Accessing GO With an RSA Soft Token

About this Document

The Global OpenNet (GO) system can be accessed with an RSA Soft Token that is uploaded to a BlackBerry device. Once properly set up, users will utilize 1) their OpenNet Username and Password and 2) the PIN they created in conjunction with the Token passcode generated by their RSA software on their BlackBerry device to access the GO system.

> **NOTE:** *Only Centrally Managed Department of State BlackBerry devices will be able to utilize RSA Soft Token Software.*

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

1. OpenNet Username (e.g., smithjr)
2. OpenNet Password
3. PIN + RSA Token Passcode

Before logging into the GO system, it is necessary to follow this preliminary system setup procedure and compatibility check. Please go through the initial steps of the required system set-up 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](#)".*

Installing a RSA Soft Token on your BlackBerry

Perform the one-time steps below to install the RSA Soft Token on your BlackBerry device.

> *NOTE: Exact screens will be determined by the model of BlackBerry device you have.*

1. Navigate to the **RSA SecurID icon** (which is pushed out automatically to all centrally managed BlackBerry devices).

2. The blackberry device will automatically retrieve the RSA seedkey. If the RSA seedkey has not been retrieved successfully, when you try to launch your soft token, you will receive the message as shown on the right.
    NOTE: If the RSA Soft Token has been retrieved successfully, skip to Step 6 below.)

3. In that case, your administrator would send an email containing the token and password to import the token. In the email, tap on the attachment and enter the password. Leave the token name as it is and tap **"ok"**.

4. Next, you should see the token being imported (numbers are populating). The RSA soft token should now be correctly imported and ready to use.
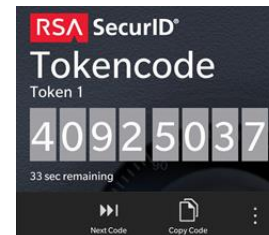
5. Whenever you click on the RSA SecurID icon, the RSA software generates a random number, that you will use (along with your Pin) to logon to GO.

6. Now please continue on to the next section to create your Pin.
    NOTE: The number generated will display for approximately 60 seconds. If you need another number, just click on the RSA SecurID Icon again.

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.
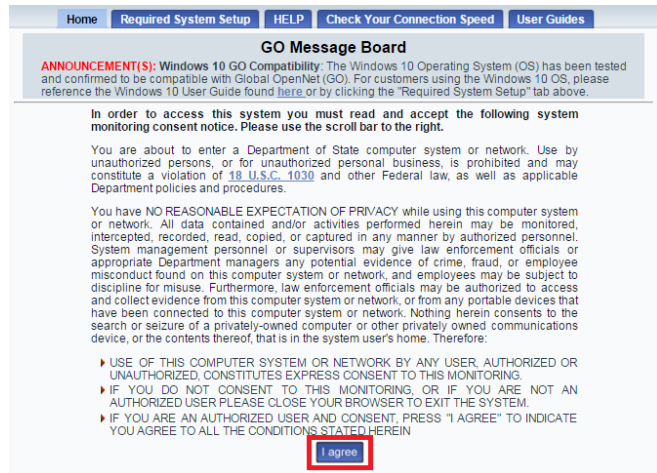
2. When the **Log on** page displays, **select** the icon corresponding to your **Windows** or **Mac** Operating System (OS).
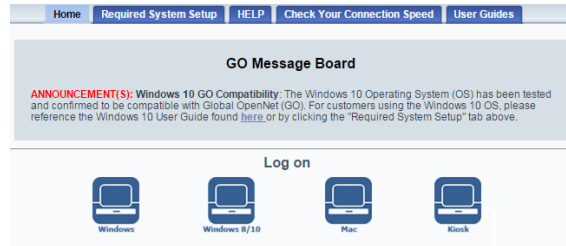
3. Enter your OpenNet **Username** and **Password**.

4. Return to your BlackBerry device and navigate to the **RSA SecureID** icon to retrieve the token. Enter token (on your Blackberry) 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**.

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 12345678, then you would enter 1111az12345678 in the **PIN + Token Code** field.
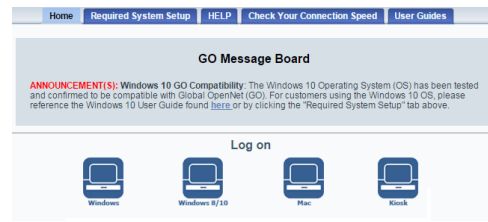
Completing GO Access via RSA Soft Token

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.
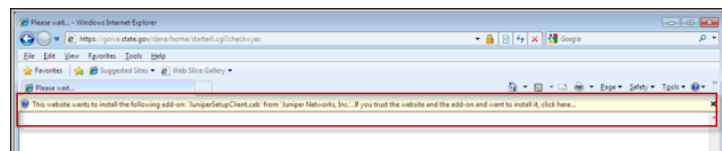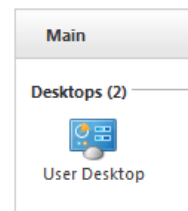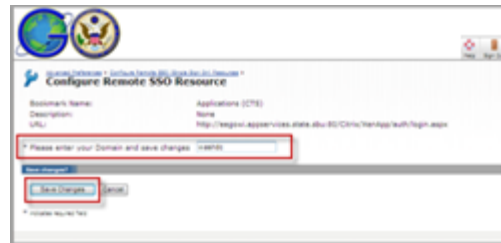
2. Once you click on the "I agree" button, **Select** the appropriate icon for your **Login** system.

