How to Use Your RSA SecurID Software Token for Windows XP, Vista, or Windows 7
(For ICIS remote access)

San Antonio Community Hospital uses a strong authenticate method for remote access to ICIS. This method of proving the identity of a remote user requires two things: 1) something you have (a SecurID token), and 2) something you know (a personal identification number or PIN). This authentication method is similar to using an ATM bank card.

To gain access to the system, you will first need to install the RSA Software Token application on your Microsoft Windows computer. You will find installation instructions for this application at the following Internet site: www.sach.org/icisdownloads. Locate the "Installing the RSA Software Token for Windows" link and click on it. When prompted, click on open to read the instructions. After you have successfully installed the RSA Software token, please follow the setup steps below.

Using Your SecurID for the First Time:
(If you have any problems, please call the hospital's Information Services (IS) Service Desk at extension 26300 or 1-909-920-6300.)

1. Log on to your computer with an account that has local Administrator rights.
2. If you do not have the Critix XenApp Web Plug-in client (version 11 or higher) installed already, you will need to install it before going any further. To install Critix, please go to the following website: www.sach.org/icisdownloads. Locate the "Installing the Citrix Client for Windows" link and click on it. When prompted, click on open and read the steps for installing Critix. After it is installed, continue on with the next step.
(If you are using Vista or Windows 7, please read the special instructions on page 5 right now.)
3. **Start** Windows **Internet Explorer** (IE) **and enter into the address bar** (as show below) the following: **https://ssl.sach.org**
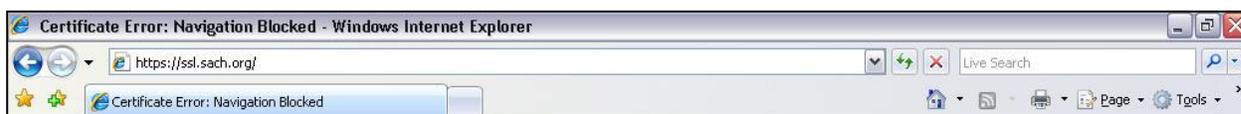
4. Now **press** the **Enter** key.
5. **Click** on "**Continue to this Website**" to connect to the logon home page.
6. From the logon page, **enter** your **user name** (lower case).
7. **Start** the **RSA SecurID Token application** (From the Task Bar, click on Start > All Programs > RSA SecurID Token>SecurID Token).

8. From the SecurID Token, **click** the **right arrow button**. (Do <u>not</u> enter anything in the Enter PIN box at this time.)

9. **Return to IE and enter** the **eight-digit tokencode** as your password, no space (see example). Your number will be different.

10. **Click** on the **Login** button.
11. On the next page, **enter a 4 to 8 digit number PIN**. Be sure to memorize your PIN.

> Enter a new PIN having from 4 to 8 digits:
>
> Answer: _____
>
> OK

12. **Click** the **OK** button.
13. **Re-enter** your **PIN** to confirm it.
14. **Click** the **OK** button. You will now be asked to wait for the token number to change on your SecurID.
15. **Return to the RSA SecurID Token and wait for the tokencode to change**.
16. After the tokencode has changed, **click** the **Re-Enter PIN button**.

> PIN Accepted. Wait for the token code to change, then enter the new passcode:
>
> Answer: _____
>
> OK

17. Now **enter** your **PIN and click the right arrow button**. An eight-digit passcode will appear.
18. **Return to the logon page and enter the eight-digit passcode** into the Answer field.
19. **Click** the **OK** button.
20. When the VBScript: SSLVPN tunnel Client message appears, **click** on **OK**.
21. **Click** on the yellow **information bar**.
22. **Click Install ActiveX Control**.

> FG500A2904500089 SSL VPN Remote Access Web Portal - Windows Internet Explorer
>
> https://ssl.sach.org/remote/index   Certificate Error   Live Search
>
> FG500A2904500089 SSL VPN Remote Access Web Po...   Page ▾ Tools ▾
>
> This website wants to install the following add-on: 'sslvpn.cab' from 'Fortinet Technologies'. If you trust the website and the add-on and want to install it, click here...
>
> Install ActiveX Control...
> What's the Risk?
> More information
>
> San Antonio Community Hospital

23. **Click** on **Install** (this may take 30 to 60 seconds to install).
24. After the ActiveX control has been installed, **verify** that the **Link Status says** "**Up**" and that the Connect button is grayed out (see screen shot below). If the Connect button is not grayed out, click on it to connect and wait for the Link Status says Up.

