

Bell Aliant Managed Security Services

# Bell Aliant Total Office Remote Access

## SSL VPN Access with Secure ID User Guide

Version 1.3  
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# 1. Introduction

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This document describes how to obtain and use a Secure ID token. A secure ID token is required for company administrators to log into a portal to view their company usage statistics of the SSL VPN remote access service. Also, some companies prefer to take advantage of the additional security the Secure ID token provides and may opt for this method of SSL VPN access for all or a subset of their Total Office users.

For the majority of Total Office users a username and password authentication scheme for SSL VPN is all that is needed. For those users, a Secure ID token is not needed and they should ignore this document.

This user guide describes how to obtain and use a Secure ID token.

## 2. Secure ID – Token Acquisition

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The Bell Aliant Managed Security Hosted SSL VPN Service requires administrators to register for their Secure ID Token. This registration process only takes a few minutes to complete, and is required to deliver your new security device to the address you provide. The following are two key pieces of information that you need before beginning the registration process:

- Your email address
- Your password (provided by Bell Aliant)

### 2.1 Secure ID Registration Process

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1. To register for your SecurID token first access <https://register.mssp.aliant.net> with a standard web browser (e.g. Microsoft Internet Explorer). You are presented with the login screen as shown below. Your login credentials are your email address and password.

**Note:** you need only complete the registration process once. Once you have successfully completed your registration you will be unable to login to this portal.



The screenshot shows the login interface for the Aliant Managed Security SecurID Registration Portal. At the top left is the Aliant logo with the text "Managed Security Services" below it. The main heading reads "Welcome to the Managed Security SecurID Registration Portal". There are two input fields: "Email address" and "Password", each followed by a text box. Below the "Password" field is a "Sign In" button. To the right of the input fields, there are three lines of text: "Attention new SecurID users: To register for your token please login here.", "If you have previously registered, or accessed this page by mistake, please contact your administrator for details of your normal login page", and "Access to this service is restricted to authorized users of Aliant Managed Security Services".

- If your authentication credentials are valid you will be presented with the following form:

**Aliant** Development MSSP Security Challenge Questionnaire

**Welcome**

Please complete/update the following profile information.

Note: Please ensure accuracy as errors may delay or compromise your access to services.

The mailing address provided will be used as the shipping address for your security token. We strongly recommend the use of your home mailing address to ensure secure and timely delivery of the token. Lost or misplaced tokens will result in access delays and possible replacement charges.

Street:  \*

City:  \*

Province/State:  \*

Postal/ZIP Code:  \*

Country:  \*

Phone:  \*

Department:

\* Mandatory fields.

**Security Challenge Questions**

Select four challenge questions, and provide the appropriate answer.

	Question	Answer
1	What is the name of the street where you lived when you were in elementary school?	<input type="text"/> *
2	What is the last name of your prom date?	<input type="text"/> *
3	What is the name of your childhood pet?	<input type="text"/> *
4	What is the last name of your childhood best friend?	<input type="text"/> *

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- Complete the form as requested (some fields may already have data, if so please ensure the information is correct). Ensure you select four unique security challenge questions. These questions and answers will be used by the Bell Aliant IT Service Desk to verify your identity in the event you need technical support for your SecurID account. Failure to correctly answer the questions will result in support being denied and your account referred back to your company administrator.

Once the form is complete you can click submit. If the submission is successful you will receive two notification emails; one to indicate the form has been processed and the second to indicate the SecurID provisioning group has received your request. If you do not receive the second email notification within 24 hours please call the IT Service Desk Toll Free: **1 888 752-2191**.

- Your SecurID token will be mailed to the address you provided in the above profile. Once you have your token you can log into your company SSL VPN portal which has been provided to you by Bell Aliant.

**Note:** The first time you login, you will be prompted to create a PIN to be associated with your token

## 3. Remote Access – SSL VPN Login

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### 3.1 Login to SSL VPN Web Portal

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To access your SSL Portal, you must first open your internet browser and enter following URL into your address bar: <https://yourcompanyname.mssp.aliant.net>. To login you need your Email Address, your SSL VPN Password, and your SecurID token:

- Enter your email address
- Enter your Password
- Enter the Token Passcode

Your SecurID “Passcode” consists of your personal PIN followed immediately by the current six digits displayed on your token, with no spaces or other characters between the two values.

