

JumpSeat |

Deployment Instructions

Version	Date	Change	Owner
1.0	7.21.2020	Original Draft- Deployment Instruction	Bill Schmidt/Ali Langston
2.0	11.15.2020	Added Data Integration & Handling	Bill Schmidt/Ali Langston

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JumpSeat Installation Overview

JumpSeat can be deployed in multiple methods to meet customer requirements including: a) manually downloaded web browser extension, or b) automatic deployment of web browser extension. A custom deployment strategy will be solidified as part of the engagement phase to ensure the installation path meets the customers security controls. The most common deployment approaches for the large organizations is automatic deployment.

- JumpSeat's extension is compatible with the latest industry standard web browsers including Google Chrome, Microsoft Edge, Mozilla Firefox and Apple Safari. The browser extension is a mechanism that injects JumpSeat into existing web applications.
- The process of deployment the JumpSeat extensions is a simple process for customers and they can should select the extension based on their web browser preference or organizations standard.

Manual Extension Download Instructions

Extension Links

See below for the link to the web browser app stores where you can follow the instructions to install the extension.

List of Web Browsers	Link to JumpSeat Extension
Google Chrome	https://chrome.google.com/webstore/detail/jumpseat/n-dlpojioljoiacimlfdeiedhcpjjdiga
Apple Safari	<ol style="list-style-type: none">1. https://itunes.apple.com/us/app/jumpseat-extension/id13864080702. Safari Direct Download
Mozilla FireFox	https://addons.mozilla.org/en-US/firefox/addon/jumpseat-extension/



