

Congratulations, you have been assigned an AZNet II VPN account. Follow the steps below to activate your account. ,

Step 1:

You will receive an email from AZNet VPN Services with your User ID, password and link to set up your RSA account via the RSA Self-Service Console. This is an admin console where you can request a soft or hard token (FOB), activate the token, establish/change your PIN, etc.

Example Email:

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 your 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: XXXXXXXX (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.

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

The content of this email is confidential. It is intended only for the use of the persons named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

Step 2:

Next you will need to “request” your soft token via the RSA Self-Service Console we mentioned above.

Click on the <https://reset.aznet.gov> link in the email to be directed to the RSA Self-Service Console.

Enter the User ID that you were provided in the email and click “OK”.

RSA Self-Service Console

Home

Welcome to the AZNet Self Service Console

Log On

Log on with your corporate credentials to request new tokens and manage existing tokens.

User ID **OK**

Forgot your user ID? Contact your administrator.

Support

[Troubleshoot SecurID token](#)

Do you need to enable a new token?
[Enable your token](#)

Please enter Remedy ticket # as the reason for the token

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

RSA Secure Logon

Log On

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID: azcroberts

Password:

Cancel Log On

Please enter Remedy ticket # as the reason for the token

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Step 3:

You will be prompted to change your password.

Enter the temporary password again in the “Current Password” space.

Choose a new password, and enter it into the second space.

NOTE: Password must contain at least: **1 alphabetic**, **1 uppercase**, **1 lowercase**, **1 numeric**, and **1 special characters**. Check the '[What is a valid password](#)' hint for more details on the password requirements. ****You are not allowed to use any of the last 10 passwords you have used in the past for this console****

Re-enter the new password one more time, and click on "OK"

Take note of, or remember this password as you will need it again if you ever need to log into the RSA Self Service console.

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 Reme

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Step 4:

The next page will provide you with the options to setup your security questions, and to set up your token.

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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Begin by setting up your security questions.

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

[Cancel](#) [Submit Your Request](#)

* Required Field

Security Questions

Language: English (United States) ▼

1: * Last name of your primary teacher in the sixth grade/year ▼

2: * Maternal grandmother's first name ▼

3: * Paternal grandmother's first name ▼

4: * Mother's middle name ▼

5: * Father's middle name ▼

[Cancel](#) [Submit Your Request](#)

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 and you are now ready to set up your token. 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.