**Note:** The first time you log in, your SecurID token will be in “New PIN Mode”. At the login screen, enter ONLY the six digits displayed on your token in the **Passcode** field. The system will then give you the opportunity to choose a personal PIN code

**'Your Company Name'**

Welcome to the  
**'Your Company Name' SSL VPN Portal**

Email address:  Please sign in to begin your secure session.

Password:

Passcode:  SecurID PIN + token code (no spaces)

**Note:** The first time you log in with your new token (using only the six digits displayed on the token as your Passcode), the system will automatically guide you through the process of establishing your personal identification number (PIN).

You will be prompted to supply a new PIN, as shown below. New PIN mode is only applicable for the FIRST logon, or if the Service Desk resets the PIN on a trouble call.

**Note:** Your PIN must be between four and eight alphanumeric characters.

The screenshot shows a web interface with a red header bar containing the text "Your Company Name". Below the header, the text "Welcome to the 'Your Company Name' SSL VPN Portal" is displayed. A yellow banner with an information icon and the text "New PIN Required" is present. Below the banner, a message states: "You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be long." There are two input fields: "New PIN:" and "Confirm PIN:". Below the fields, a bulleted list provides instructions: "Be sure to remember your PIN, because you need it to sign in." and "If you decide not to create a new PIN now, click Cancel." At the bottom, there are two buttons: "Save PIN" and "Cancel".

Once the system accepts your new PIN you will be presented with the following screen:

The screenshot shows a web interface with a red header bar containing the text "Your Company Name". Below the header, the text "Welcome to the 'Your Company Name' SSL VPN Portal" is displayed. A yellow banner contains the message: "Your new PIN has been saved. Be sure to remember your PIN, because you need it each time you sign in. To continue logging in, please wait for the code on your SecurID token to change and then enter your NEW PIN followed by the SecurID token code." Below the banner, there are three input fields: "Email address", "Passcode", and "Password". At the bottom, there are two buttons: "Sign In" and "Help".

**Wait for the token code on your SecurID to change**, then enter your email address in the username field and your new passcode (PIN + current token code – no spaces) in the passcode field.

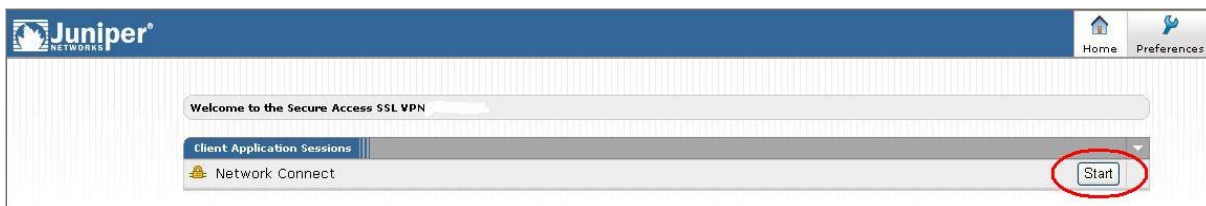
Full login instructions are available from the login page by clicking **Help**.

**Note:** If you fail authentication, the token number on your SecurID card must change at least once. You can only authenticate using the same token code ONCE.

When your SecurID token was provisioned you were requested to complete some challenge questions. You will be required to provide answers to at least two of these challenge questions if you call the Bell Aliant IT Service Desk for support with your SecurID token, e.g. PIN reset.

