

Accessing GO With an RSA Hard Token

About this Document

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 conjuction 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 "<u>GO User Guide for Mac</u>", or "<u>GO User Guide for Windows</u>".



Creating your RSA Soft Token PIN

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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.

Home Required System Setup HELP Check Your Connection Speed User Guides 1. On the GO home page GO Message Board https://go.state.gov, read the system ANNOUNCEMENT(5): Windows 10 GO Compatibility: The Windows 10 Operating System (OS) has been les and confirmed to be compatible with Global OpenNet (GO). For customers using the Windows 10 OS, please reference the Windows 10 User Guide Gound Parer or by clicking the "Required System Setup" tab above. monitoring consent notice and select In order to access this system you must read and accept the following system monitoring consent notice. Please use the scroll bar to the right. the "I agree" button below the notice. You are about to enter a Department of State computer system or network. Use by unauthorized persons, or for unauthorized personal business, is prohibited and may constitute a violation of 18 US.C. 1030 and other Federal law, as well as applicable Department policies and procedures. Department policies and procedures. You have NO REASONABLE EXPECTATION OF PRIVACY while using this computer system or network. All data contained and/or activities performed herein may be monitored, intercepted, recorded, read, copied, or captured in any manner by authorized personnel. System management personnel or supervisors may give law enforcement officials or appropriate Department managers any potential evidence of crime, faud, or employee misconduct found on this computer system or network, and employees may be subject to discipline for misuse. Furthermore, law enforcement officials may be authorized to access and collect evidence from this computer system or network. Nothing herein consents to the search or seizure of a privately-owned computer or other privately owned communications device, or the contents thereof, that is in the system user's home. Therefore: USE OF THIS COMPUTER SYSTEM OR NETWORK BY ANY USER, AUTHORIZED OR UNAUTHORIZED, CONSTITUTES EXPRESS CONSENT TO THIS MONITORING. IF YOU DO NOT CONSENT TO THIS MONITORING, OR IF YOU ARE NOT AN AUTHORIZED USER PLEASE CLOSE YOUR BROWSER TO EXIT THE SYSTEM. IF YOU ARE AN AUTHORIZED USER AND CONSENT, PRESS "I AGREE" TO INDICATE YOU AGREE TO ALL THE CONDITION<u>S STATED H</u>EREIN I agree Home Required System Setup HELP Check Your Connection Sp 1. When the Log on page displays, select the icon corresponding to your GO Message Board OUNCEMENT(S): Windows 10 GO Compatibility: The Windows 10 Operating System (OS) has been tester confirmed to be compatible with Global OpenNet (GO). For customers using the Windows 10 OS, please ence the Windows 10 User Quide found here or by clicking the "Required System Setup" tab above. Windows or Mac Operating System (OS). Log on 3. Enter your OpenNet Username and Bureau of Information Resource Managemen Password. Global OpenNet PIN + Token Code Sign In * First time RSA user: <u>click here to setup your PIN</u> 4. Return to your FOB/Hard Token to retrieve the token passcode. Enter Jane Doe User Name ******** OpenNet Password token passcode into the PIN + Token PIN + Token Code ***** 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.



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

 Be sure to remember your P If you decide not to create a 	IN, because you need it to sig new PIN now, click Cancel.	ph ins.
Save P	R Cancel	
	U.S. DI	EPARTMENT OF STATE Global OpenNet
User Name	DoeJX	
OpenNet Password PIN + Token Code	•••••	
	Sign In	
User Name		Jane Doe

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.

 Access the GO System by opening your browser and entering <u>http://go.state.gov</u>. Read the system authorization and consent notice, and then select the "I agree" button below the notice.

- Once you click on the "I agree" button, Select the appropriate icon for your Login system.
- Enter your Username, OpenNet Password, the pin and passcode, and then click "Sign In".
- 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.
- You will now see the User Desktop. Click on the User Desktop to launch the remote desktop session.



Required System Setup 🚺 HELP 🚺 Check Your Connec



PIN + Token Code



Main	
Desktops (2)	
User Desktop	



- 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.

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







GO System Log-Off

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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.

- 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).



 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.
- 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 (<u>http://itservicecenter.state.gov</u>) 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