

AZNet II VPN Set Up User Guide-Hard Token

Congratulations, you have been assigned an AZNet II VPN account. Follow the steps below to activate your account, request a hard token (FOB), activate the token, and begin using your new VPN account.

Step 1

You will receive an email from AZNet VPN Service with your User ID, password and link to set up your RSA account.

From: AZNet VPN Services <AZNetVPN@centurylink.com>
Date: Wed, 29 Apr 2015 19:34:48 +0000
To: VPN User
Subject: AZNet II VPN Account Information

Your AZNet II VPN Account profile has been established and you will need to activate it. Please make every effort to complete your activation and test out your new account as soon as possible.

Go to the link listed below to complete your registration and request a token. Some agencies may only be allowed to use the hard token device (FOB). Please verify with your agency coordinator if you are not sure if you should be requesting a hard or soft token.

Your username: XXmyname

Your temporary password: H8yqa17\$ (you will be prompted at the first login to change your password to something you have selected)

Online Account Registration <https://reset.aznet.gov>

If you believe you have received this in error, please contact the ADOA Service Desk at 602-364-4444, Option 1 or AZNETSUPPORTDESK@AZDOA.GOV and they can identify your agency coordinator.

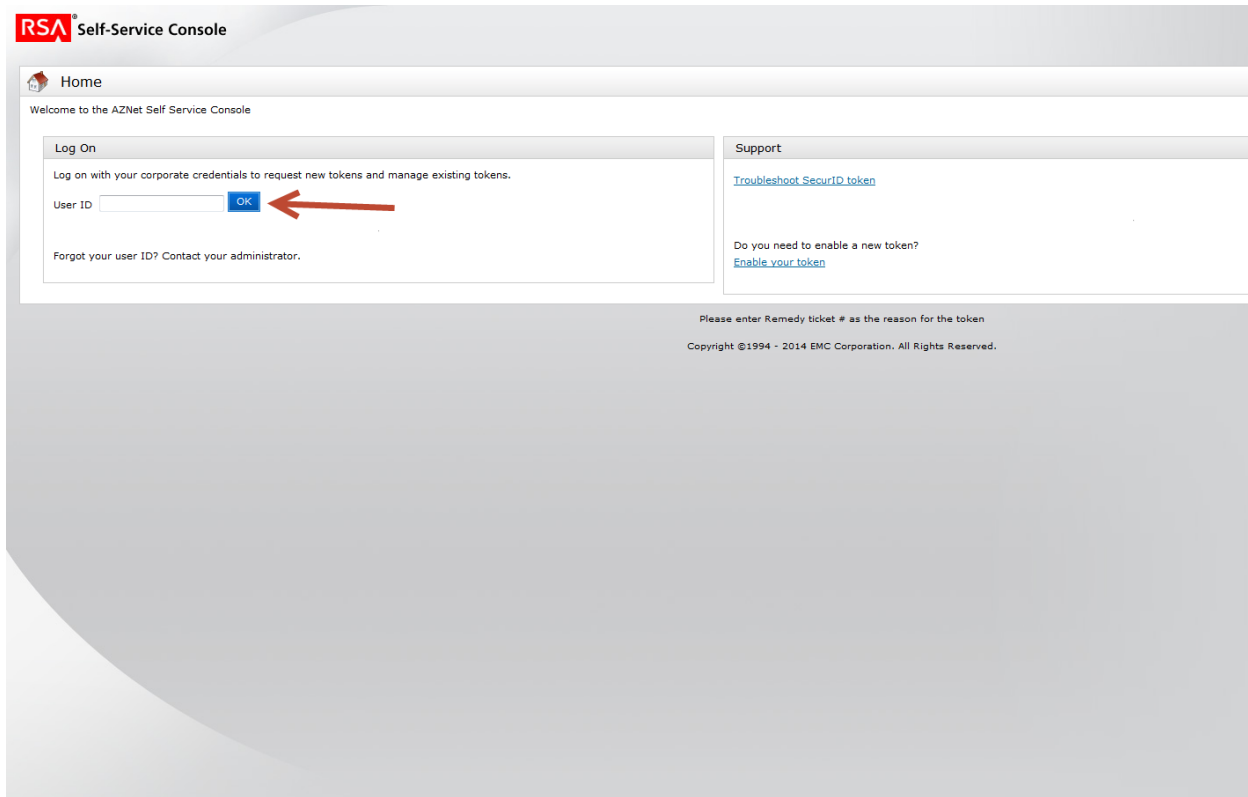
Step 2

Next you will need to activate your new VPN account.

