

User Guide - Using the RSA Soft Token when connecting to VPN

This user guide will assist you in setting up a soft token to access the DWD through the Cisco AnyConnect Virtual Private Network (VPN). Note: If you have a RSA FOB and need instructions in order to connect to VPN with a FOB, please see [this manual](#) or [video](#). Any questions regarding accessing VPN can be directed to your [Division IT Coordinator](#) or the IT Solutions Center (ITSC) at (608) 266-7252.

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Note: For instructions on accessing the DWD network through the Thin-Client System and a remote connection to a desktop computer at DWD, see [these instructions](#).

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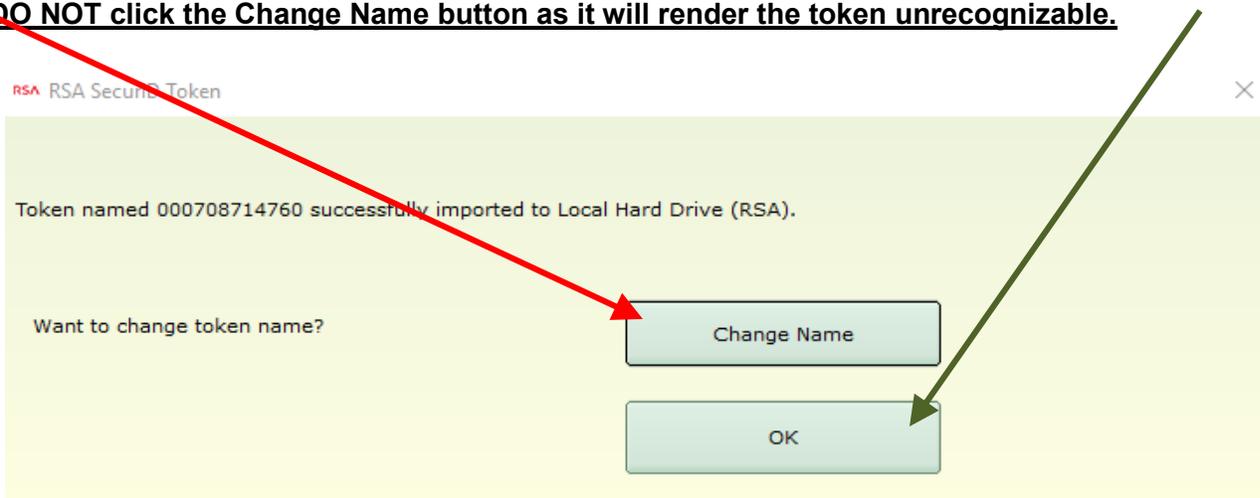
NOTE: You must be connected to a wireless network in order to use the Cisco AnyConnect VPN. If you need assistance with connection [click here](#).

Prerequisite:

Before proceeding with these steps, the RSA SecureID software must be installed on your computer.

Installing a Soft Token for the first time:

1. Open Outlook, find the Open Soft token email from Do-Not-Reply-RSA@dwd.wisconsin.gov. Subject: Your Token Seed File is attached. ***It should have your user id in the body of the email***. Note that this email and the attachment are not SPAM and can be opened.
 - a. Doubleclick on the attachment.
2. If, after double clicking the email you see the following box, the import was successful. **Click Ok**
DO NOT click the Change Name button as it will render the token unrecognizable.



