

# Accessing GO With an RSA Hard Token

## About this Document

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The Global OpenNet (GO) system can be accessed with an RSA Hard Token passcode. Once properly set up, users will utilize 1) their OpenNet Username and Password and 2) a PIN they created in conjunction with the token passcode generated by the FOB to access the GO system.

Global OpenNet (GO) users must provide the following information to access the system:

1. OpenNet Username
2. OpenNet Password
3. RSA or Fob passcode

Before logging into the GO system, it is necessary to follow this preliminary system setup procedure and compatibility check. Please go through these initial steps before performing any of the procedures that follow later in this document.

**NOTE:** For more complete information on the GO system, including initial set up and access, see [“GO User Guide for Mac”](#), or [“GO User Guide for Windows”](#).

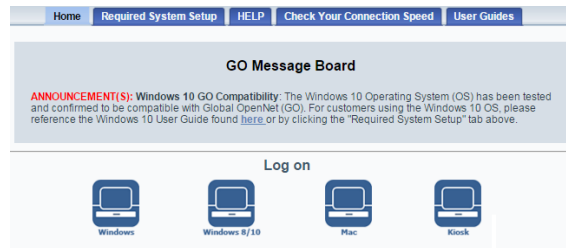
# Creating your RSA Soft Token PIN

Once you have performed the one-time procedures in the previous section, you can create the Personal Identification Number (PIN) for your RSA Soft Token.

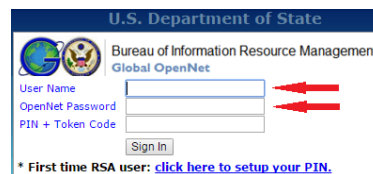
1. On the GO home page <https://go.state.gov>, read the system monitoring consent notice and select the “I agree” button below the notice.



1. When the **Log on** page displays, select the icon corresponding to your **Windows** or **Mac** Operating System (OS).



3. Enter your OpenNet **Username** and **Password**.



4. Return to your FOB/Hard Token to retrieve the token passcode. Enter token passcode into the **PIN + Token Code** field and select **Sign In**.  
**NOTE:** Entering your token passcode without a PIN is to create your PIN. Once your PIN is created, and for all subsequent logons, you will need to enter the PIN + passcode as documented in Step 6 below.



5. Next, you will be prompted to create a new **6-8** alpha-numeric PIN. Enter it twice and select **Save PIN**.

**New PIN Required**  
You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 6 characters long.

New PIN:   
Confirm PIN:

• Be sure to remember your PIN, because you need it to sign in.  
• If you decide not to create a new PIN now, click Cancel.

6. Enter your OpenNet **Username** and **Password** and, in the **PIN + Token Code** field, enter the PIN you just created and a new token passcode and select **Sign In**.

**Example:** If your PIN is **1111az** and the passcode displayed is **987654**, then you would enter **1111az987654** in the **PIN + Token Code** field.

U.S. DEPARTMENT OF STATE  
**Global OpenNet**

User Name:   
OpenNet Password:   
PIN + Token Code:

User Name:   
OpenNet Password:   
PIN + Token Code:

# Completing GO Access via RSA Soft Token

To complete access with your RSA Soft Token, you must login with the appropriate PIN and Token passcode. Perform the steps below to access to the GO System.

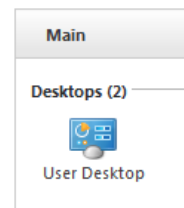
1. Access the GO System by opening your browser and entering <http://go.state.gov>. Read the system authorization and consent notice, and then select the “I agree” button below the notice.
2. Once you click on the “I agree” button, **Select** the appropriate icon for your **Login** system.
3. Enter your **Username**, OpenNet **Password**, the **pin** and **passcode**, and then click “**Sign In**”.
4. When first accessing the GO System, users are prompted to enter their Active Directory domain. **This is performed once**. Enter your Active Directory Domain and select **Save Changes**.
5. You will now see the **User Desktop**. Click on the User Desktop to launch the remote desktop session.



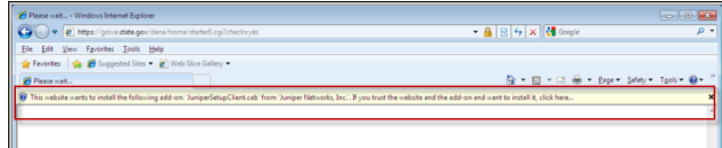
User Name

OpenNet Password

PIN + Token Code

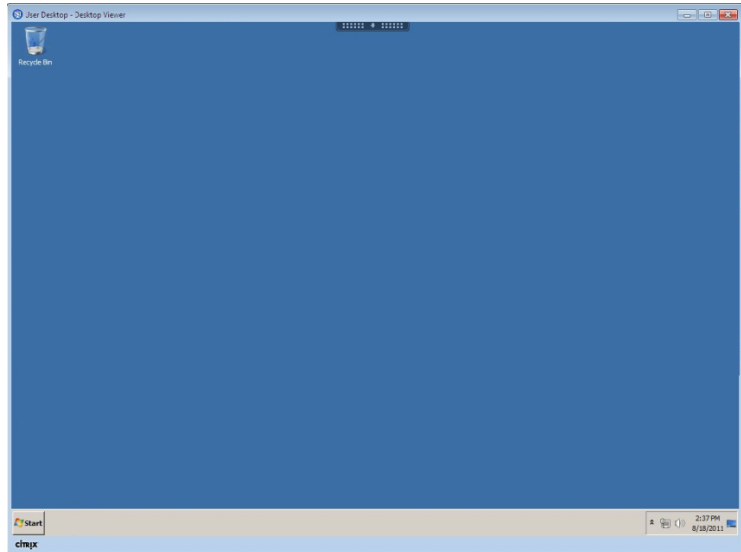


- When first accessing the GO System, users are prompted to install the “Juniper” add-on. This action is only performed once. Next, click **"Always"** if prompted to complete the installation.