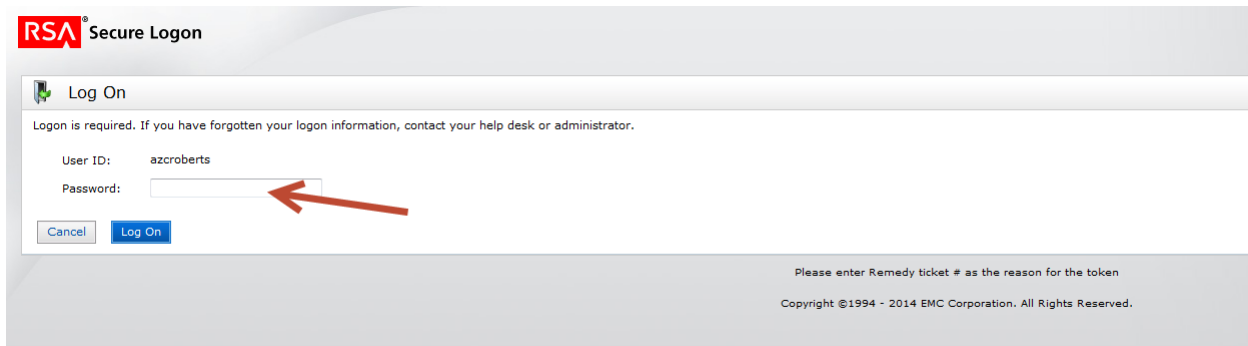
Click on the link in the email.

<https://reset.aznet.gov>

Enter the User ID that you were provided and click "OK."



Enter the temporary password you were provided with in the email and click “Log On.”



Step 3

You will be prompted to change your password.

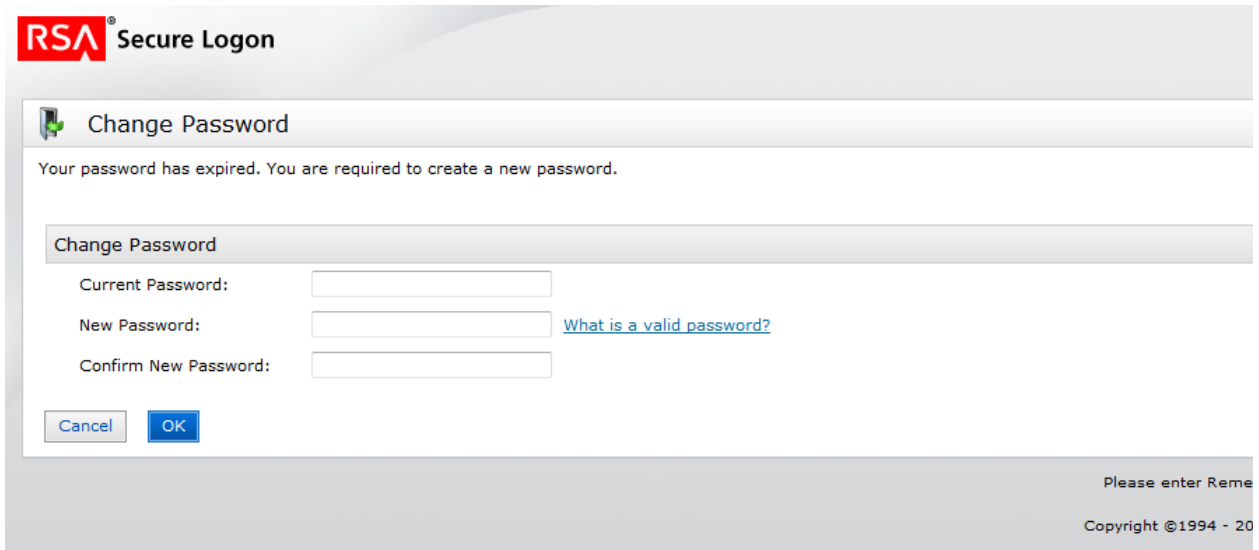
Enter the temporary password on the “Current Password” line.

Choose a new password, and enter it one the “New Password” line.

NOTE: Password must contain at least: 1 alphabetic and 1 special characters.

Check the 'What is a valid password' hint for more details on the password requirements

Re-enter your new password on the “Confirm New Password” line and click “OK.”



RSA[®] Secure Logon

Change Password

Your password has expired. You are required to create a new password.