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

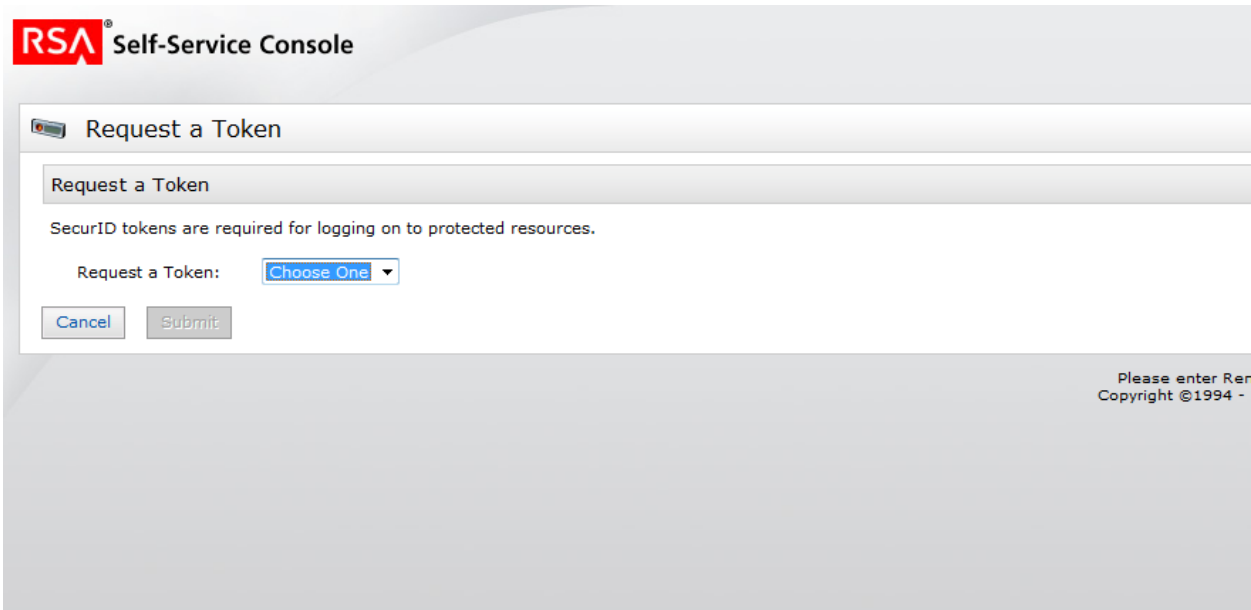
Security Questions

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

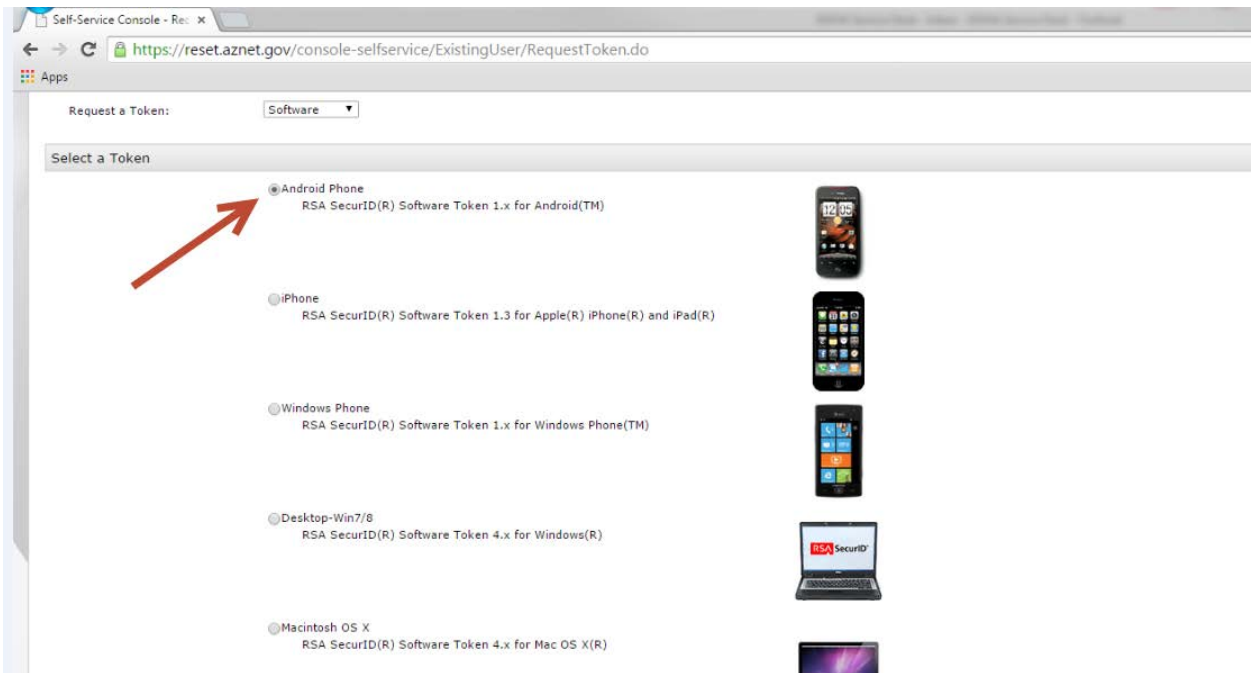
Please enter Remedy ticket # as
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Step 5:

From the drop down menu choose the type of token you would like to use, Hardware or Software. We will select the **Soft Token** option in this case.



Choose the type of Operating system for your soft token that you plan on using. For this example, we will select Android, but all supported options are available for you to select on this page.

