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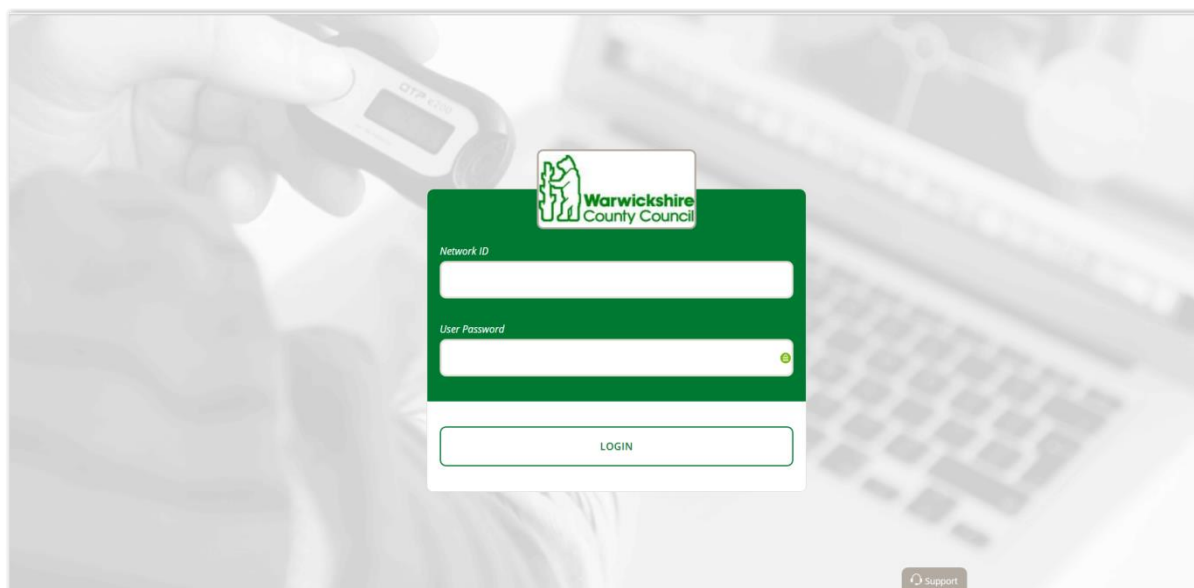
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Setting up VPN Token

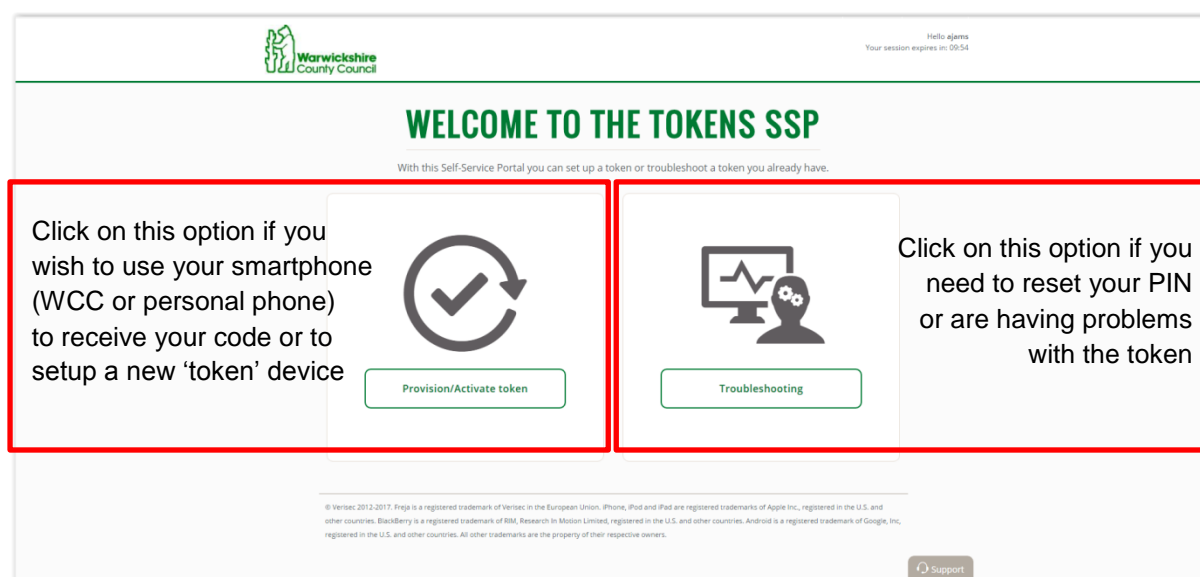
As part of the Council wide cost-savings programme, a replacement for the existing system of providing VPN access to WCC systems via RSA/Citrix keyfobs is being introduced. When your existing keyfob expires, this will not be replaced. You will have the option to either use an 'app' on your mobile phone which is free or be issued with an alternative key fob ('token') to provide the code needed to access WCC systems via the VPN icon on your WCC desktop (there will be a charge for provision of the token.) You will need to go to the following site (**NB** You must be connected to a WCC network via a wired or wireless connection for the link to work.)

