for technical purposes as part of the integration between the API Gateway and the Higher Education Platform	This user cannot be used to log in and perform staff actions in the system.
leganto_guest	leganto_guest	Allows guest users to access Leganto	This account cannot be deleted. However, you can block guest users' access to Leganto by requiring a login for pages that are accessed as a guest by using the parameter <code>force_login</code> .
rialto_impl	Staff, Ex Libris	Serves to provide support to institutions both during implementation and after switch to support.	<p>Sometimes appears as:</p> <ul style="list-style-type: none"> • Implementor, Ex Libris • Implementor, Rialto
saas_admin		Used to manage environments on an infrastructural level. This is used, for example, in order to trigger scheduled jobs.	This user cannot be used to login and perform staff actions in the system.

There may be additional users with the name “Ex Libris” (e.g. Ex Libris, Support and Development) which have been

created as part of support-related activity. This is unintentional, and any such users will be deactivated and deleted by Ex Libris. Customers that would like to get more information on such Ex Libris user accounts or have any concern, are welcome to contact [support](#).

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