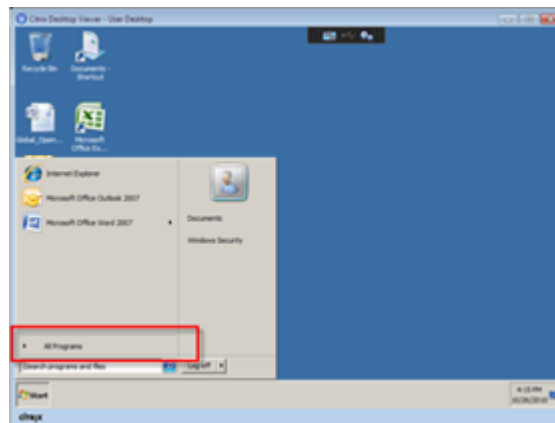


- The User Desktop will now launch (the first time may take up to 5 minutes; thereafter the Desktop may take up to 30 seconds to display, depending upon your connection). You may now access applications either from the Start menu or from the User Desktop itself.

***NOTE:** The initial GO desktop will display with only the Recycle Bin. You may customize by adding application icons and changing some of your desktop settings as you would your Windows desktop.*



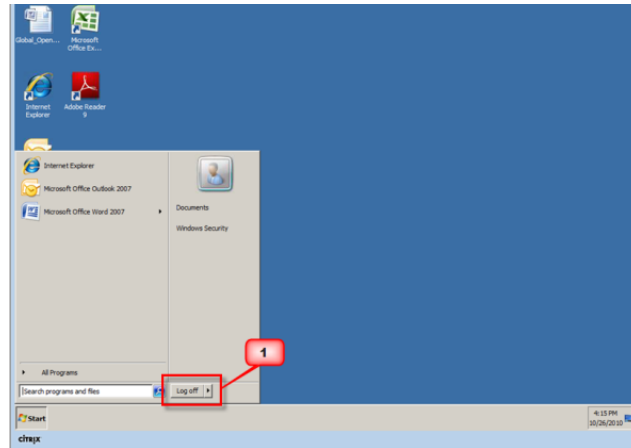
- Your desktop operates in a similar way as your OpenNet desktop. Select the **Start** menu to display all available applications.



# GO System Log-Off

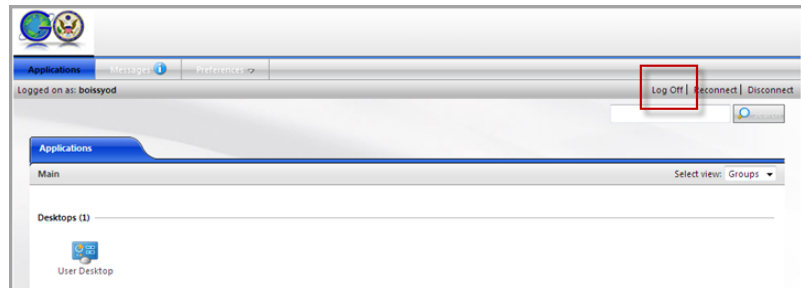
It is very important to **Log Off** after using the GO system. Otherwise, the session will remain open in the system, tying up servers and blocking access for others, and possibly compromising security. There are **two important steps** to complete **Log Off**, as shown in **Step 1** and **Step 2** below. **Always “Log Off” using both of these two steps**, in the order and the manner shown.

1. First, to **log out** of the **User Desktop**, you **must** use the following method:
  1. Click on the **Log off** button in the **Start** menu (lower left).

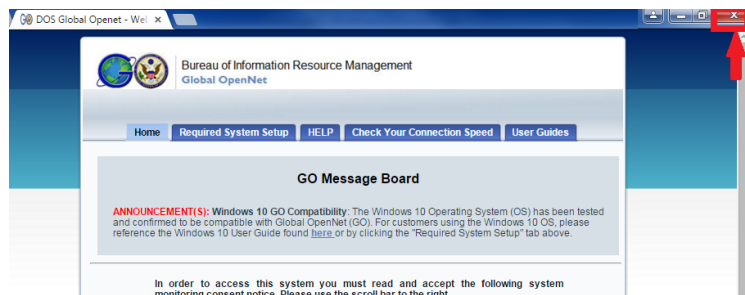


2. Second, to end your remote session, **click** on the **“Log Off”** button on the upper right, as shown in the figure on the right.

**Always use the “Log Off” button to terminate a session.**



3. The GO Home Page screen shown here is displayed to confirm the successful exit from the GO system.
4. Close the GO Home Page, by selecting **“Close Tab”** from the File menu, or clicking the **X** in the upper right of the screen.



## Requesting Assistance

The IT Service Center is available 24 hours a day, 7 days a week. A trouble ticket may be opened at the following website (<http://itservicecenter.state.gov>) or by using the contact information below.

Commercial Phone	202-647-2000
Toll Free	877-246-9493
STE Secure Phone	202-203-7699
Fax Number	301-985-8308
E-mail OpenNet	<a href="mailto:ITServiceCenter@state.gov">ITServiceCenter@state.gov</a>
E-mail ClassNet	<a href="mailto:ITServiceCenter@state.sgov.gov">ITServiceCenter@state.sgov.gov</a>
Internet E-mail	<a href="mailto:ITServiceCenter@state.gov">ITServiceCenter@state.gov</a>
ITSC Home Page	<a href="http://itservicecenter.state.gov">http://itservicecenter.state.gov</a>