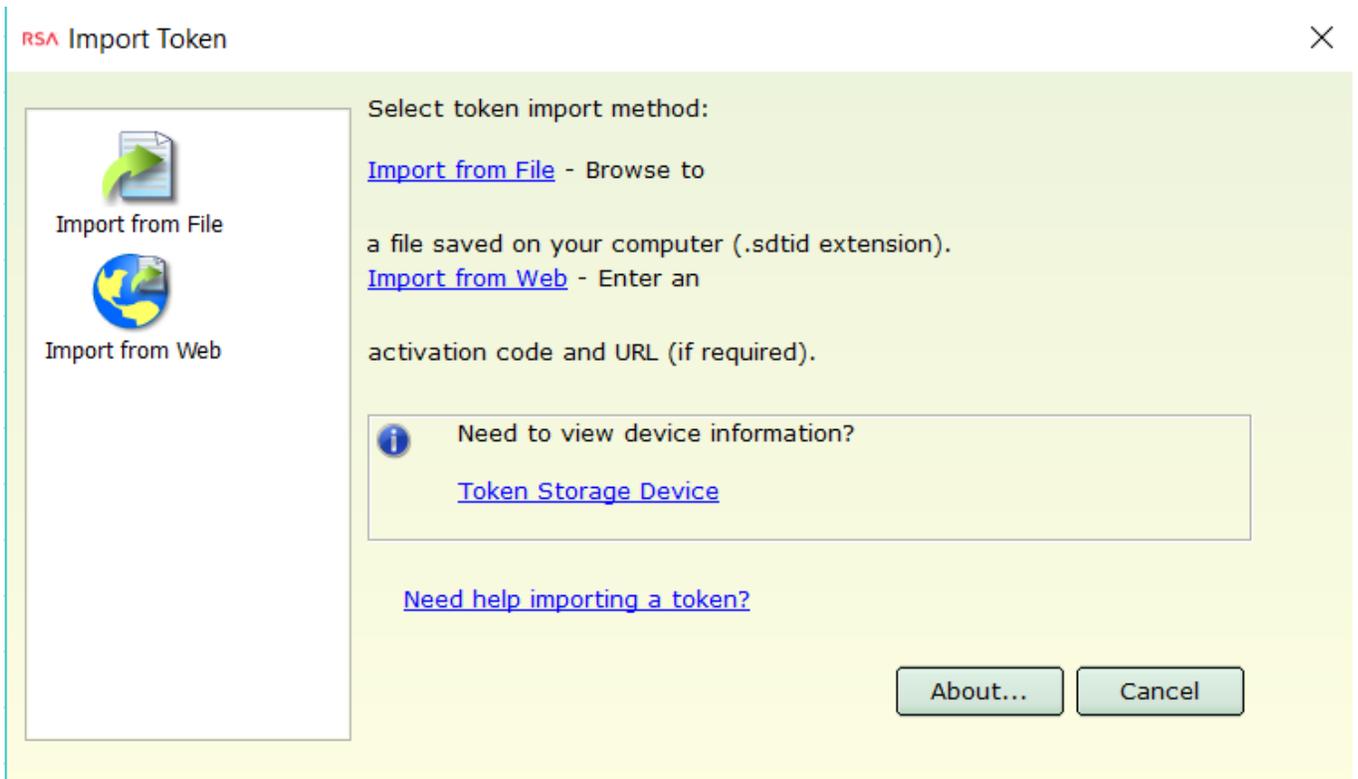
After clicking OK, the soft token was installed correctly. Proceed to [Connecting to VPN using a soft token](#) section.

- a. Note: If, after double clicking the attachment, you do not see the box above, then do the following:
 - i. Save attachment to your desktop.
 1. Open the email.
 2. Click File, then save attachments.
 3. Click OK in the Save All Attachment box.
 - a. In the left side of the Save Attachment box, click Desktop and then save.
 - ii. Click on Start, RSA, RSA SecurID Token

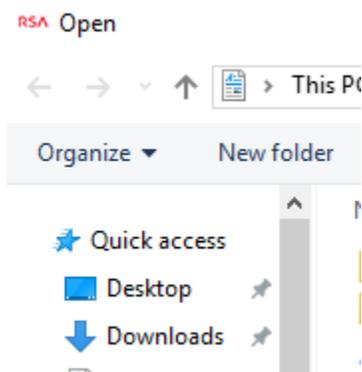
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iii. Click on Import from File icon and then Click Browse button:



iv. Select Desktop from the left pane (may need to scroll up), then select file saved in step #2.a.i.



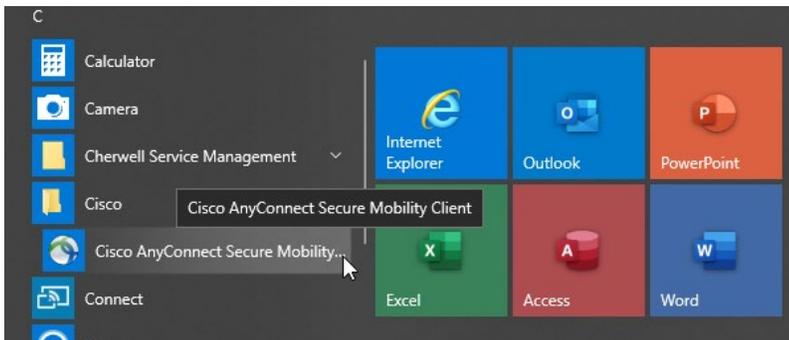
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- v. At the successful imported message, **Click OK – DO NOT Click Change name**
- vi. If your token was not successfully imported, contact your [Division IT Coordinator](#) or the ITSC – (608) 266-7252.