Change Password

Current Password:

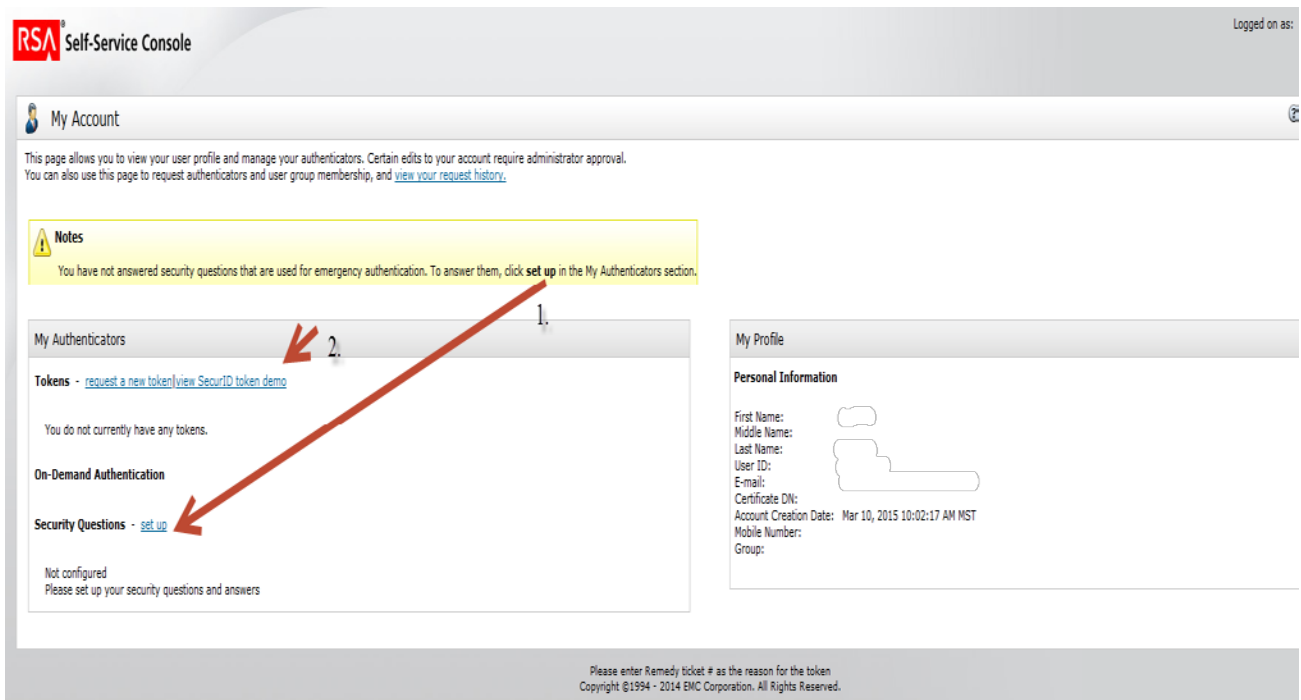
New Password: [What is a valid password?](#)

Confirm New Password:

Please enter Remedy ticket # as the reason for the token
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Step 4

The next page will provide you with 2 options, either set up your security questions, or set up your token. Set up your Security Questions first.



RSA[®] Self-Service Console Logged on as:

My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).

Notes
You have not answered security questions that are used for emergency authentication. To answer them, click **set up** in the My Authenticators section.

My Authenticators

Tokens - [request a new token](#)/[view SecurID token demo](#)

You do not currently have any tokens.

On-Demand Authentication

Security Questions - [set up](#)

Not configured
Please set up your security questions and answers

My Profile

Personal Information

First Name:
Middle Name:
Last Name:
User ID:
E-mail:
Certificate DN:
Account Creation Date: Mar 10, 2015 10:02:17 AM MST
Mobile Number:
Group:

Please enter Remedy ticket # as the reason for the token
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RSA Self-Service Console

Set up

Select and answer 5 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are

* Required Field

Security Questions

Language:

1: *

2: *

3: *

4: *

5: *

Please enter Remedy ticket # as
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Once you have set up your Security Questions click on either of the “Submit Your Request” buttons.

The system will confirm you have set up your Security Questions.

RSA Self-Service Console

My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).

✔ Security Questions successfully registered.

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

You do not currently have any tokens.

On-Demand Authentication

Security Questions

You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.

Please enter Remedy ticket # a:
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Step 5

There are two links, one says “request a new token” the other says “view SecurID token demo”.

