

72IT - Best Practices to Secure Your Smartsheet Environment

Top 20 Questions & Answers

1. **Q: What about the ability to give certain 'super users' access to publish but not all users?**
A: As Gene Farrell announced in the Keynote, we are working on Data Sharing policies and you can use this to control who you want to provide the ability to publish / other data sharing controls.
2. **Q: when do you expect governance capabilities for “Super Users” to be live?**
A: As announced in the keynote, we expect this capability to be available in early 2021.
3. **Q: I would love a permission level between Admin and Editor... I need to be able to protect parts of our control center implementation while still giving flexibility to our users who want to customize and tailor their project folders. Are there any new things in the work that would help me with this?**
A: Great question. Currently, within Control Center, you can provide granular permissions to certain objects to users (for ex: Projects Managers for their assigned projects) without broadly giving access to everyone. We are also working on enhancing sharing permissions as a part of our roadmap for next year with options like “Viewer + Comments” and “Folder-level Sharing”
4. **Q: Are you working to make password rules - minimum pw requirements and expiration?**
A: We are launching a new set password experience which provides feedback on password strength as you type. The minimum password length is now 10 characters and "weak" passwords will not be allowed. We do not have a password expiration policy and routine expiration is no longer current NIST guidance.
5. **Q: Is Azure AD integration currently available for Smartsheet Group management?**
A: Currently Smartsheet Groups cannot be managed through Azure AD integration

6. Q: Where can you find event reporting?

A: Please Contact your Smartsheet Account team to set up event reporting.

7. Q: Is the data sharing and security features specific to the sheet/folder/workspace or is it at the global level?

A: Today, this is global to the entire org.

8. Q: Is it on the roadmap for Securing and managing Smartsheet? (referencing Is Azure AD integration currently available for Smartsheet Group management?)

A: Yes. We are actively evaluating the roadmap for directory integration and are considering this as a part of our roadmap.

9. Q: Do you have any suggestions to restrict sharing in different workspaces. Can you put restrictions on certain admins

A: You can control permissions for users and groups on each workspace. By sharing a user or group to a workspace at a specific permission level, you enable that user or group to perform a specific set of actions. Users that are not shared to a workspace cannot access it.

See [Workspace sharing help article](#) for detailed information about workspace sharing.

10. Q: Is there a path to build functionality in for Microsoft (non m365)? Azure AD does not help. Any advice for using Okta with Smartsheet?

A: Yes, we are considering a more generic SCIM (System for Cross-domain Identity Management) integration to allow us to connect to other directory providers also.

11. Q: what security controls are available to uploaded attachments? We noticed recently that links to these attachments don't require authentication

A: Links to attachments do expire, and the length depends on how the link is delivered. Links in emails have a longer period before they expire than links used in the app.

12. Q: Is it recommended to have email and password available as a login option for users in my account?

A: No. It is recommended that for all accounts that use a corporate email address it is recommended that you use one of the following authentication methods instead - Google sign-in, Microsoft Azure, or SAML.

13. Q: As an admin , should I always turn on the Safe sharing allowlist?

A: No. This is not required to be turned on . Use this option only if you want to limit sharing to certain domains or vendors.

14. Q: is it possible to use Single sign-on on business plans

A: Users in your plan can use Microsoft Azure, Google, or Apple sign-in to login to their Smartsheet accounts. You don't have the ability to control the authentication methods available in a Business Plan.

15. Q: If I don't have Event Reporting, is it possible to audit my account usage.

A: We have a set of usage reports that are available in Admin Center that will enable you to monitor usage of your account. [Learn more in our Admin Center Bulk Actions help article.](#) We are also working on adding insights next year to enable Admins to get richer views into your account and usage.

16. Q: I'd like to learn more about how other companies are using Smartsheet and the steps they are taking to secure their accounts.

A: Great question, we recommend joining our IT Professionals community to continue the discussion with other Smartsheet users and admins!
<https://community.smartsheet.com/group/9-it-professionals>

17. Q: How do I use Event Reporting to revert an action such as an unapproved share?

A: Event Reporting gives you access to all the important events and actions in your Smartsheet account- so you can get notified when a share happens. You can then use this either in a system you build or via integrations into a DLP / Data Analysis engine like Splunk and then trigger actions (including reverting shares) .

18. Q: Do you have a recommendation for the ideal settings we should have configured for Smartsheet.

A: This is a great question. The answer here depends on your environment, needs and ability to drive the actions required. We have some of the recommendations outlined in this session based on the mindset you are operating from. At the core of it, we recommend that all Admins take 2 actions - make sure you have at least 2 sysAdmins for your account and check on the authentication settings and see if you can turn off Email and Password as an option.

19. Q: If we don't use a storage provider like Dropbox, would you recommend that we disable this option.

A: The answer depends on your needs. If you want to collaborate externally, then you might want to consider allowing this option for the external users to be able to attach a file from one of these providers. However, if your corporate security standard requires that none of your employees can ever access one of these providers, then you want to disable this option.

20. Q: What happens to items owned by a user upon deprovisioning?

A: When a user is deprovisioned the system admin has an option of transferring all items owned by that user to a different licensed user in the account. If the system admin chooses not to transfer, the items are put in a read-only state and deleted after 30 days. It is important to note that once the user is removed from the account, users in the account would no longer have the ability to take ownership of these items. We recommend that system admins be deliberate about making a transfer ownership decision at the time of user deprovisioning.