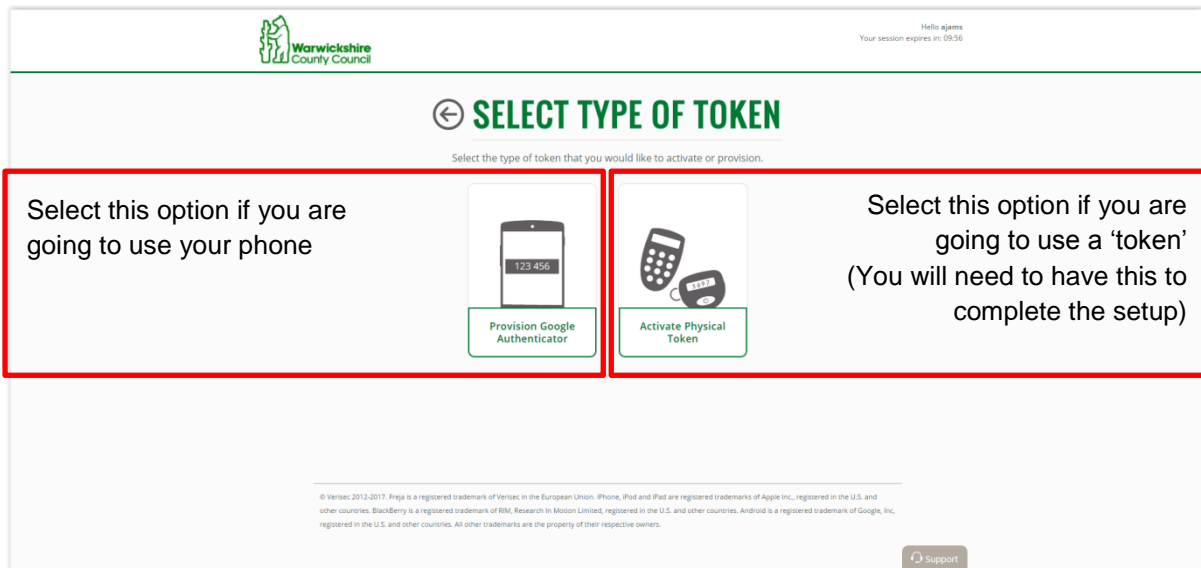
<https://tokens.warwickshire.gov.uk>

Clicking on the link above will display the following screen:



Enter your Network ID and current password then click 'Login', the following screen will then be displayed:





Warwickshire County Council

Hello ajams
Your session expires in 09:36

← SELECT TYPE OF TOKEN

Select the type of token that you would like to activate or provision.

Select this option if you are going to use your phone

Provision Google Authenticator

Select this option if you are going to use a 'token'
(You will need to have this to complete the setup)