You may go ahead and view the demo, but for the purposes of these instructions, we will go directly to the “request a new token” link.

Click “Request a new Token.”

From the drop down menu select Hardware.

RSA Self-Service Console

Request a Token

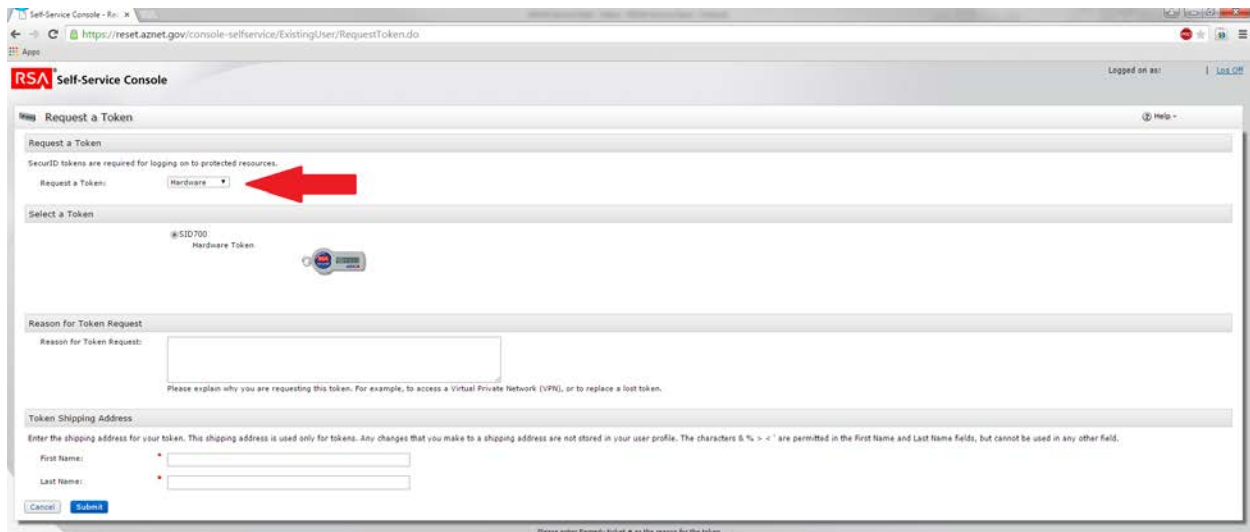
Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token:

Please enter Rem
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Step 5 (Continued)



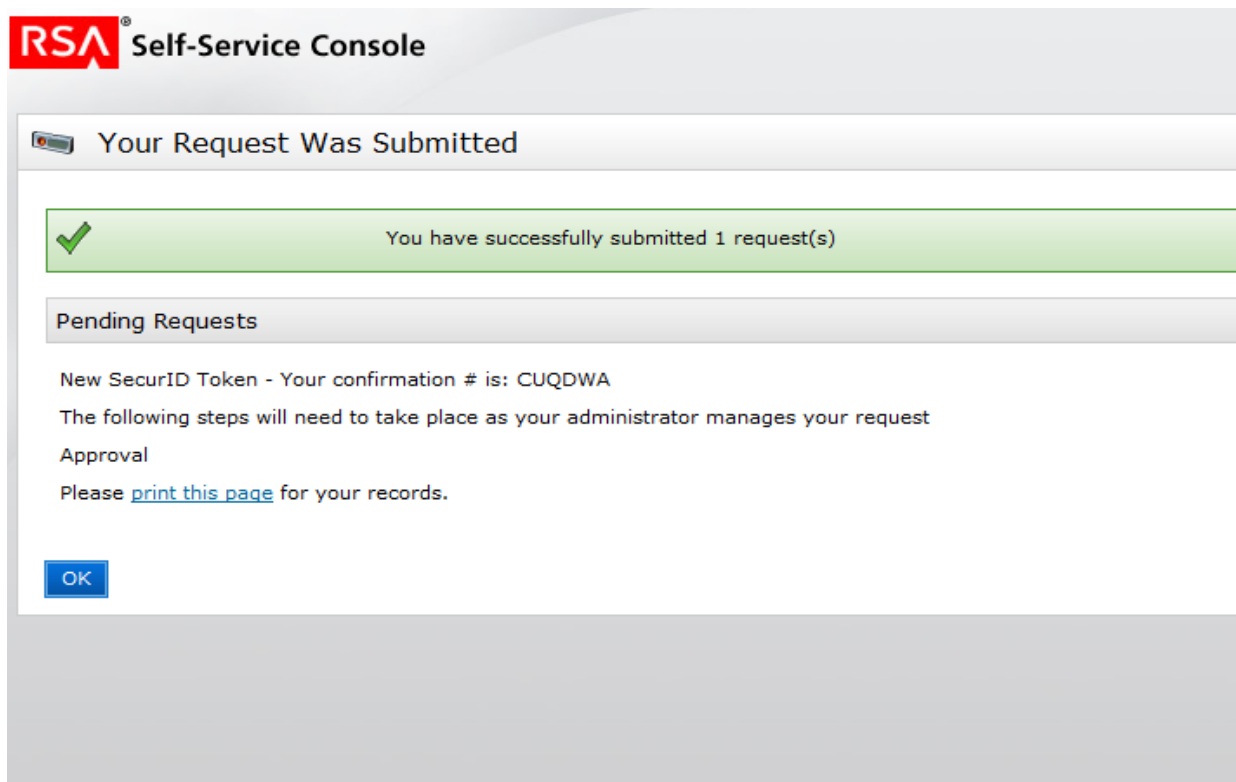
The screenshot shows the RSA Self-Service Console interface. The main heading is "Request a Token". Below this, there is a section titled "Request a Token" with the text "SecurID tokens are required for logging on to protected resources." A dropdown menu labeled "Request a Token:" is set to "Hardware", with a red arrow pointing to it. Below this is a "Select a Token" section showing a "Hardware Token" option with a small image of a token. Further down is a "Reason for Token Request" section with a text input field and a note: "Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token." At the bottom is a "Token Shipping Address" section with fields for "First Name:" and "Last Name:". The page includes "Cancel" and "Submit" buttons at the bottom left.