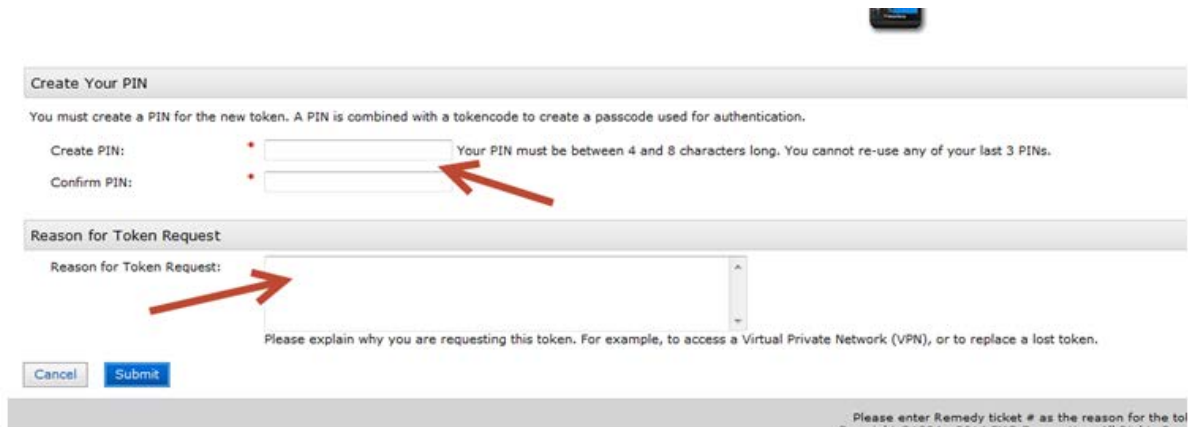


Step 6:

Scroll down the page to set your PIN.

NOTE: Your PIN must be between 4-8 characters (numbers are recommended!)

The “Reason for your Request” field is not a mandatory field, but if you know your Remedy Ticket number, this will expedite the final processing of your account.



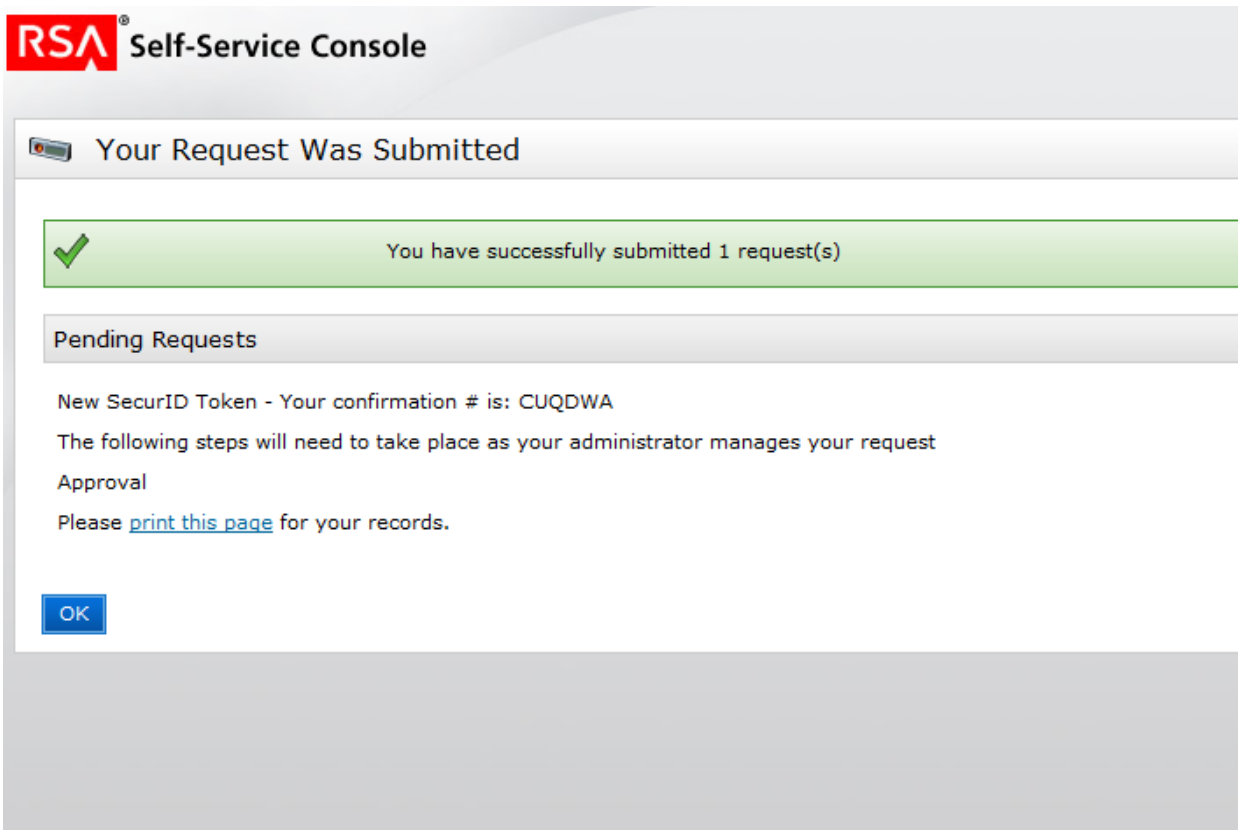
The screenshot shows a web form titled "Create Your PIN". Below the title, it says "You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication." There are two input fields: "Create PIN:" and "Confirm PIN:". A red arrow points to the "Confirm PIN:" field. To the right of the "Create PIN:" field, there is a note: "Your PIN must be between 4 and 8 characters long. You cannot re-use any of your last 3 PINs." Below these fields is a section titled "Reason for Token Request" with a large text area. A red arrow points to this text area. Below the text area, there is 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 left of the form are "Cancel" and "Submit" buttons. At the bottom right, there is a small note: "Please enter Remedy ticket # as the reason for the token request." A small image of a token is visible at the top right of the form area.