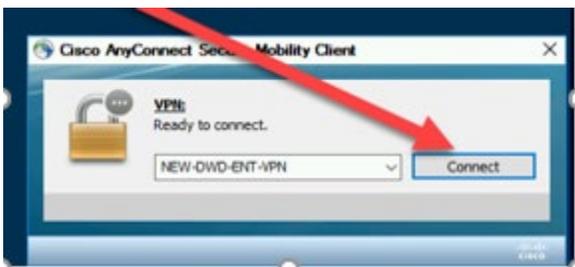
You can now logon to the DWD Network using your soft token.

Connecting to VPN with a soft token:

1. Power up your device, log on to encryption (if required) and then log into Windows
2. Make sure you are connected to a wireless network.
3. Click Start, Cisco – Click on Cisco AnyConnect Secure Mobility Client



4. Make sure "NEW-DWD-ENT-VPN" is selected and click on the Connect button.



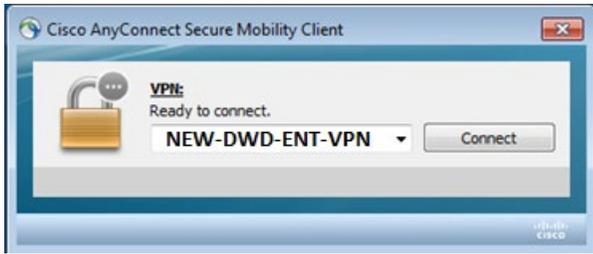
NOTE: A device needs to have an active internet connection to use VPN. If the device does not have an active internet connection, there will be a "No Network Connectivity" message on the connection window.

VPN Connection box with **no internet access**.



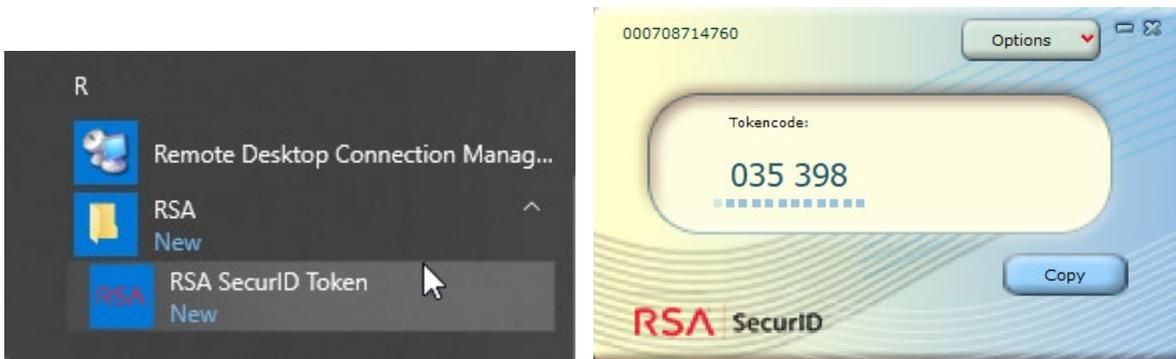
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VPN Connection box **with internet access**



If after the clicking the Connect button, you are not prompted for your username/password, call your [Division IT Coordinator](#) or the DWD IT Solution Center for assistance at 608-266-7252.

5. Open RSA SecurID Token and Click Copy button

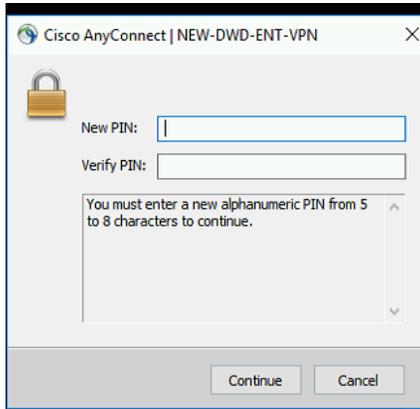


6. If you are setting up your system to use the soft token for the first time do the following: **Note: If you already set up your software token before, proceed to step 7.**
 - a. In the box below you will enter your DWD long User ID in the Username box.
 - b. In the Passcode box, right click and select paste (or hit CTRL-V). Then click on the OK button.