The “Reason for your Request” field is not a mandatory field, but if you know your Remedy Ticket number, you can add it in that field, this will expedite the token approval.

Click “Submit.”

You will receive the following message confirming your account request has been submitted and pending approval. There is no need to print this page; you will receive an email confirming your request.

Click “OK.”



The screenshot shows the RSA Self-Service Console confirmation message. The heading is "Your Request Was Submitted". Below this is a green bar with a checkmark icon and the text "You have successfully submitted 1 request(s)". Below this is a "Pending Requests" section with the following text: "New SecurID Token - Your confirmation # is: CUQDWA", "The following steps will need to take place as your administrator manages your request", "Approval", and "Please [print this page](#) for your records." At the bottom left of the message is an "OK" button.

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The next page will have confirmation that your account is pending, you may click on the demo if you would like, or you can Log Off.



Step 6

Check your email!! Within a few minutes, you will have received an email confirming your token request. There is nothing for you to act on at this point; this is just a confirmation that the request has been submitted.

From: token@aznet.gov [<mailto:token@aznet.gov>]
Sent: Tuesday, April 07, 2015 3:37 PM
To: VPN USER
Subject: New or Additional Hardware Token request is submitted.

Your AZNet VPN New or Additional Hardware Token request is submitted.

Request Details:

Requested by: Test2000 Authentication [t2000]

Confirmation #: A5Z6H9

Submit Date: 4/7/15 3:37:24 PM MST

If you did not initiate this request, please call 602-364-4444 or email AZNETSUPPORTDESK@AZDOA.gov and they can assist you.

Step 7

You will receive another email once your request has been approved by AZNet. It usually takes less than 1 business day to get approval.

The email will contain links and information you will need to enable your token.

From: token@aznet.gov [<mailto:token@aznet.gov>]
Sent: Tuesday, April 07, 2015 3:44 PM
To: VPN USER
Subject: New or Additional Hardware Token request is approved

Your AZNet VPN New or Additional Hardware Token request is approved.

Your token may be picked up from your agency coordinator. If you do not know who to contact, please call 602-364-4444 or email AZNETSUPPORTDESK@AZDOA.gov and they can assist you. After you have received your token, go to the "Enable Token" link below and use the information listed below to complete your registration.

AZNet II VPN Set Up User Guide-Hard Token

Request Details:

Requested by: Test2000 Authentication [t2000]

Confirmation #: A5Z6H9

Approval Date: 4/7/15 3:44:06 PM MST

Token Details:

Type:SID700

Token Enablement Details:

Link: <https://reset.aznet.gov/console-selfservice/EnableToken.do?action=nvEnableToken>

Enablement Code: sgn0r48r

SelfService Console Link : <https://reset.aznet.gov/console-selfservice>

If you did not initiate this request, please call 602-364-4444 or email

AZNETSUPPORTDESK@AZDOA.gov and they can assist you.