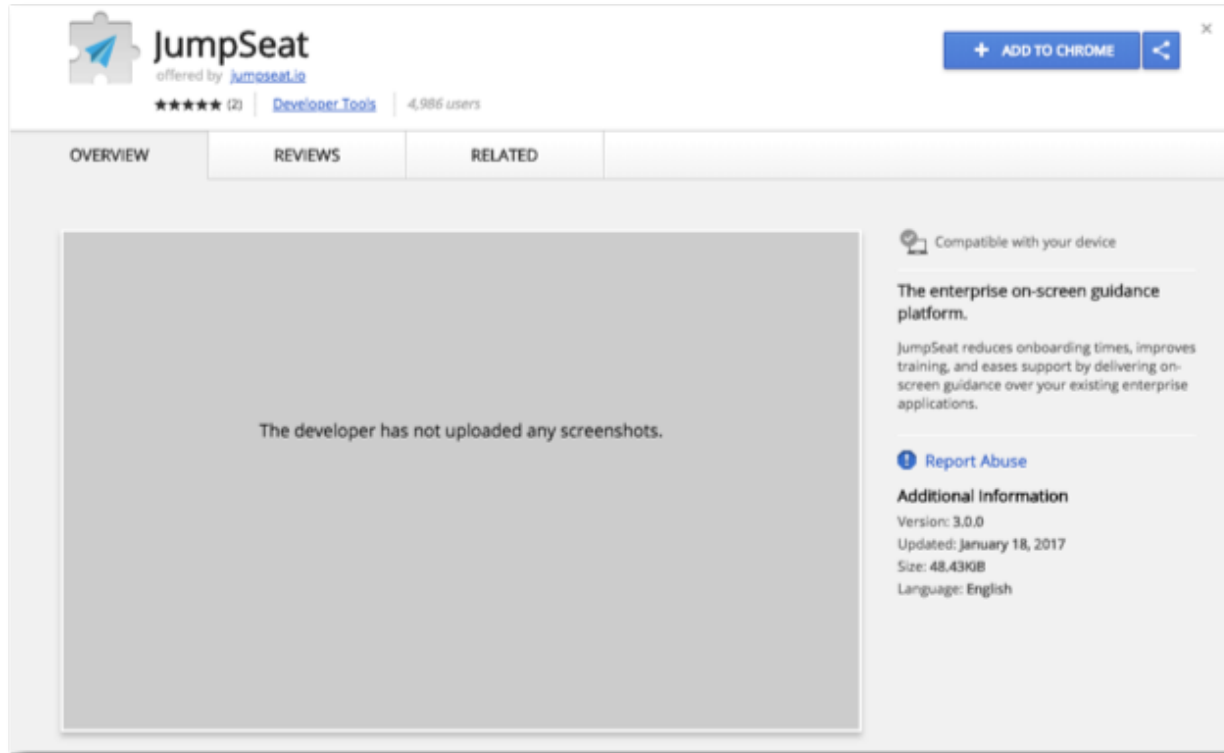
Microsoft Edge

<https://www.microsoft.com/en-us/p/jumpseat-extension/9npqmxjvz9xf>

Google Chrome Extension Download Instructions

1. Navigate to the Chrome store, listed above
2. Select "+ Add to Chrome"
3. Select "Add Extension"
4. Once installed, click on the new blue paper airplane icon in your toolbar and type your company's unique URL into the "Trial URL:" field and click save. (ex. <https://leappoint.jumpseat.io/>)
5. To enable JumpSeat to work on your computer, please enable Cookies on your chrome browser. Copy and paste the URL: (chrome://settings/content/cookies) onto a new tab or window in Chrome.
6. Make sure the "Block third-party cookies" is not enabled
7. Scroll down until you can see the section that allows you to add cookies and select "ADD"
8. Copy and paste the (URL: UNIQUE URL FOR JS INSTANCE) and then select "ADD"

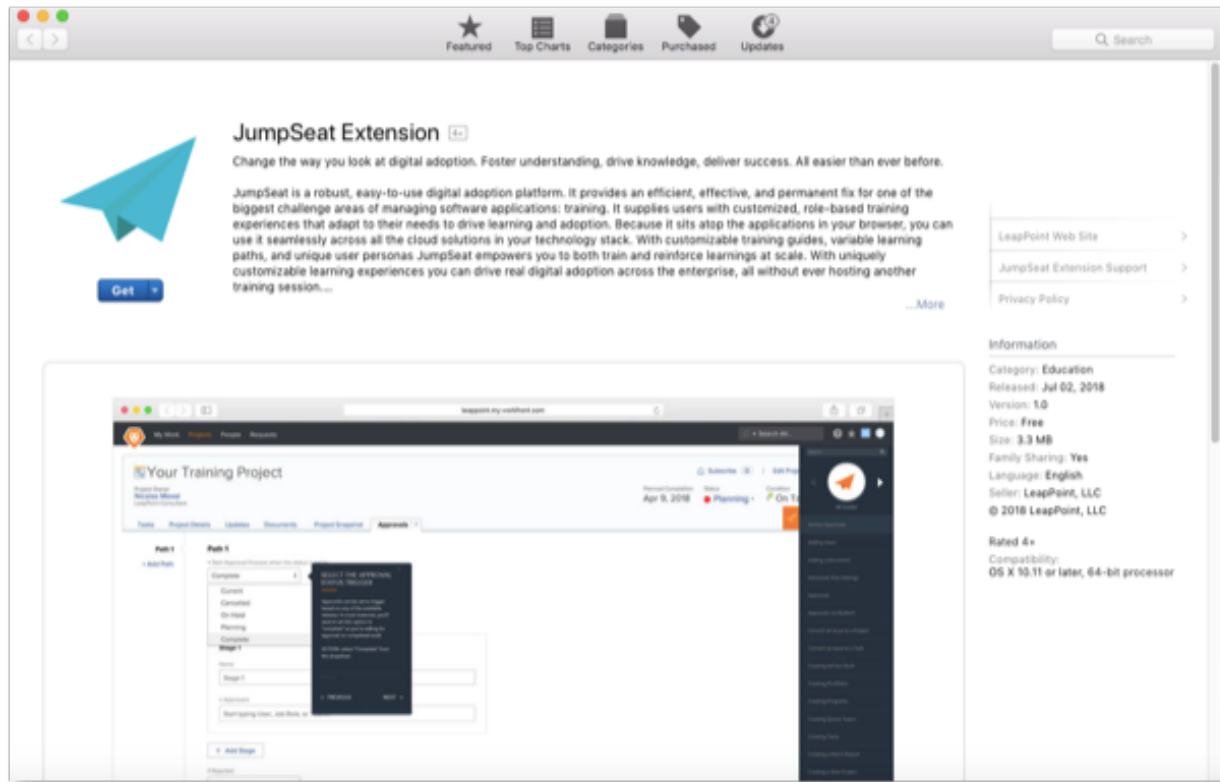




Apple Safari Extension Download Instructions

1. Open up a Safari browser window and type in the URL above
2. A button will prompt you to enter the Mac store, click it
3. Click the blue "Get" button to start the download
4. Enter your iTunes password if prompted.
5. A small pop-up will appear to let you know that it has been successful