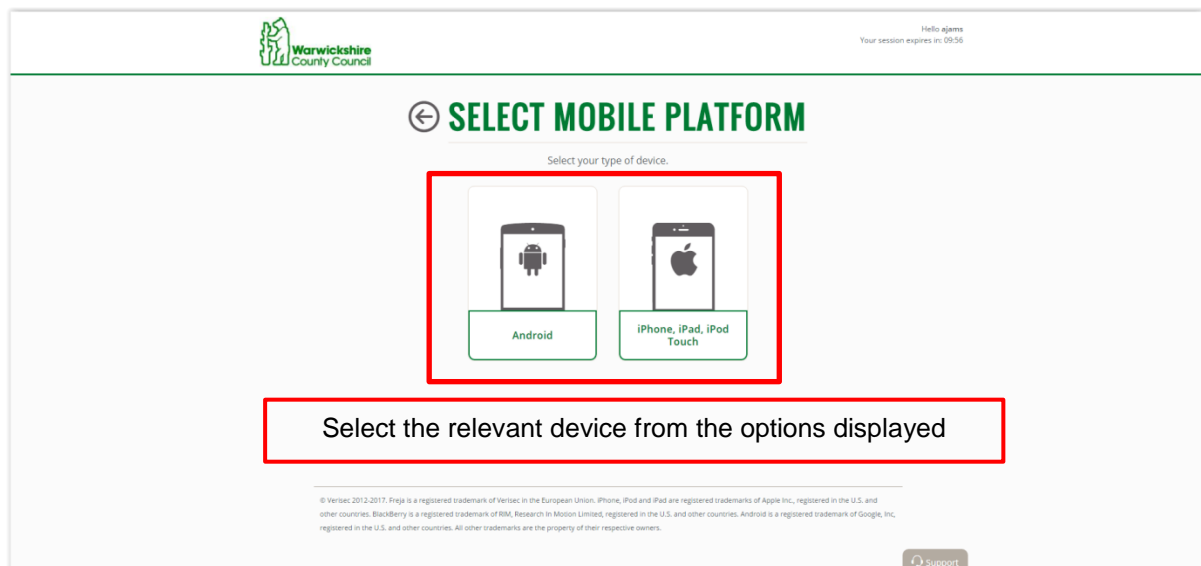
Activate Physical Token

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Support

Provision Google Authenticator

If you wish to use your smartphone to receive the 6 digit code, you will need to install 'Google Authenticator' app from either iTunes or the 'Play Store' on your device. **Before starting this process please ensure the time on your device is set correctly as this can cause the process to fail.**



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← SELECT MOBILE PLATFORM

Select your type of device.

Android

iPhone, iPad, iPod Touch

Select the relevant device from the options displayed

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Support

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VPN TOKEN SETUP - USER GUIDE

Open the Google Authenticator App on your device and select 'Scan Barcode', point the device at the barcode displayed on your screen, once scanned a 6-digit code will appear on your device

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PROVISION GOOGLE AUTHENTICATOR

Start application and select to scan barcode. When scanning is completed, a one-time password will be displayed. Enter the one-time password and a PIN in the boxes below, then click 'SUBMIT'.

1: Start application

2: Scan barcode

3: Enter one-time password

One-time password

New 4 digit PIN

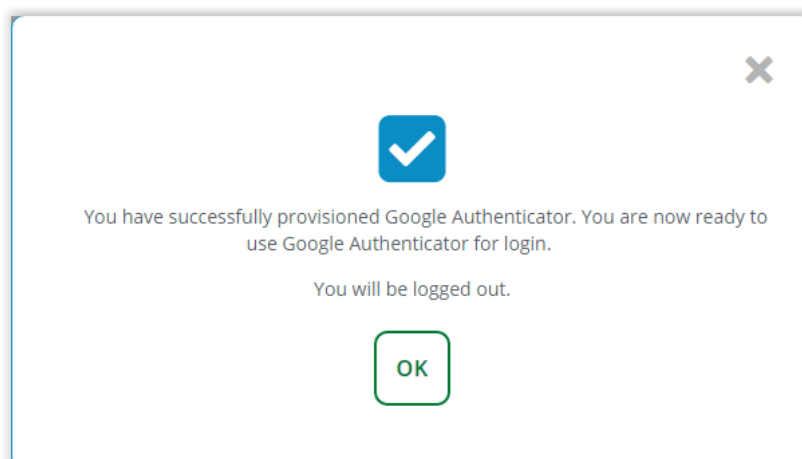
Confirm 4 digit PIN

SUBMIT



Enter the 6-digit code which is displayed on your device, into the 'One-time password' box, then enter and confirm a 4 digit PIN you wish to use (this can be the same as the password used with the previous RSA Keyfob if this was a 4 digit numeric password). Click 'SUBMIT'

NB If you are using an iPhone/iPad and the 6-digit code which is displayed on your device turns red, this indicates the code is about to change, we recommend waiting until the code changes and turns blue before you continue. On Android devices the colour will not change, the countdown indicator will show if the code is about to change.