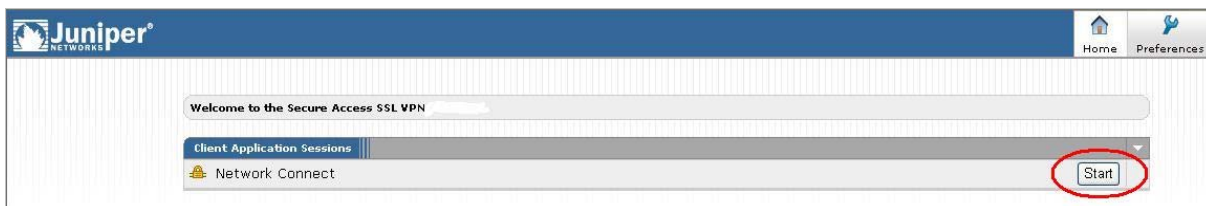
Failure to respond correctly will result in support being denied until your identity can be verified.

Once you have successfully logged in, your browser will be directed to a main menu bookmark page:



Depending on the resources allocated to you by company administrator you will see a bookmark page, similar to the one below. The actual links available will vary by user. Clicking on any link will take you to that particular resource.

The Network Connect option provides secure, SSL-based network-level remote access to application resources over the SSL connection. If your profile has been set up to utilize Network Connect you will see a link similar to the one below on your Bookmarks Page.



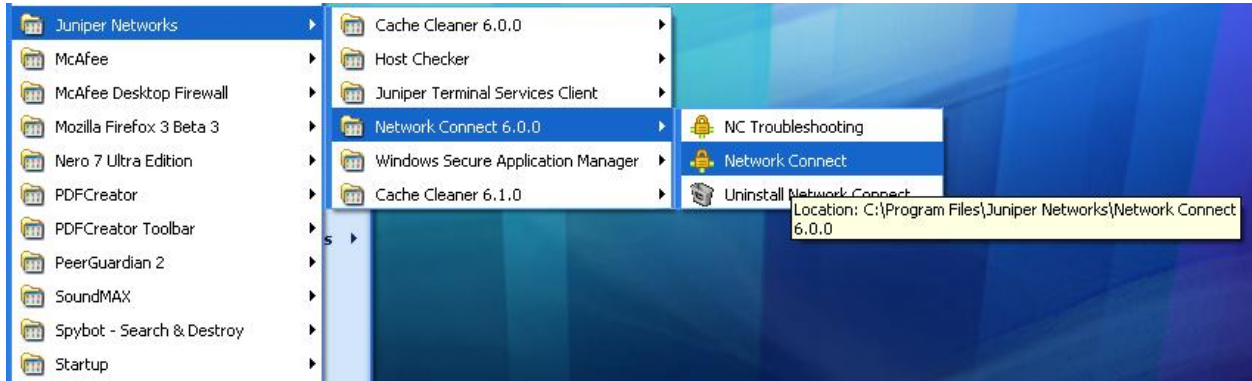
On the Bookmarks page you will see a Network Connect Client Applications Sessions with a Start button. Here you can connect to Network Connect to access all your network applications.

Network Connect gives you the option to start the service on the Bookmarks Page or if you have the Network Connect service on your start menu, see *section 3.2* as you can run Network Connect locally from your computer.