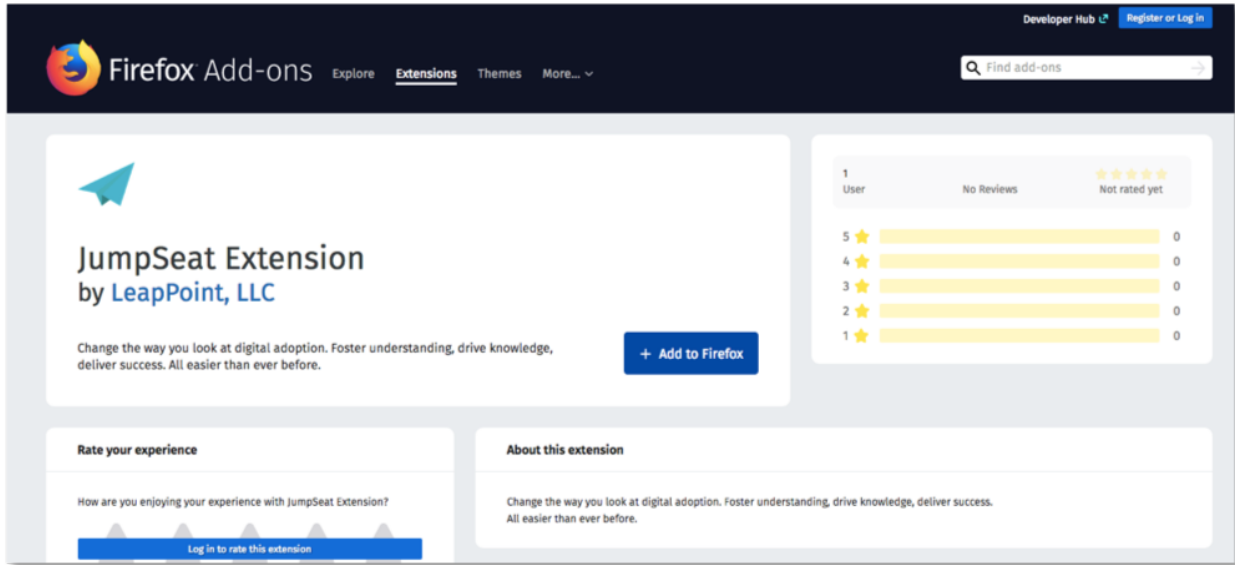




Mozilla Firefox Extension Download Instructions

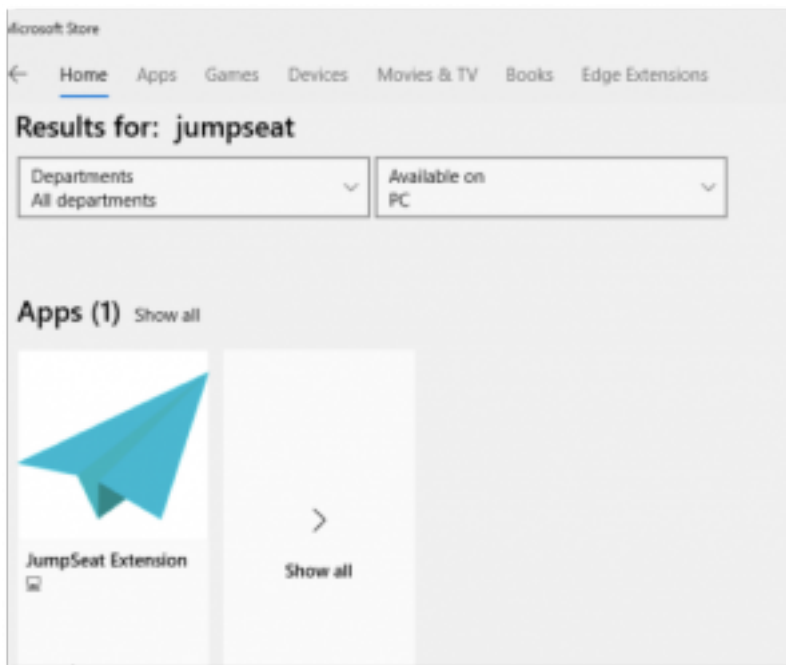
1. Select Extras from the Firefox toolbar and Add-ons from the dropdown menu or try [this](#) link
2. Search for JumpSeat, and select the first result
3. Click + Add to Firefox
4. You may be prompted to confirm via a small pop-up box
5. Once installed, the blue paper airplane will appear in the top right of your browser.