Click on “Submit”

You will receive the following message confirming your account request has been submitted and pending approval.

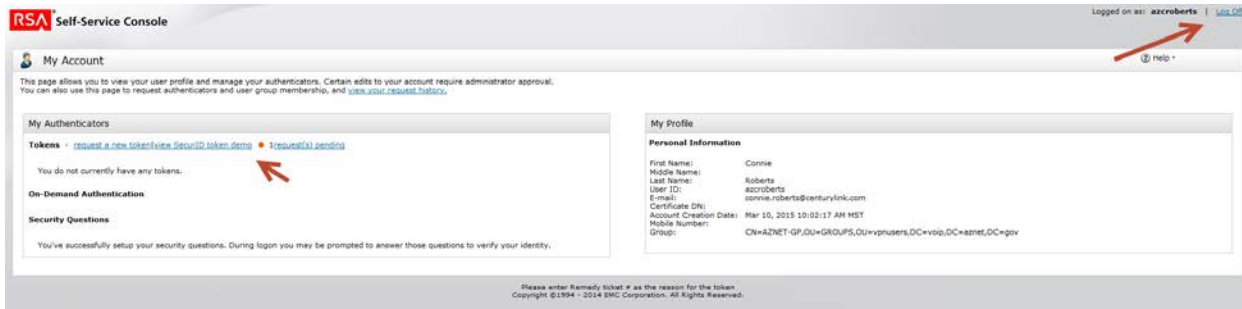
Step 7:

Click on “Ok”



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

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 8:

Check your email!!! Within a minute or two, you will receive an email containing the following information. There is nothing for you to act on at this point, this is just a confirmation that the request has been submitted.

Example Email:

Your AZNet VPN New or additional Software Token request is submitted.

Request Details:

Requested by: [Redacted]

Confirmation #: CUQDWA


Submit Date: 4/24/15 10:29:17 AM MST

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

Step 9:

You will receive another email once your request has been approved. It will contain links and information you will need to finalize your account so you can begin using your token.

Example Email:

 your AZNet VPN software token request has been approved. Follow the steps below to import your software token. Please view this e-mail on the device where you are importing the token.