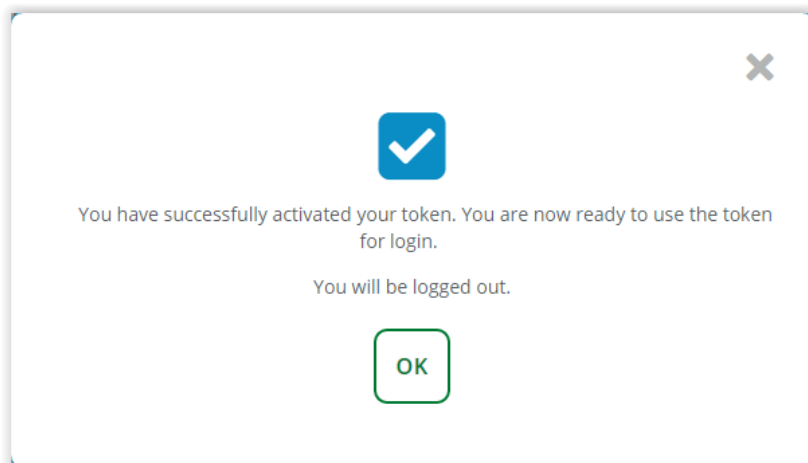
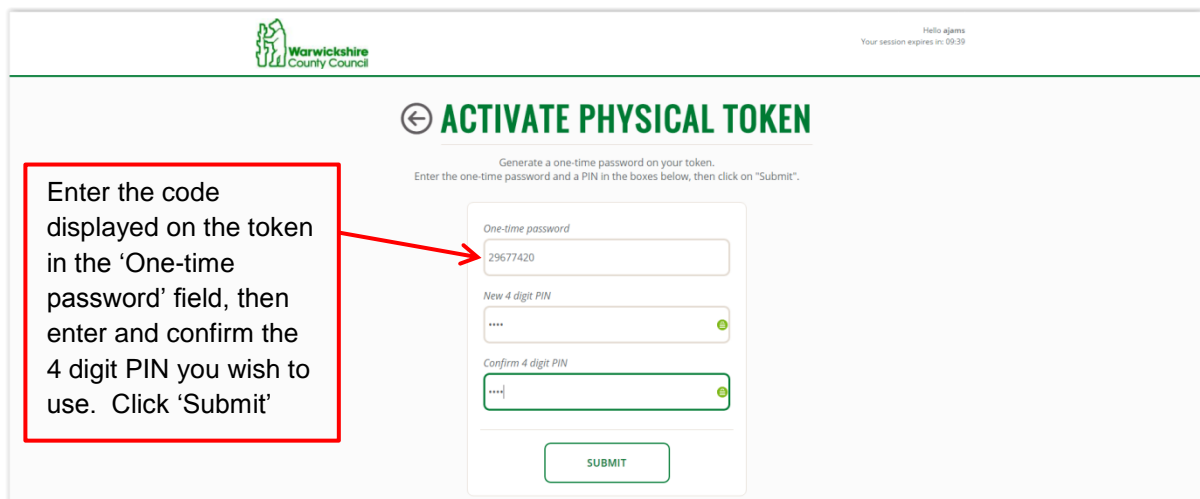
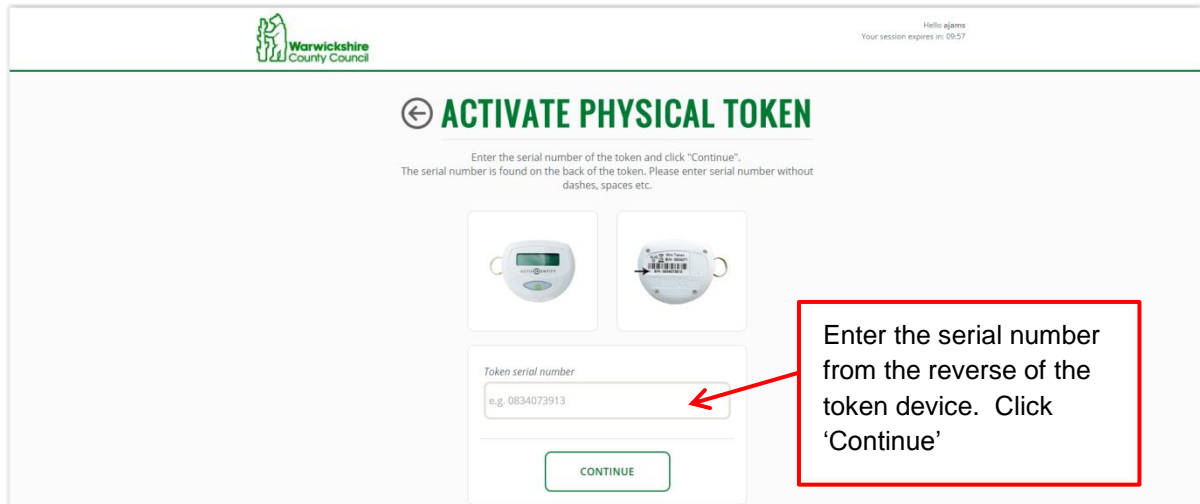


Click the 'OK' button on the confirmation screen above.