Microsoft Edge Extension Download Instructions

1. Open up your Microsoft Edge browser and enter the following URL or search for JumpSeat in the Microsoft Store
2. Click the result with the blue paper airplane and follow the prompts to install.



Automatic Extension Download Instructions (for large user groups)

If you are releasing JumpSeat to a large group of users, it is more efficient to use a deployment tool such as Active Directory, Microsoft System Center Configuration Manager (SCCM), Apple JAMF or embedding directly in your application. JumpSeat can engage with the client security organization to discuss the best mass deployment method.

Google Chrome on Windows- Automatic Deployment Instructions

1. Create the following .reg file:

32-bit Windows:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Google\Chrome\Extensions\ndlpojiojoiacimlfdeiedhcpjpdiga
```

64-bit Windows:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Google\Chrome\Extensions\ndlpojiojoiacimlfdeiedhcpjpdiga
```

2. Set the update_url value:

32-bit Windows:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Google\Chrome\Extensions\ndlpojiojoiacimlfdeiedhcpjpdiga\update_url
```

64-bit Windows:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Google\Chrome\Extensions\ndlpojiojoiacimlfdeiedhcpjpdiga\update_url
```

TYPE: REG_SZ

VALUE: "https://clients2.google.com/service/update2/crx"

Create an SCCM package with this .reg file.



When launching Chrome, a popup will appear to install the JumpSeat Chrome Extension. If the user ignores or closes this, the extension must be installed manually by downloading the browser extension from the webstore.

Additional References for Automatic Deployment

SCCM and Active directory

Create a registry key and deploy it to Windows endpoints. JumpSeat can be deployed as application within SCCM.

<https://support.jumpseat.io/article/sccm-installation/>

<https://support.jumpseat.io/article/active-directory-installation/>

Mac OS X Chrome deployment

Create a preferences file and deploy it to users.

<https://support.jumpseat.io/article/remote-installation-of-chrome-extension-on-mac-os-x/>

JAMF Safari Extension

(Safari Only) Provide the link from the App Store or direct deployment of package.

<https://support.jumpseat.io/article/jamf-installation/>

Identity Authentication/SSO Integration

An SSO integration is available to allow Guide Authors to use a company SSO Identity Provider with SAML 2.0 support to log in to JumpSeat. JumpSeat's SAML 2.0 compatibility allows us the flexibility to securely authenticate to meet customer identity authentication requirements.

Additional SSO Details:

SSO Data Needed:

- An Entity ID URL
- SSO URL (login page)



- SLO URL (log out page)
- x509 Certificate, CAC certificate

SSO Data Provided:

- ACS URL (Assertion Consumer Service)
- Metadata URL
- SLO URL (log out page)

Data Integration & Data Handling Overview

JumpSeat does not store any application data from the main application it is used on. JumpSeat is configured to recognize and identify the user alias available within the main application (e.g. html document)

JumpSeat will capture the User alias or Unique ID recognized within the main application in order to differentiate users within JumpSeat. Unique IDs will vary based on main application (typically email, username, or employee ID#).

JumpSeat can be configured to collect User behavior information including User Role “Generic Functional Role”, application usage and guide progress. All Personal Information related to User behavior is controlled and available to the Customer “License holders” and it is at the discretion of the Customer how the information should be used to improve application design.

JumpSeat can authenticate with minimal PII data exposure which varies based on the user type. Below provides an overview of the user roles and the common data elements needed.

- JumpSeat Administration Role
 - Description: the admin is required to access the JumpSeat Admin Portal to manage JumpSeat Guides and to access population-level guide progress reporting.
 - Data Elements: User Alias/Unique Id, First Name, Last Name, Email
- JumpSeat General User Role
 - Description: User interact with JumpSeat to enable application and to select and complete JumpSeat guides. The user alias is only used to



differentiate between licensed users and to enhance reporting. No additional data association to other PII is needed.

- o Data Element: User Alias/Unique Id

User Consent (JumpSeat): Once the User selects the JumpSeat Application icon in their Web browser, the User will be prompted to actively consent and agree to the Privacy terms of our Application. Only once the User positively consents to the Privacy terms can the Application be launched and accessed.

The Customer "License holders" is considered the data controller and is required to comply with our Privacy terms prior to deploying our Application to any Users. Users can choose not to provide us with certain information, but then you may not be able to register as licensed user of the application.