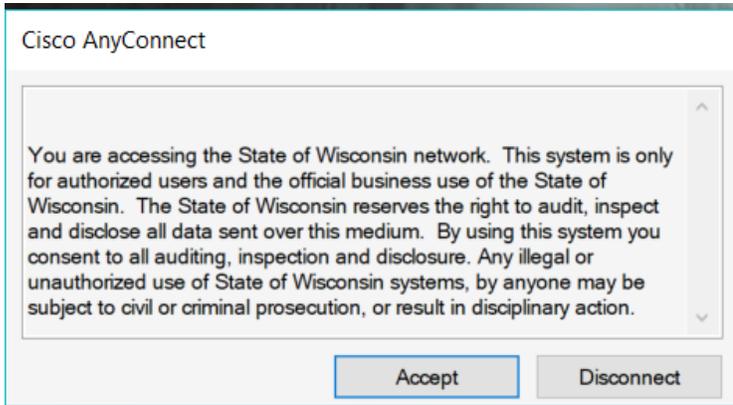
You will then be presented with a box to enter your new PIN:

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- c. In the PIN box, **enter a 5 to 8 numeric PIN** that you want to use, and press tab. Enter that same PIN again in the verify box. PLEASE REMEMBER YOUR PIN FOR FUTURE USE! You will only create a new PIN the first time you log in. Note for future use of the PIN, if you forget or need to have your PIN changed, contact the DWD IT Solutions Center at (608) 266-7252.
- d. Click Continue to create your new PIN.
 - i. If any of the following messages display, click OK and try again:
 1. "PIN and verify PIN (confirmation) do not match"
 2. "PIN must be 5-8 digits"
 3. "New PIN rejected"
 - ii. If, after fixing the pin according to one of the error messages you still cannot click continue, contact your [Division IT Coordinator](#) or the DWD Solutions Center at (608) 266-7252 for assistance.
- e. Once your PIN is accepted a, you will see a New PIN accepted message displays. Click Continue.
- f. After clicking Continue you will be prompted to enter your new pin and fob **combination**. You will always enter your PIN FIRST, followed directly by the 6 digits from the soft token. To enter the combination:
 - i. First, return to step 5. above to copy the six-digit tokencode.
 - ii. Then, enter the PIN you created plus the six-digit tokencode.
 - iii. Then, no space, right click and select paste (or hit CTRL-V). Then click on the OK button.
- g. You will see a confirmation popup box asking you to choose accept to acknowledge you are accessing the State of Wisconsin network:

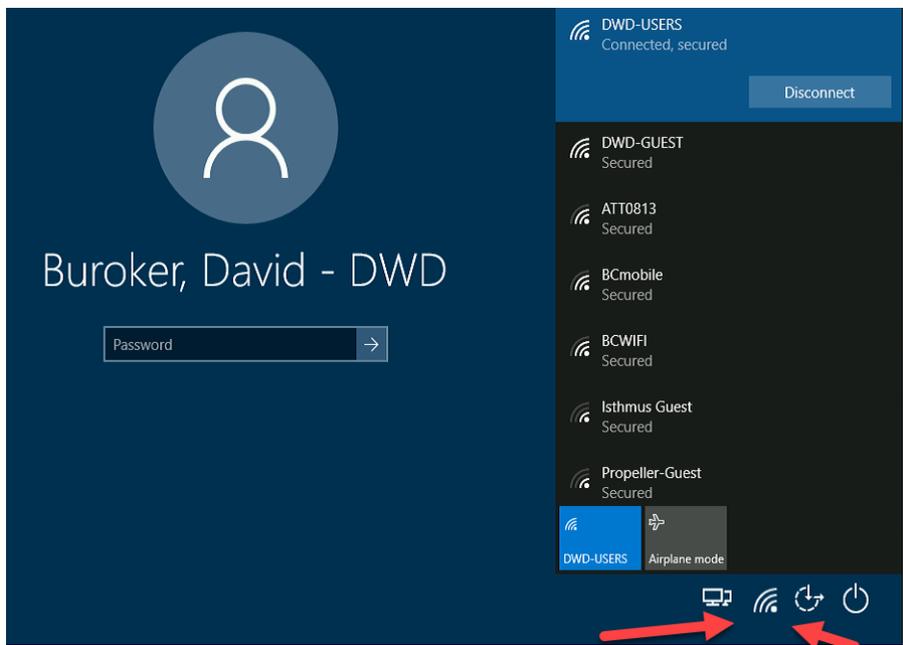
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- h. You are connected to VPN and can proceed to running applications such as Outlook, Skype, etc. All drives should map and your applications should function as if you were at a DWD office.
- i. Create a VPN Mapping icon. Open DWD Updates folder on your desktop, Double click VPN Mapping icon – you will see a black screen with "Updating Policy". Wait for the box to close (will take 2-5 minutes).
 - i. Note: if you do not have a VPN mapping icon – click the following link- <\\dwdwfs11\vol11\Fixes\VPN-Map\vpnmap.bat>.

Connect to a wireless network:

1. Power on the laptop or table computer.
2. If the laptop or tablet is encrypted, enter your DWD logon credentials.
3. Click the wireless icon in the lower righthand corner.



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4. Find the wireless network you want to connect to.
5. Enter the wireless password (or network security key as shown below).