You have now completed the process of setting up remote access to WCC networks.

Activate Physical Token

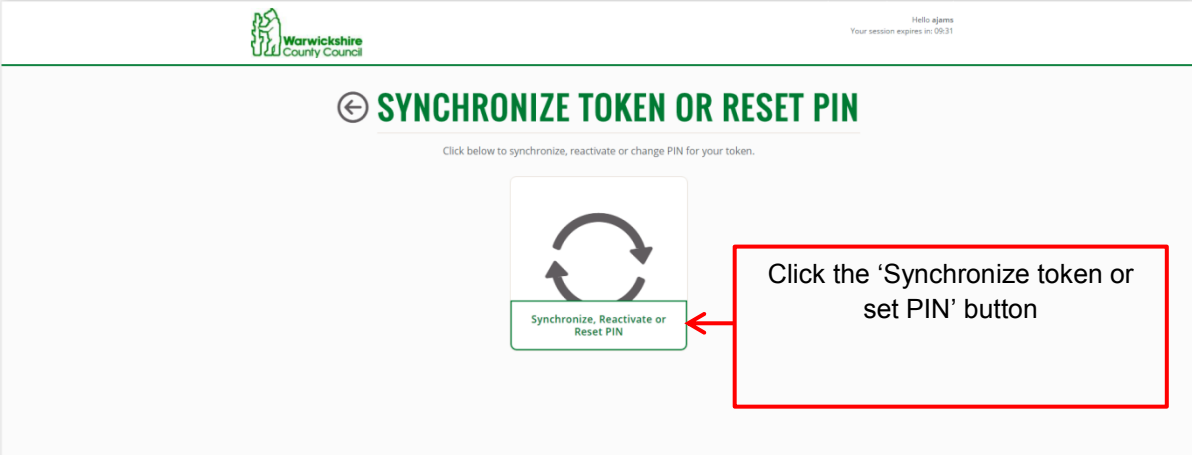
If you select Activate Physical Token on the 'Select Type of Token' screen, you will need to have been supplied with one of the token devices which are available from the IT Department, contact the ICT Service desk if you require further guidance. Follow the prompts displayed on screen.



Click the 'OK' button on the confirmation screen above. You have now completed the process of setting up remote access to WCC networks.

Troubleshooting

Follow the process below if you need to synchronise/reactivate/reset your four digit PIN.




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Hello ajams
Your session expires in 09:31

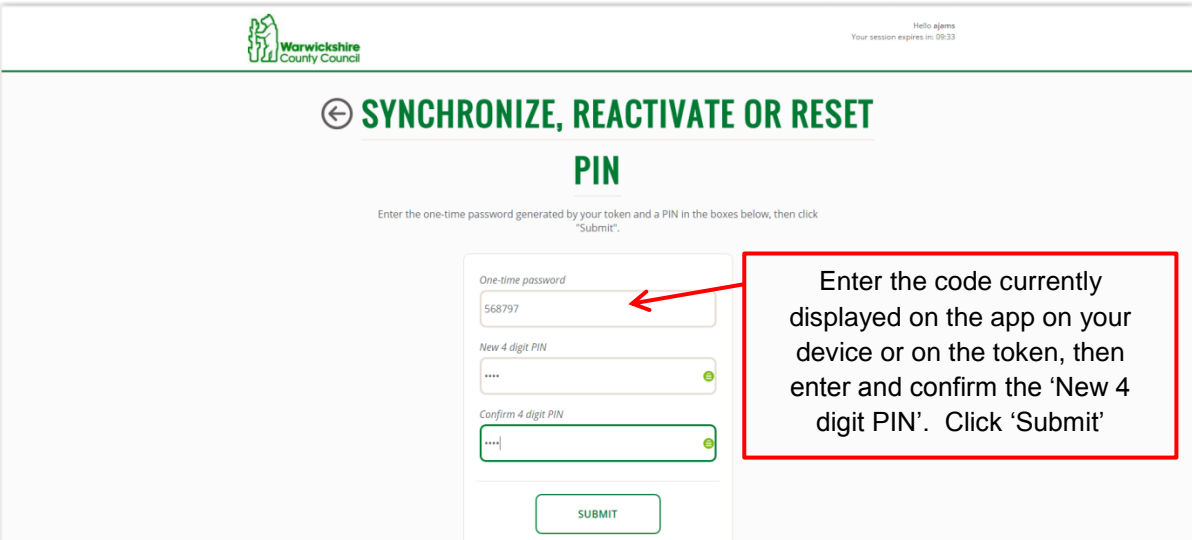
← SYNCHRONIZE TOKEN OR RESET PIN

Click below to synchronize, reactivate or change PIN for your token.