Instructions

1. Install the RSA SecurID token application (if not already installed).

<http://www.emc.com/security/rsa-securid/rsa-securid-software-authenticators/ms-windows.htm>

2. To import your token open the RSA SecurID Software Token Application and select Import from Web. Paste this url into the Enter URL section :

<https://reset.aznet.gov:443/ctkip/services/CtkipService>

Activation Code: 002142452468

Activation Code Expires On: 5/1/15 10:37:15 AM MST


Additional Information

Serial Number:
000150254025

Self-Service Console Link:

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

Request Details

This request was initiated by: 

Confirmation #: CUQDWA

Approval Date: 4/24/15 10:37:15 AM MST

Token Type: Desktop PC 4.x

Please delete this email after successfully importing your token.
If you did not initiate this request, please call 602-364-4444 or email
AZNETSUPPORTDESK@AZDOA.gov and they can assist you.

1) If you click on the first link listed in your email, this will direct you to a site where you can download the RSA token application for your device. ****This is geared more for users who will be using their PC to download and install the RSA Soft Token software. We recommend you use Google Playstore (Android) or the App Store (iPhone) for Mobile devices to download the RSA software.****

2) Proceed to the second step to import your token once you have successfully downloaded the RSA Soft Token software onto your device.

*****The rest of the directions supplied in this document will only be for users who will be using a PC to download and use the RSA soft token software.***** Supplemental instructions for mobile devices are available through the support desk.

NOTE: The 2nd link will bring you to the RSA page where you can also make changes to your account like changing your PIN or Password.

Step 11:

At the RSA token site, scroll down to the "RSA SecureID Software Token for Microsoft Windows" Option and click on the blue link.



RSA SecurID Software Token for Microsoft Windows

Secure Microsoft Windows devices in your organization with strong two-factor authentication.

Select the “Download the Token” link

[DOWNLOAD THE TOKEN](#)

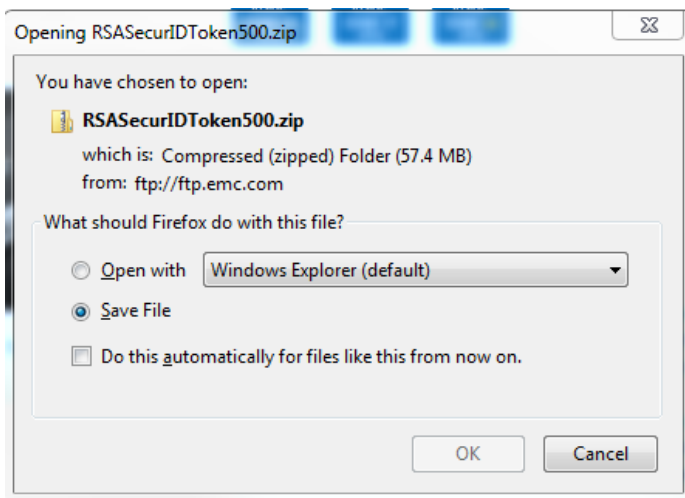
Choose the correct token software to download based on your version of Windows (32 or 64 bit). Please verify with local IT support if you do not know the Windows version your PC is running.

 [RSA SecurID Software Token 5.0 Downloads for Microsoft Windows \(64-bit\)](#)
2 months ago in RSA Software Token for Microsoft Windows Downloads

 [RSA SecurID Software Token 5.0 Downloads for Microsoft Windows \(32-bit\)](#)
2 months ago in RSA Software Token for Microsoft Windows Downloads

Save the file to the desktop of your PC.

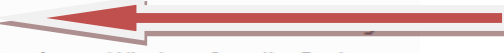
***Please note, Windows XP is not supported with this version of RSA. If you are running Windows XP, please speak with your local IT to discuss alternate token options.**



Open the folder that is downloaded and select the “RSASecureIDToken500x(xx).msi” to install the software to your PC.

****DO NOT INSTALL THE “AUTO” VERSION OF THE SOFTWARE. THIS SOFTWARE WILL NOT WORK WITH THE SOFT TOKEN****

Name	Type
def	File folder
template	File folder
RSASecurIDToken500x64.msi	Windows Installer Package
RSASecurIDTokenAuto500x64.msi	Windows Installer Package



Step 12:

Once the RSA Token software has been installed, you will need to import the token using the web option. Refer back to the email you received and use the link provided in step 2 to import the token to the software. You will be asked for the activation code from the email as well at this time.

Once you have imported your token to your PC, 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.