Step 8

Once your Agency Coordinator has given you your token (FOB), click on the link listed in your email.

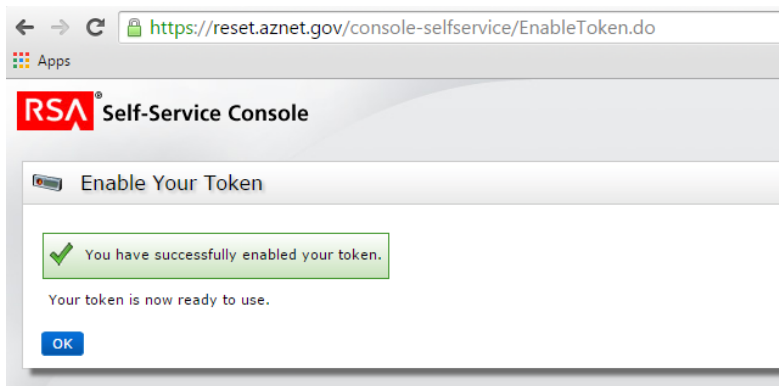
Enter your User ID, the new password you previously created and the serial number that is listed on the back of the hardware token. The serial number of the token is found on the back of the FOB. Click "OK"

The screenshot shows a web browser window with the URL <https://reset.aznet.gov/console-selfservice/EnableToken.do?action=nvEnableToken>. The page title is "RSA Self-Service Console". The main heading is "Enable Your Token". Below the heading, there is a sub-heading "Enable your token" and a message: "You must enable your new token before you can use it to log on." The form contains three input fields, each marked with an asterisk to indicate it is a required field:

- User ID: *
- Enablement Code: *
- Token Serial Number: * [Where do I find my serial number?](#)

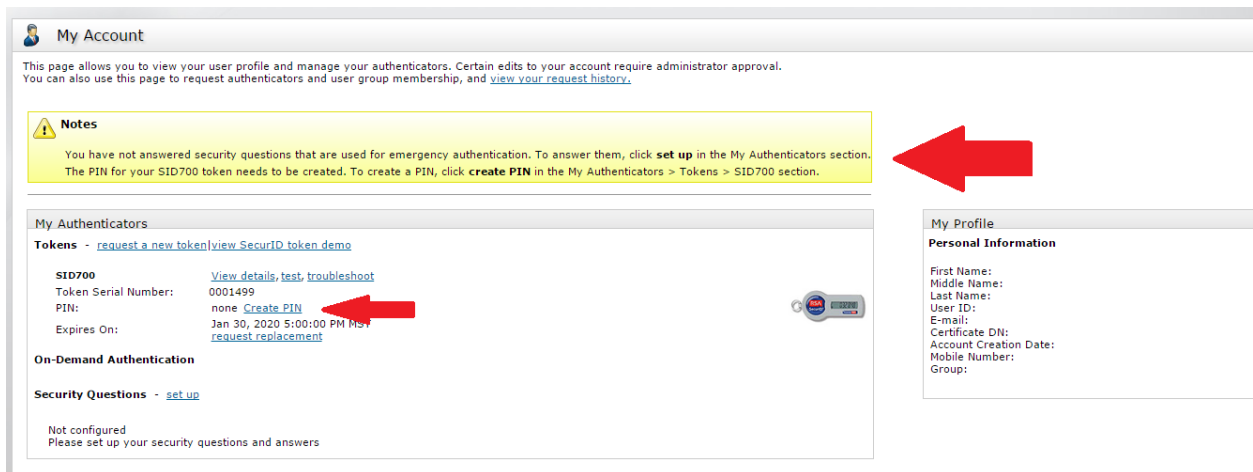
At the bottom of the form, there are two buttons: "Cancel" and "OK".

You have now successfully enabled your token. Click “OK.”



Step 9

Next, click “Create PIN.” (It will say “change” instead of “create” PIN if you previously created a PIN.)



Enter a PIN. A PIN is 4-8 digits. It will be used every time you log into VPN. You will need to remember your PIN.

Create New PIN: *

Your PIN must be between 4 and 8 characters long. You cannot re-use any of your last 3 PINs.

Confirm New PIN: *

Click “Save.”

Now that you have activated your token, you are ready to access the State’s AZNet II VPN! For detailed instructions, see the AZNet Remote User Access Guide available at <https://aset.az.gov/aznet-ii-arizona-network> under the Resource Tab.