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.

6. 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.

7. 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.
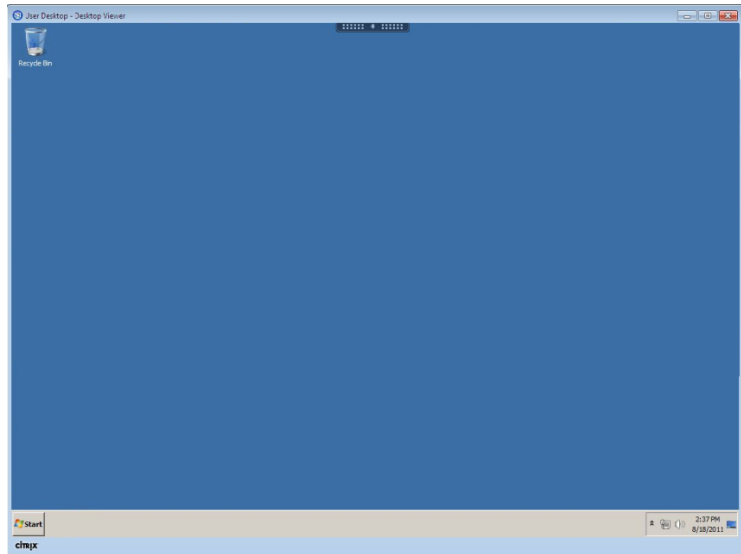

8. Your desktop operates in a similar way as your OpenNet desktop. Select the **Start** menu to display all available applications.
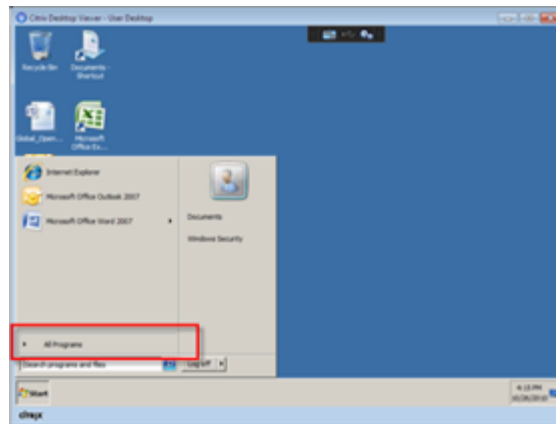
GO System Log-Off

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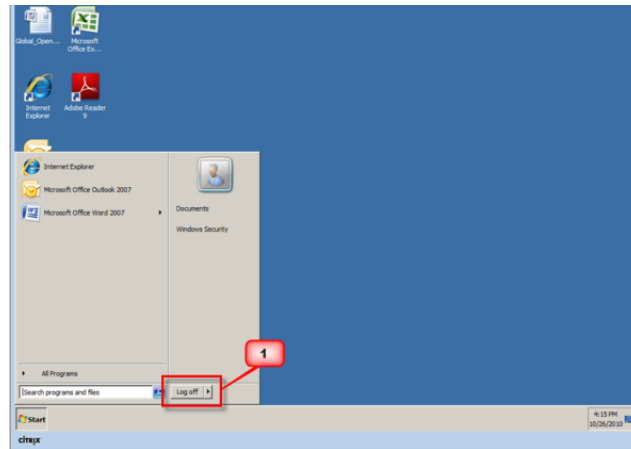
2. Second, to end your remote session, **click** on the **"Log Off" button** on the upper right, as shown in the figure on the right.

   Always use the "Log Off" button to terminate a session.
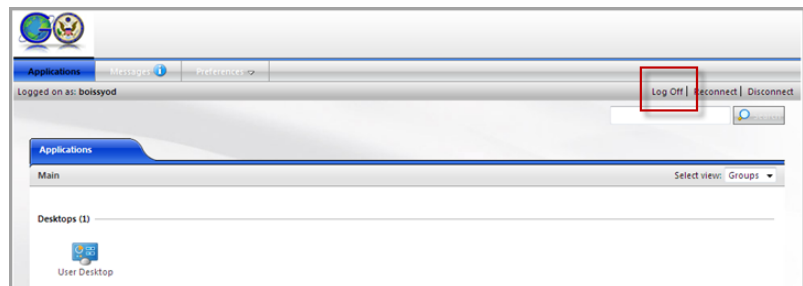
3. The GO Home Page screen shown here is displayed to confirm the successful exit from the GO system.

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	ITServiceCenter@state.gov
E-mail ClassNet	ITServiceCenter@state.sgov.gov
Internet E-mail	ITServiceCenter@state.gov
ITSC Home Page	http://itservicecenter.state.gov