Synchronize, Reactivate or Reset PIN

Click the 'Synchronize token or set PIN' button



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Your session expires in 09:31

← SYNCHRONIZE, REACTIVATE OR RESET PIN

Enter the one-time password generated by your token and a PIN in the boxes below, then click "Submit".

One-time password

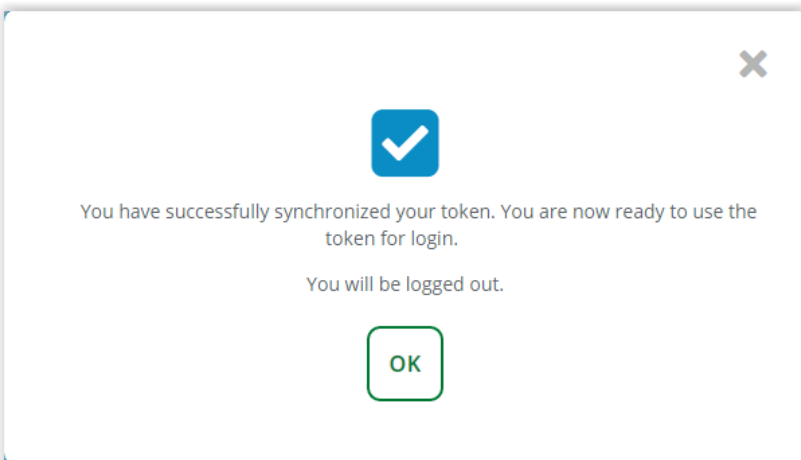
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New 4 digit PIN


Confirm 4 digit PIN

SUBMIT

Enter the code currently displayed on the app on your device or on the token, then enter and confirm the 'New 4 digit PIN'. Click 'Submit'



×



You have successfully synchronized your token. You are now ready to use the token for login.

You will be logged out.

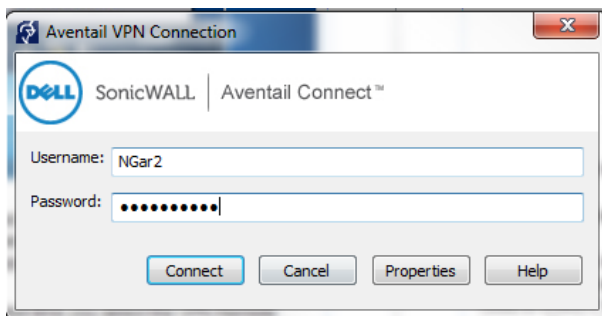
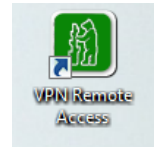
OK

Click 'OK' on the confirmation screen above. You have now completed the process of resetting your PIN.

Logging in using the code

Once you have followed the steps above to setup your device or active the token, you can login using the VPN icon on the desktop. Please wait for at least 30 minutes after completing the setup before you login to VPN using the new system.

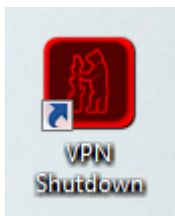
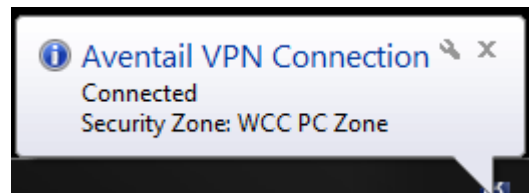
Double click the VPN icon on your WCC desktop screen, this will display the 'Aventail Connect' screen, see below:



Your 'Username' will already be displayed, in the Password field enter the 4-digit PIN you used during the setup, followed by the 6-digit code that is currently displayed in the Google Authenticator App on your device or on the WCC token supplied.

Click 'Connect'

Once connected a message will appear in the task bar at the bottom right of the screen, you are now connected to the WCC network.



The connection will remain active, until you double click on the VPN Shutdown icon on your desktop, you will then receive a notification message 'VPN Disconnected!'.

Click 'OK' to clear the message box.