> Fortinet SSL VPN Client 1.0
>
> | Link Status | Bytes Sent | Bytes Received |
> | --- | --- | --- |
> | Up | 604 | 193 |
>
> Install   Uninstall   Connect   Disconnect   Refresh now
>
> FortiClient SSL VPN connected to server

25. **Minimize IE**.
26. **Start another IE**.
27. **Enter into the address bar** the following: **icis.sach.org**
28. **Press** the **Enter** key.
29. At this time, the CernerWorks page will appear as shown on the right.
30. You can start any ICIS application by clicking on its icon in the Applications area.

Using Your SecurID after the First Time:

For all subsequent logons you will do the following steps:

1. Start Windows Internet Explorer and **enter into the address bar** the following **https://ssl.sach.org**.

2. Now **press** the **Enter key**.
3. **Click** on "**Continue to this Website**" to connect to the logon home page.
4. From the logon page**, enter your user name** (lower case) in the Name box.
5. **Start** the **RSA SecurID Token application** (On the task bar click Start > Programs > RSA SecurID Token>RSA SecurID Token)
6. **Enter** your **PIN**.
7. Now, **click** on the **right-arrow button**. An eight-digit passcode will be displayed.

8. **Return to IE and enter the eight-digit passcode** (without the space) as your password (see example). Your number will be different.

9. **Click** on the **Login** button.

10. The Fortinet SSL VPN Client page will appear. **Verify** that the **Link Status says** "**Up**" and the Connect button is grayed out (see screen shot below). If the Connect button is not grayed out, click on it to connect.

11. Now, **minimize IE**.
12. **Start another IE** session.
13. **Enter into the address bar** the following: **icis.sach.org**
14. **Press** the **Enter** key.
15. At this time, the CernerWorks page will appear as shown on the right.
16. You can now start any ICIS application by clicking on its icon.
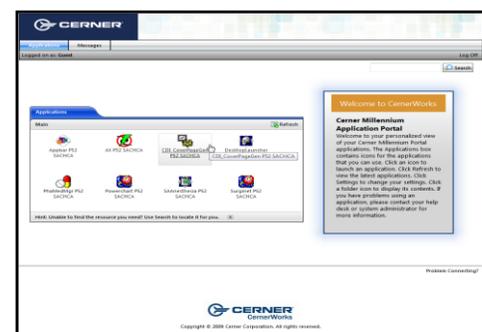
The Next Token Code Prompt:

On occasion, even after you type your passcode correctly, the system may ask you to enter the next token code (the six numbers displayed on your token). It does this in order to confirm your possession of the token.

When this happens, do the following:

1. Wait until the tokencode changes, and then type the new one. Do NOT enter the PIN, only the token code.
2. Click on OK or press the Enter key.

If you are not granted access after correctly entering the next token code, please call the IS Service Desk at x26300 or 1-909-920-6300.

Security Precautions:

If an unauthorized person learns your PIN or obtains your RSA SecurID software token, this person can assume your identity. Any action this intruder takes is attributed to you in the system's security log.

For your own protection and for that of the system, always take the following precautions:

- Never reveal your PIN to anyone.
- If you think someone has learned your PIN, notify the IS Service Desk immediately at x26300 or 1-909-920-6300.
- Follow the system's standard log off procedures. Failure to logoff properly can create an unprotected route into the system.
- Do not write your PIN down anywhere near your computer.

**For those using Microsoft Vista or Windows 7:**

Due to the built-in security features of Vista and Windows 7, you will need to follow the instructions below for starting Internet Explorer (IE) in order to install the ActiveX control later on in the installation (step 21).

1. From the task bar, **click** on the **Start Orb.**
2. **Click** on **All Programs**.

3. **Right click** on **Internet Explorer**.
4. **Click** on **Run as Administrator**.
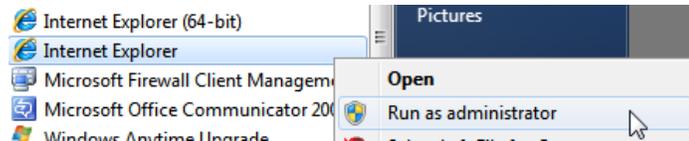
5. **Enter into the address bar** the following URL: **https://ssl.sach.org** and **press Enter**.
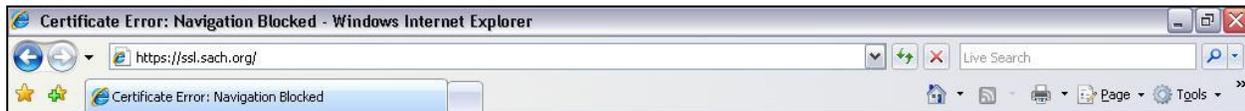
6. Now return to page 1 and start at step 5.