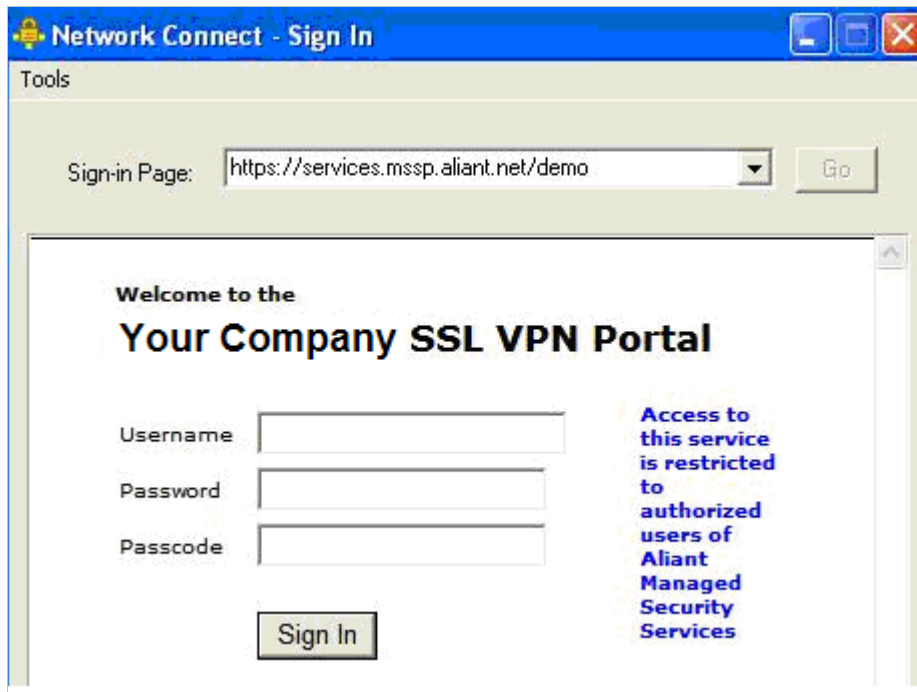


## 3.2 Network Connect Login (Alternate login)

Following their initial login, users of the NetworkConnect option may optionally directly run the client from their computer and log in within the client, rather than having to open a web browser session with the SSL Portal.



Once the application starts you will be presented with a Sign In screen (see below). Your Sign In URL will be presented in the drop down list. Enter your personal login credentials and press the “Sign In” button.



**Note:** accessing your portal this way will not display the normal bookmark page. If you need the bookmark page please log into your portal with a web browser.

As Network Connect starts to load you will be presented with a screen similar to the following:



If the client successfully connects you will see a new icon in your system tray. Right clicking on this icon will allow you to view the client status.



When Network Connect runs, your PC has secure network access to your Bell Aliant Total Office services such as Email and Personal Communications Manager. In addition, you can securely connect to network resources such as a file server or applications on your Corporate LAN.

## 4. Logging Out (browser only)

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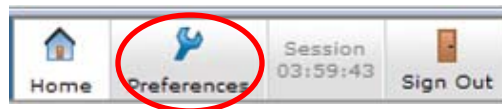
To end your SSL session click the **Sign Out** button on the top right of your bookmark page and close your browser.



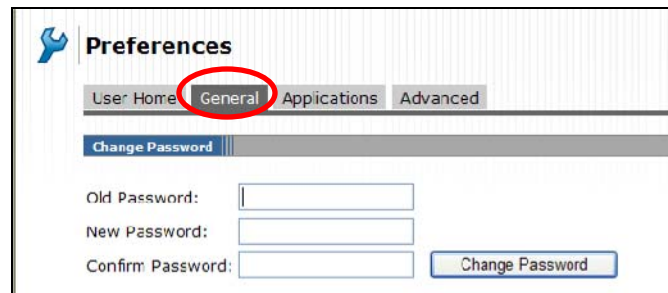
## 5. Change Password

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To change your password at any time, first click the **Preferences** button on the top right of your bookmark page:



From the Preferences page, click on the **General** tab. You will be prompted to enter your current password then enter and confirm your new password. Press the **Change Password** button when complete:

A screenshot of the 'Preferences' page. The 'General' tab is selected and circled in red. Below the tabs is a 'Change Password' section with three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. A 'Change Password' button is located to the right of the 'Confirm Password' field.

**Note:** your new password must satisfy the following security requirements:

- Passwords must be at least six characters in length
- At least three of the following four rules must be satisfied:
  - At least one lower case character
  - At least one upper case character
  - At least one numeric character (digit)
  - At least one of the following special characters (!, @, #, \$, %, ^, \*, ?, \_, ~, -)

## 6. Service Support

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If you have issues regarding your Username & Password please contact your company administrator.

For SecurID token issues, please contact the Bell Aliant IT Service Desk (e.g. PIN Reset, account disabled); you will be required to provide answers to at least two of your challenge questions. Failure to respond correctly will result in support being denied until your identity can be verified.

If at any time you lose or damage your SecurID token or it is defective (missing digits, flashing 888's, etc), please contact your company administrator for a replacement.

Any issues relating to accessing a login page, bookmark links or Network Connect should be conveyed to the Bell Aliant IT Service Desk:

- Bell Aliant IT Service Desk Toll Free: **1 888 752-2191**